



ADELAIDE TRUCK TRAINING CENTRE

STUDENT HANDBOOK



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On behalf of the Adelaide Truck Training Centre, we extend to you a warm welcome as a student.

Provision of Quality Training

As a nationally Accredited Registered Training Organisation, Adelaide Truck Training Centre (ATTC) aims to provide quality training and assessment services to its students, in accordance with the *2025 Standards for Registered Training Organisations (RTOs)* and the relevant Training Package.

ATTC has a quality assurance system in place which underpins all aspects of our training and assessment services. This system is monitored and reviewed, and we welcome feedback from students to assist in identifying opportunities to improve our services.

Prior to enrolment students will be given course information sheets/brochures and a copy of this Handbook which outlines our obligations to you as a prospective student. It also provides advice relating to your responsibilities as a student. This handbook outlines our responsibilities as a Registered Training Organisation (RTO) and your responsibilities and behaviour while you are under instruction.

We hope that your training and assessment is productive and enjoyable and will be supported by our committed instructors. After reading this handbook if you wish to enrolment, you will be required to complete and sign your enrolment form to verify receipt of this information. If you would like to retain a copy of this handbook, please advise a staff member.

The enrolment form also has details relating to fees and refunds. Once enrolled, ATTC will keep students informed of any changes that may affect their participation.

Course Information

ATTC delivers nationally accredited & non-accredited truck driver training leading to the issue of a Certificate of Competency and/or a Nationally Recognised Statement of Attainment to successful students.

Please refer to specific course brochures for detailed information about courses and qualifications offered by ATTC. These brochures detail any specific entry requirements such as age and minimum driving experience that must be met prior to enrolment, selection processes and where relevant will provide information relating to, course outcomes and pathways.

Where training is for a license outcome, the brochure will also provide legislative and/or occupational licensing requirements.

Enrolment

ATTC requires all students to complete an enrolment form prior to commencing any courses. The enrolment outlines the commitment that ATTC makes regarding the delivery of our courses.

The information captured in the enrolment form enables us to process your enrolment, this form also collects information which we are required to collect by law.¹*The Australian Government Department Australian Government Department of Employment and Workplace Relations' VET Data Policy Part B, Clause 7.2: states:*

¹ <https://www.ncver.edu.au/rto-hub/statistical-standard-software/standard-enrolment-questions-example-form> <accessed 1/02/2023>



Where personal information is collected from a student, RTOs must make students aware of the purposes for which their information may be collected, used or disclosed. RTOs must give the student a copy of the Privacy Notice at Schedule 1 of this Policy. This can be achieved by including the 'Privacy Notice' during the student's enrolment process.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011 (Cth)* (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988 (Cth)* (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.



For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact ATTC using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact ATTC to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please speak to a staff member if you have any questions or call (08) 8244 4374.

It is important that you read the policies in this handbook as these underpin your training agreement.

Declaration of medical condition

Some medical conditions may prohibit a person from applying for a heavy vehicle licence. Service SA customer service centres or the SA Government website <https://www.sa.gov.au/topics/driving-and-transport/heavy-vehicles/getting-a-heavy-vehicle-licence> can provide additional information in relation to these conditions.

If you have a medical condition or disability which may affect your training, you are required to advise us.

The information you provide will be kept confidential and any support mechanisms will be handled in as non-evident manner as possible. **Please note:** If you do not disclose a pre-existing condition which leads to an injury to yourself or others you may have no financial recourse.

Privacy and Confidentiality

Through the enrolment process and during your participation in training ATTC collects, stores and uses student personal information. This is done in strict accordance with the *Privacy Act* and the 13 Privacy Principles.



Student Records

ATTC keeps complete and accurate records of the attendance and progress of all students, as well as financial records of all payments and charges and the balance due.

When certificates of competency are issued for licensing purposes triplicate copies of these are provided to the Department for Infrastructure and Transport (DIT).

Copies of these records are provided to students on request; we will only release records to be viewed to the student named on the file and you will be asked to verify identity first photo ID will be required.

Files are stored in secure storage so please allow time for retrieval.

