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Australian DEMO 4WD and Advanced Driver Education

Student Handbook

25th February 2022



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AMENDMENT CERTIFICATE

1. Amendments are to be entered immediately upon receipt. The amendment certificate is to be annotated upon receipt of each amendment.

Amdt No	Last amended / Replaced	Amendment Details	Amended By	Date of Amdt	Remarks
01	12 Dec 12	First Listed	Kev Williams		First Listed
02		Review	Kev Williams	28 Jan 15	Update Competencies
03	28 Jan 15	Review for Audit	Kev Williams	10 May 21	Reviewed and update Competencies
04	10 May 21	Include student journey	Jan & Kev Williams	15 Jul 21	Change sequence and content to reflect student journey
05	15 Jul 21	Update content	Kev Williams	19 Nov 21	Update changes to competencies and revamped Compliance and Appeals
06	19 Nov 21	Update competencies	Jan Williams	14 Feb 22	Updated course competencies & fees

This Student Handbook

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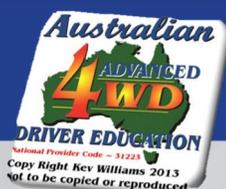


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INTRODUCTION

On behalf of the team at Australian 4WD and Advanced Driver Education (A4ADE), we welcome you and trust that your time with us will be an enjoyable, educational and quality practical experience, as well as having the opportunity to learn new information and skills to keep you, your families and work colleagues safe.

Selecting a training provider is an important decision. This handbook outlines all that you as a student need to know about our organisation, what we expect of you, and what you can expect of the A4ADE team.

This Student Handbook has been prepared as a resource to assist you to understand your obligations and also, those of A4ADE. As a student on a Nationally Recognised Course, it is in your best interests to read this "Student Handbook" before attending your training course with A4ADE

Support: From making the first enquiry through to course completion, A4ADE has created this Student Handbook to inform perspective student/ student representative about how we can assist and support them through each stage of their learning journey.

A4ADE will assist and support you and your representative in every way possible, by providing you with the essential information to be well prepared to undertaking a course with A4ADE.

As an RTO, A4ADE is required to:

- Provide quality training and assessment.
- Comply with the Standards for RTOs 2015.
- Issue AQF certification at the successful completion of your course.

All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Student Handbook. Any queries can be directed to A4ADE on either:

- Mobile Phone - 0459 482 538; or
- Email: enquiry@australian4wd.com.au.

The Student Handbook demonstrates A4ADE's commitment to providing high quality vocational education and training to the Standards for Registered Training Organisations (RTO) 2015.

A4ADE has a Quality Management and Operation Framework based on the Standards for Registered Training Organisation's (RTO) 2015. This Framework informs and guides A4ADE towards the provision of best practice in training development, management and service delivery. For A4ADE, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority (ASQA).

This Framework, however, is a complex document and as such we are providing the following information as a "Student Handbook" to give students clear and concise information in a plain English format, which follows the practical application of their student Journey, with A4ADE.

What is an RTO and who makes sure that they deliver quality training and assessment? An RTO is a Registered Training Organisation. A Registered Training Organisations (RTOs) are education providers approved by ASQA to deliver Vocational Education and Training (VET) courses. They are providers and assessors of nationally recognised training that have been registered by ASQA. Only RTOs can issue nationally recognised qualifications.

National Training Regulator: ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 (SNRs) to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

There are approximately 5000 RTOs that currently exist within Australia and A4ADE is one of these.

Brief history on Australian 4WD and Advanced Driver Education. A4ADE

- is a Registered Training Organisation (RTO) in its own right and is compliant with the Standards for Registered Training Organisations 2015. A4ADE have undertaken successful RTO Audits in 1999, 2004, 2009 & 2015 with no non-compliances and a range of good practice initiatives noted;
- has a Quality Management and Operation framework based on the Standards for RTO's 2015. This Framework informs and guides A4ADE towards the provision of best practice in training development, management and service delivery.
- For A4ADE, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of A4ADE, it will ensure that their investment in training provides the best possible training experience and outcomes.
- was assessed, by the Department of Education and Training, as a Low Risk Registered Training Organisation in 2010;
- delivers up-to-date, professional, technical and practical Nationally Recognised Advanced Driver Training Courses, throughout Queensland, Australia and Internationally.
- have a comprehensive Health, Safety, Security and Environment Policy and has undergone compliance audits against the Australia and New Zealand Health and Safety Standard 4801.
- have staff that have extensive advanced driver training experience.