Course Fees & Refund policy

Individual units of competency

If you are looking to enrol in a unit of competency or a licence to drive unit you will be provided with the specific costs associated with your course.

Please note:

The course fees DO NOT include the costs of obtaining any licenses. These are payable directly to DIT through a Service SA Customer Service Centre.

All training and assessments/tests depend on the ability of each student. There is no minimum or maximum guaranteed time to achieve the standard required for those courses with licensing outcomes. As the practical driving assessment is in accordance with SA driver licensing requirements. ATTC does not guarantee a successful outcome. Any additional hours needed to meet the required competencies will be charged at an hourly rate.

Heavy Vehicle Driving Instructor course

Fees for the Motor Vehicle Driver Training course have been calculated for individual units of competency. At the time of enrolment, you will be provided with a payment schedule specific to the units and delivery options you selected.

Fees for this course include all learning and assessment materials, but do not include the cost of obtaining your instructor licence. The Department for Infrastructure and Transport (DIT) have specific requirements that must be met, for more information please visit:

www.sa.gov.au/topics/driving-and-transport/industry-services/driving-instructors/motor-driving-instructor-s-licence

Students undertaking this course will be required to pay a deposit to undertake their training.

This course includes both theory and practical sessions, you must attend the theory and practical both. These sessions are delivered as one integrated session and cannot be taken separately.

Rescheduling is not always possible due to instructor and vehicle availability.



TILE (Training in Lieu of Experience) Course

The TILE course requires the completion of three (3) modules. These modules consist of theory and practical.

Course Outline:

- Road Law (Day one (1))
- Industry (Day two (2))
- Practical (Day three (3) & four (4)) - May not be run on consecutive days.

We offer all three (3) TILE modules.

A non-refundable administration fee applies to all courses plus and government licensing fee (if booked) including alterations and cancellations.

If a block of training has been booked and paid for and a student chooses to finish the lesson early, they will be required to read and sign the “Student Training Early Completion Waiver” and there will be no refund of payment. The administration fee amount depends on the course you are undertaking. You will be notified of this prior to enrolment.

A non-refundable administration fee applies to all courses including alterations and cancellations.

All training and assessments/tests depend on the ability of each student. There is no minimum or maximum guaranteed time to achieve the standard required in our courses.

When a deposit is paid and seven (7) days (notice to be given during business hours) of a cancellation is not given your deposit will be retained.

If you have complied with the Payment and Refund of Fees Policy and are entitled to a refund, it will be processed within 14 days and returned to you minus the administration fee.

Changes to lesson times

If a course needs to be cancelled due to unforeseen circumstances ATTC, in all instances will make every effort to reschedule the course to a mutually convenient time to both ATTC and the student. If the need arises ATTC reserves the right to contract another RTO/contractor to complete course delivery and assessment if for unexpected reasons ATTC is unable to complete the training. Students will be advised of this at the time of enrolment. Should this revised arrangement not meet the student’s needs the student will be able to apply for a refund for the services not provided.

ATTC will notify via phone or email.

Mutual Recognition

Mutual recognition is the acknowledgement and acceptance by Registered Training Organisations (RTO) across Australia, of Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other Australian Registered Training Organisations.

As an RTO, ATTC accepts Statements of Attainment and Qualifications issued by other Registered Training Organisations e.g. Another RTO or TAFE. All Statement of Attainment and Qualifications must be authenticated and verified prior to be used in the recognition process.

To apply for Mutual Recognition, you must be enrolled in a course at ATTC. Staff will need to see your original parchments and will retain a copy of these in your file.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

RPL is the formal acknowledgement of skills and knowledge that were not learned as part of a formal course, but gained from general life experiences, or work-based training and activities.

To find out more about the RPL process please ask for a copy of the RPL Kit available from the ATTC Reception.

The RPL process will require you to provide evidence that you are able to meet the outcomes for a specific unit of competency. This could include references, copies of qualifications, work reports and may involve an interview with an assessor. There is a cost for RPL. Fees are currently \$110 per hour. Students will receive a more detailed cost aligned to their RPL application prior to completing enrolment.

Credit transfer (CT) is the granting of status or credit by an institution or RTO to students for units of competency completed at the same or another institution or training organisation which are the same as the units of competency that the student has enrolled in.

Duration of training

The assessment delivered by ATTC is competency based. This means that some students will need additional time to complete competencies. Your trainer will keep you informed of your progress and advise you if additional training time will be required.

Assessment and Grading (Licensing)

Driving Instructors will provide details of knowledge and practical requirements and assessment methods for each unit of competency/licence at the commencement of your training.

Assessment methods may include verbal, written exercises and practical demonstrations. Where there is a regulator licence requirement a practical demonstration will be required. In many instances the assessment instrument and the standard for competency is mandated by the regulator (DIT). There is also the potential for an audit officer from DIT to attend course delivery or assessment where there is a licensing outcome. All assessments are marked in accordance with DIT guidelines with a minimum standard required for the issuing of any licenses.

Competency based training and assessment can have two (2) result outcomes Competent (C) or Not Yet Competent (NYC). If you believe an assessment process may disadvantage you because of a disability, cultural or linguistic need please let your instructor know so that alternative arrangements can be looked at if required.

All training and assessment/test durations depend on the ability of each student. There is no minimum or maximum guaranteed time to achieve the standard required for unit completion or licensing in our courses.

Where possible, ATTC will make an adjustment under “Reasonable Adjustment” for students presenting with special needs.

Under the Disability Standards for Education 2005 RTO’s must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship.



While "reasonable adjustment" and "unjustifiable hardship" are different concepts and involve different considerations, they both seek to strike a balance between the interests of RTO's and the interests of student's with and without disability.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

An RTO is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; education providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

Where there are mandated assessments for license purposes, this may not be possible.

ATTC cannot guarantee that all students will successfully complete a course of training. It is important that you discuss your specific training needs prior to enrolment to ensure that the best program can be developed for you.

Students must also be aware that ATTC cannot guarantee that students will be successful in obtaining employment in their chosen field as this is subject to factors outside of our control.

Student Code of Conduct

This Student Code of Conduct sets out the standards of responsible and ethical behaviour and conduct expected of Adelaide Truck Training Centre (ATTC) students as part of contributing to a thriving, progressive, respectful and inclusive training community. This Code applies to all students of ATTC.

ATTC students:

- undertake their training and assessment with integrity and honesty
- work cooperatively and collaboratively with other students, staff and contractors
- treat other students, staff/contractors with respect so as not to compromise their health, safety, privacy and welfare
- educate themselves on, and comply with all relevant ATTC policies, procedures and other codes of conduct
- communicate with courtesy and consideration in person and online (including via email and social media)
- responsibly exercise their rights to freedom of speech and academic freedom, and respect others' rights to their own opinions and beliefs
- follow the Work Health and Safety policies and procedures



- use ATTC property, facilities and resources responsibly, in accordance with relevant policies and considering others' needs
- comply with ATTC commitment to the prevention and elimination of unlawful discrimination,
- abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on ATTC property,
- abstain from acts of self-harm,
- follow reasonable directions from ATTC staff and contractors
- provide accurate personal details to ATTC, keep those details up to date, and read and respond to official ATTC communications in a timely manner.
- ATTC encourages students, staff/contractors to raise any concerns related to this Code with the ATTC Chief Executive Officer (CEO) by contacting the Office.
- Alleged or actual breaches of the Student Code of Conduct are taken seriously by the ATTC and may be dealt with by the relevant policy.

Unacceptable behaviour

Unacceptable behaviour may include:

- disobeying any reasonable direction by a ATTC staff member or contractor
- acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes
- viewing or distributing offensive material via the internet, email or other means
- discrimination, harassment and victimisation
- bullying and intimidation
- racist or sexist comments
- behaving in a disruptive manner, such as swearing, yelling or using offensive language
- using mobile phones during classes
- deliberate breach of any ATTC policies and procedures
- stealing, vandalising or causing wilful damage to ATTC property
- endangering the safety of yourself or others
- assaulting or attempting to assault anyone while on ATTC premises