A4ADE Trainers and Assessors: All trainers and assessors are employed by A4ADE demonstrating significant industry experience in addition to obtaining formal training and assessment qualifications, allowing them to provide a professional, well rounded learning environment for students. A4ADE staff are equipped with the skills to ensure their teaching methods are suitable for all students, utilising simple language where appropriate to communicate information most effectively. A4ADE strictly adheres to the Standards for a Registered Training Organisation (RTO) to continue delivering training services of the highest quality to their clients.

A4ADE Organisational Chart: A4ADE organisational chart illustrates the two-way lines of communication between the Director and trainers which ensures the decision making within the organisation is informed by the experiences of its trainers and assessors.

[A4ADE Organisational Chart is detailed at Annex A.](#)

What courses can I study with Australian 4WD and Advanced Driver Education? A4ADE strictly adheres to Standards for NVR Registered Training Organisations, with all training programs aligned to the units of competency contained within the following training packages:

- AHC- Agriculture, Horticulture and Conservation and Land Management.
- FWP- Forest and Wood Products.
- PMA- Chemical, Hydrocarbons and Refining.
- RII- Resources and Infrastructure Industry.
- TLI- Transport and Logistics. and

Currently, A4ADE can offer students the following Units of Competencies:

Units of competency (Correct as at 25 Feb 22)

AHCMOM216- Operate side by side utility vehicles	PMASUP236- Operate vehicles in the field
AHCMOM217- Operate quad bikes	RIIV201E- Operate a light vehicle
AURTGA001- Drive and manoeuvre trailers	RIIV305F- Operate and maintain a 4WD vehicle
FWPCOT3325- Operate four wheel drive vehicle on unsealed roads	TLIC1051- Operate commercial vehicle
FWPCOT3326- Recover four wheel Drive vehicle	TLIC0023- Operate 4WD vehicle
FWPCOT3328 - Operate a four wheel drive in a towing situation	TLIC3036- Apply safe car driving behaviours
FWPCOT3329 - Perform complex four wheel drive operations	TLID0015- Load and unload goods/cargo

What qualification will I receive? Upon successful completion of your nationally recognised course with A4ADE you will be eligible to receive a Statement of Attainment.

What are the prerequisites? A prerequisite means a course or other requirement that a student must have taken prior to enrolling in a specific course or program. Please consult your course confirmation, which will outline any prerequisite information for your course.

Where is A4ADE located? A4ADE is based in Queensland and will provide services to several clients across Australia.



LEGISLATIVE REQUIREMENTS

Complying with Legislation: Registered Training Organisations are subject to legislation pertaining to training and assessment, as well as business practice. A4ADE will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

A4ADE will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. A4ADE recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff. [A4ADE Legislation Requirements are detailed at Annex B](#)

Workplace Health and Safety: The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards.

A4ADE has initiated policies, procedures, guidelines and work instructions, practicing and ongoing commitment to workplace health and safety, including our practical training areas and training packages that we deliver.

It is obligation under legislation that all A4ADE employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. A4ADE Directors are responsible for providing a safe environment, as part of its commitment to the welfare of their employees and clients.

[A4ADE Workplace Health and Safety commitment is detailed at Annex C](#)

Harassment and Discrimination Policy: Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

At A4ADE it is made known that if a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer/assessor or other A4ADE staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow A4ADE policy and procedures to rectify the situation.

All students and staff working with A4ADE have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to A4ADE policy.

A4ADE ensures that all staff are adequately trained in dealing with harassment and discrimination to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace.

[A4ADE Harassment and Discrimination Policy is detailed at Annex D](#)

Working with Persons Under 18 Years of Age: Students under 18 years of age, that holds a Learners or Provisional Driver's License may enrol with A4ADE. According to the law, a child is considered any individual less than 18 years of age.

A4ADE will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to A4ADE management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm. [A4ADE Working with Persons Under 18 Years of Age is detailed at Annex E](#)

Consumer Rights: On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010.

A4ADE commitment to [Consumer protection, Contractual agreement are detailed at Annex F](#)

Privacy Principle Policy: The Australian Privacy Principles (APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988 (Privacy Act). They apply to any organisation or agency the Privacy Act covers.