Work Health and Safety

The *Work Health and Safety Act 2012 (SA)* and its Regulations describe the requirements that ATTC must legally adhere to. We are committed to ensuring excellence in the handling of work health and safety issues affecting students and staff. All persons at ATTC have a legal duty to take care of themselves, protect their own health and safety and to avoid adversely affecting the health, safety and welfare of others. As a student, you are responsible for:

- not intentionally or recklessly interfering with, or misusing anything provided by ATTC that is in the interest of health, safety or welfare e.g. safety equipment, trailers, heavy vehicles etc;
- cooperating with any health and safety directives given by ATTC instructors and administration staff;
- you are not under the influence of alcohol or drugs; and
- knowing the location of emergency exits and following evacuation procedures as required.

At the time of enrolment, you were asked to disclose if you have any personal health condition(s), that may be critical under certain conditions (e.g. licensing) or at certain times, or if you are under any prescribed medication. Students are also expected to comply with any dress requirements, including the wearing of appropriate footwear while on the premises. Students with any work health and safety (WHS) concerns should speak to a member of staff immediately.

Drugs and Alcohol

No alcohol or drugs are permitted on the premises. You must not be under the influence of drugs or alcohol when in training or in a heavy vehicle.

If you are, you will be told to leave and you will not receive a refund for that lesson. Please advise your trainer/driving instructor if you are taking prescription medication as these may adversely affect your driving ability.

Smoking

ATTC has a No smoking policy which covers its premises and all vehicles. In the interest of all ATTC staff and students, smoking is not permitted in any office, classroom, toilet, or in any vehicle. This is to protect the health and safety of all staff, students and visitors at ATTC.

If the No smoking policy is breached at any time the following actions will be taken:

- report made to the CEO
- the breach will be noted in a WHS report by the CEO
- a warning issued to the person responsible.

Access and Equity

ATTC is committed to providing equitable access to its training courses and activities regardless of gender, age, cultural background, sexuality or disability. However, where there is any specific age, medical or minimum driving experience requirements for licensing these must be met prior to enrolment.



The ATTC enrolment form asks you to disclose if you have a disability or special learning need. You may also choose to discuss these needs with your instructor.

This information enables ATTC to make the necessary learning support arrangements. Without knowledge of these needs, it is very difficult for the ATTC to support you.

Students need also be aware that there are some medical conditions that would prevent you from being issued with a heavy vehicle driver licence. If this applies to you, please contact Service SA or the SA Government website <https://www.sa.gov.au/topics/driving-and-transport/heavy-vehicles/getting-a-heavy-vehicle-licence>, prior to enrolment.

Where possible, ATTC will make adjustment for students presenting with special needs. Where there are mandated assessments for licensing purposes, this may not be possible.

Learning Support

ATTC provides learning support. We outline available services for students who need extra help to succeed. Trainers/Instructors can assist with basic literacy, numeracy, and building knowledge and practical skills. We also offer support for students with a disability.

If we cannot meet your needs, we can refer you to external services (at your own cost). If you need additional in-vehicle instruction to gain your licence, your instructor will advise the estimated time required and the cost.

Equal Opportunity

ATTC has a firm commitment to the equal opportunity principles and will ensure that no discriminatory policies, practices or procedures exist in any aspect of ATTC operations, and that neither you nor the instructors employed at ATTC are engaged in any behaviour that could be viewed as discriminatory.

ATTC has an equal opportunity policy available for you to read, if you would like a copy please see the administration staff.

In South Australia, it is unlawful under the *Equal Opportunity Act 1984 (SA)* to discriminate against someone on the grounds of:

- Gender (whether male or female);
- Sexuality (whether a person is heterosexual, homosexual, bisexual, transsexual);
- Marital Status (whether a person is single, married, widowed, divorced, separated, or in a de facto relationship);
- Pregnancy;
- Race (a person's country of birth, ancestry, colour of skin or nationality);
- Physical Disability (the loss or malfunctioning or malformation of any part of the body);
- Intellectual Impairment (the loss or imperfect development of mental faculties resulting in reduced intellectual capacity);
- Age (which covers all ages). However minimum age limits for various licenses will be adhered to; and

- Victimisation.