A4ADE considers student privacy to be of utmost importance and will practice a high standard of care and concern regarding maintaining student privacy in all aspects of business operations.

A4ADE ensures no student information is disclosed without the student's consent, except as required by law, mandatory AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard) reporting or in adherence to the Standards for Registered Training Organisations. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case

written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and /or letters will be recorded.

Privacy Principles that are strictly applied to all aspects of A4ADE's operations and are detailed at [Annex G](#):



THE STUDENT JOURNEY

A4ADE has identified the audit approach implemented by ASQA since June 2016. This represents a change to the traditional audit approach applied by regulators.

Key features include:

- Greater use of risk analysis and intelligence to trigger audits ('proactive regulation').
- Greater focus on the student's experience and RTO's practices and behaviours.
- Options for longer, standard or earlier notice periods.
- Scope of audit is flexible, based on intelligence and provider profile.
- Information used to inform audit drawn from a wider range of sources including intelligence from other government agencies.
- Greater student input.
- Audit outcomes reported against the phases of the student' experience.

Key phases of the 'student experience' include:

- Marketing and recruitment- (Pre-enrolment process).
- Enrolment process (Enrolment).
- Undertaking your course (Support and progression).
- Training and assessment.
- Completion.

Throughout A4ADE's Student Handbook and Quality Management and Operational Framework each of the policies, systems and procedures, support ASQA's audit model. Each staff member and in particular each trainer and assessor will ensure the student's experience will provide the best opportunity for a positive vocational outcome.

We sincerely hope your journey, as a student with A4ADE, will be most enjoyable and educational.

MARKETING AND RECRUITMENT

Pre-enrolment Process

A4ADE is keen to support the potential student and/or the student representative to make an informed decision before deciding to commence on a course of study with A4ADE

To provide as much information as possible, the potential student can:

- Visit our "Corporate [Courses](#)" page and review specific course information on A4ADE website;
- Email enquiry@australian4wd.com.au with any questions, or for additional information; and/or
- Call us on 0459 482 538.

Receiving a course enquiry: On receipt of a course enquiry, A4ADE Training Co-ordinator's will email the "A4ADE Course Information" package that provides the following information as clearly, concisely and as simply as possible:

- Information on the competency/competencies you have enquired about. This information is links to the training.gov.au training package and A4ADE website, which provides the application of the unit, training element and performance criteria.
- Duration of the course and timings.
- Venue/s locations.
- Cost (inclusive of terms of booking, cancellation, and refunds). These are detailed on the course booking form, to ensure that you know all the information before enrolling for a course.
- What you are required to bring to the course.
- Conditions for enrolment:
 - All students who undertake a training course must hold a current, valid Driver's Licence and there are no special conditions or restrictions. This must be available to be viewed by the trainer at the commencement of the course.
 - Students are only to drive the classification of vehicle for which they are licenced.
 - Students do not have either physical or psychological impediment that will impede the safe driving of a vehicle.
 - Students will not be under the influence of drugs and maintain a 0.00 blood alcohol level throughout the course.
- How to proceed with a booking, and
- The A4ADE Student Handbook.

How to enrol: It is important to review the Course Information and our Terms and Conditions provided on the course booking form before you complete the course booking form.

We recommend that the course booking form is only completed and returned when you are comfortable to move forward and register for a course. *No question is too big or small to answer, so please do not hesitate to ask!*

We can provide a range of information and support to ensure you choose the correct course, which has the right outcome for you. When required, with your permission, we can work with your employer to support you.

Once you return the course booking form or complete and send an online enrolment via email, you have requested to be enrolled in the course of study, that you have elected.

Enrolment Process

An enrolment is when a student or the students' representative completes and return the A4ADE course booking form or a course registration via the website.

To ensure that the student enrolment process is bias-free and non-discriminatory, A4ADE:

- uses the same admission process for all applicants.
- bases admission to courses solely on availability of places and the student meets any course entry requirements; and
- provides applicants with adequate information and support to enable them to select the most suitable training program for their needs.

Course Confirmation Process: After receiving the course booking form or an on-line registration, A4ADE will process this, and the student will receive a "Course Confirmation" by email (or via any other media, should this be requested).

The Course Confirmation email will contain the following information:

- A course enrolment link. This enrolment collects all the information we need to be able to issue a Statement of Attainment, at the successful completion of the course and be compliant with the requirements of being an RTO.
- Confirmation of the competencies in which you are enrolled. This confirms what competency you are undertaking.
- What you are required to bring to the course and what to wear.
- Course timings and directions to the location.
- Student handbook & COVID Requirements. and
- Course invoice.

FEE STRUCTURE

A4ADE operates a 'fee for service' training business. This means all training programs attract fees. All fees will be paid at or prior to the commencement of training unless prior arrangements are made with A4ADE Training Co-ordinator/s. Fees are paid by or charged to the student, a government agency or the student's employer.

Course Fee information is available via:

- Direct email from A4ADE Training Co-ordinator. All course fees are outlined in this email.
- A4ADE promotional material and/or training program brochures.

Each of these information streams clearly identifies all fees and charges. The A4ADE fee policy is updated regularly so that both A4ADE and students and/or employers are protected.

A4ADE provides the following fee information, to each student:

- a. The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b. Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit or administration fee;
- c. The nature of the guarantee given by the A4ADE to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- d. The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- e. The refund policy.

Total course fee: Each qualification, unit of competency or accredited course offered by A4ADE has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program.

It is A4ADE's policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a training program of study are required (for example, reference material, research documents, own computer, vehicles, trailers, UTV/ATV) the student will be clearly advised of exactly what is required in the student study guide for that program. [A4ADE course fees are detailed at Annex H](#)

Payment required in advance: Payment prior to the commencement of the course is required for non-corporate courses.

Enrolment fee: No enrolment fee is applicable.

Withdrawal fee No withdrawal fee is applicable. There are no withdrawal fees if 7 days' notice of withdrawal is provided.

Should less than 7 days' notice or less be provided the following structure is applicable:

- Between 7 days and 72 hours prior to course commencement - 50% refund.
- Withdrawal within 72 hours of the commencement of the course, non-attendance on the day or withdrawal during the course – no refund.

Re-submit and Re-assessment fee/s: No re-submit fee applies for the first resubmission, however a fee equivalent to 50% of the course fee will apply to second and subsequent re-submissions

Re-print certification: Where the student requests a new copy of his / her certification, a PDF Statement of Attainment will be provided free of charge on the first request. Should people require a hard copy Statement of Attainment via mail a fee of \$45.00 (inc. GST), may apply.

Fees paid in advance: All payments in advance are protected and are only made available for the operation of the business at the completion of your training.

Refunds: A4ADE will protect fees paid in advance and has a fair and reasonable refund policy.

An application for a refund is addressed according to the notice given by the person making the request:

- 7 days prior to the commencement of the course – 100% refund
- Between 7 days and 72 hours prior to course commencement - 50% refund
- Withdrawal within 72 hours of the commencement of the course, non-attendance on the day or withdrawal during the course – no refund.

A refund will be provided by A4ADE under certain circumstances, in the event of:

- The training arrangement is terminated early, by A4ADE (unless the termination is related to unacceptable student behaviour or a student has been found to be deceitful or deceptive and is attending the course with the express intent of gaining and plagiarising information for their own purpose or that of the corporate entity they are acting on behalf of).
- A4ADE fails to provide the agreed services as requested by the client (via email, course booking form etc).
- A student can demonstrate extenuating circumstances and hardship should a refund not be issued.

A refund will not be paid:

- If materials, equipment or resources received remain the property of the student.
- If the student does not attend or does not give adequate prior notification that they cannot attend a course.
- If the Student has not actively participated in a course.

Corporate Clients: Due to the specific training needs of many corporate customers all course fees will be negotiated between A4ADE and are disclosed prior to booking by the provision of a quote. Invoices are generated post course completion and payment terms as negotiated with that client will apply. A fair and equitable refund policy will apply.

Methods of payment: Students may make payments to A4ADE by any of the following means:

- EFTPOS.
- Credit Card (MasterCard and VISA only).
- Direct Deposit.

GST: All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivered by A4ADE are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

Payment Receipts: A tax invoice/receipt will be issued for all payments.

Contact Us: A4ADE are always keen to clarify and confirm any fees and charges should and student or corporate client have any questions in relation to fees and charges.

Protecting fees: A4ADE will ensure that student's prepaid fees (including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course) are protected in an appropriate manner.

Student's training is further protected by Australian 4WD and Advanced Driver Education's financial management policy and procedure. Any fees taken prior to the commencement of training are deposited into a "Cash Reserve" account. Fees paid in advance are not transferred to the operating account until training commences.