The CEO of ATTC has ultimate responsibility for ensuring that neither you nor another student is involved in behaviour that is seen to be discriminatory, harassing or victimising. Disciplinary action will be initiated should any breaches to this policy become evident.

Harassment and Bullying

Harassment is unlawful under the *Equal Opportunities Act 1984 (SA)* and includes:

- Verbal harassment e.g. crude language, sexual comments, advances or propositions, lewd jokes, innuendo, racist comments or jokes;
- Non-verbal harassment e.g. leering, putting offensive material on notice boards, computer screen savers, email or mimicking someone with a disability;
- Physical harassment e.g. unwelcome physical contact, attempted assault, hitting, pushing, shoving or throwing objects at a person; and
- Sexual harassment e.g. unwelcome touching or kissing, offensive visual material, requests for sexual favours or dates, intrusive questions about sexual activity, violent threats of a sexual nature.

Bullying is also unlawful and includes:

- abusing other students in front of, or within earshot of, other students or staff;
- invading other student's personal space';
- persistent complaints and criticisms on trivial matters;
- spreading false rumours;

Bullying and harassment is unlawful and will not be tolerated at ATTC. If you feel bullied or harassed your first option may be to tell the person to stop, that their behaviour is unwelcome. If you wish, you can make a formal complaint under the ATTC Complaints Policy. Students are advised to make a written note of any harassment including details of dates, times, witnesses, what happened, and what you said or felt. Be frank and open about what happened with representatives who are investigating the complaint. This will enable *appropriate action to be taken*. You can obtain further advice from the Equal Opportunity SA (Office of the Commissioner for Equal Opportunity).

Issue of qualifications and Statements of Attainment

Certification & Statements

Statement of Attainment (SoA): Issued to eligible students who successfully complete one or more units of competency on ATTC's Scope of Registration.

- Initial SoA: **no fee**.
- Collected at course completion or posted (**postal charges apply**).
- **Replacements** (lost/destroyed): \$50 (see fee schedule).

Qualification Certificate (Testamur) + Record of Results: Issued when a student **completes all units** required for a nationally recognised qualification on ATTC's Scope.



- Conditions: **USI provided and verified**, all **assessments finalised**, and any **fees or borrowed items** settled/returned.

Certificate of Competency (Licensing): For heavy vehicle licensing, a **Certificate of Competency (CoC)** is issued **for licensing purposes** when assessed as competent.

- The CoC is **separate from nationally recognised certification** and is used to progress your licence upgrade with the state licensing authority.
- Reprints are subject to **administrative processes/fees** (see fee schedule or office).

Student Complaints

During your training if you become dissatisfied with the service or equipment offered by the ATTC your concerns can be resolved quickly and effectively by dealing directly with the instructor or persons responsible for the service or equipment involved. If this is unsuccessful or inappropriate, an informal (verbal) or formal (written) complaint may be made. Resolution of the complaint is then made in accordance with the ATTC Student Complaints Policy.

Should students wish to lodge a complaint in person they may choose to bring a support person with them. The ATTC also aims to ensure that all parties involved in a complaint are protected from victimisation and that confidentiality and privacy are maintained as far as possible at all times. At all times complaints will be dealt with fairly and principles of natural justice and procedural fairness will be followed, in that a person will have an opportunity to tell their side before any decisions are made.

Students may also raise complaints directly with the transport regulator; the Department for Infrastructure and Transport (DIT) on 131 084; Consumer and Business Services on 131 882; The Office of Equal Opportunity on 8207 1977 or the Training Advocate on 1800 006 488

Withdrawal

ATTC may withdraw a student from their enrolment in a course for the following reasons:

- Failure to commence by the prescribed start date;
- A serious breach of ATTC policies, for example the Drug and Alcohol policy or Sexual Harassment policy; and if
- Work Health Safety Regulations are consistently ignored.

Any student who is to be withdrawn from training, will be notified in writing and provided with the reason(s) for the withdrawal. Appeals against the withdrawal may be made to the ATTC CEO in the first instance.