A4ADE will not collect more than \$1500 in advance.

Third Party Training: At this time, A4ADE does not engage third parties, however, should they in the future, A4ADE's Student Protection would extend to partners and training conducted by a third party on behalf of A4ADE

Student Protection: It is the intention of the Director of A4ADE that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The continuous improvement and quality management practices employed by A4ADE's Director and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.

The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with A4ADE. This guarantee in no way ensures a successful qualification outcome. A4ADE will work with the affected students to ensure their rights are protected. This may include but is not limited to:

- A pro-rata refund of course fees.
- Facilitating the transfer of the student's study to another suitable RTO.

PREPARATION FOR YOUR COURSE

Written information: A4ADE will provide a course booking confirmation when you have chosen to enrol into a course and have provided all required details.

The course confirmation provides all the information about preparing for your course.

Video information: You will be provided with a link to a video which outlines what is required before your course commences.

Enrolment process: Once you have watched this video, you will be able to complete your course enrolment, which gives A4ADE the information it requires to prepare your training and assessment materials prior to course commencement. This online enrolment process should only take approximately 4 - 5 minutes and it is important that all course students complete the enrolment. If you do need support to complete this, please let us know and we are more than happy to assist you.

Collection of personal information: The online enrolment form collects the required training and Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, which as an RTO, we are obliged to collect and report on yearly.

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 A4ADE is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed A4ADE for statistical, regulatory and research purposes.

Pre-Course Resources / Assignment: You can access a range of pre-course reading on our website australian4wd.com.au which will provide you with background information in preparation for your course.

A link to a Pre-course Assignment will also be provided as a pre-course study. You can also access information in relation to the course you are undertaking, its elements and a range of information based on safe driving on our website.

Unique Student Identifier: The [Unique Student Identifier \(USI\)](#) allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. The ability of students to access and share their training records will make enrolment processes more efficient for training providers and students.



Verifying USI: The completion of the enrolment process will also ensure that students USI can be verified, and Statements of Attainment can be presented, at the successful completion of the course. Additional information on USI is detailed at [Annex I](#)

UNDERTAKING YOUR COURSE

First day of training: On your first day of training, you will meet your trainer and assessor who will provide guidance, support and assistance you throughout the duration of your course.

If you have any worries, concerns or support needs that you have not identified prior to course commencement, please inform your trainer. The trainer will be more than happy to provide guidance and support as you move through your course.

Restrictions: Whilst the course does not entail arduous heavy manual work, physical activity is required and as such, students should consider if they may have any restrictions or difficulties that might preclude them from activities.

Students are also reminded of their responsibility to:

- Produce a valid and current driving license and there are no special conditions or restrictions.
- They do not have either physical or psychological impediment that will impede the safe driving of a vehicle
- They will not be under the influence of drugs and maintain a 0.0 blood alcohol level throughout the course.

FORMAL TRAINING & ASSESSMENT

A4ADE is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, A4ADE has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and students, A4ADE ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

[A4ADE Principles of Training and Assessment are detailed at Annex I](#)

How is your training delivered? There is a structured approach to our courses, and this integrates specific Health, Safety and Environmental matters.

All A4ADE courses combines face-to-face Trainer led theory classes, practical sessions and assessments that involves small group and individual activities. A4ADE courses may be split into 3 teaching elements, as follows:

- **Pre-course assignment:** A link to a pre-course assignment is provide as part of the course confirmation. Students are provided with the pre-course assignments for the purpose to gain specific information, which includes vehicle specifications, road rules, vehicle inspections and how a 4WD vehicle works. This is done at your own pace, prior to course commencement.
- **Theory Training:** Whilst extenuating efforts are made to keep our courses as practically based as possible, there are theory elements which are mandatory and must be covered within all Nationally Recognised Training. Classroom theory session may take approximately two hours spread throughout the day of the course. Theory sessions are Trainer led explanation and discussions.
- **Practical:** The practical sessions are divided into teaching and practice stages. The practical sessions are conducted using demonstration performance methods. Demonstration performance methods are sequences of explanations, demonstration and practice.

How will I be assessed? During all A4ADE driving courses, each student's driving skills are constantly assessed, to obtain a realistic measure of the driver's new skills, confidence, competency and behaviour. This assessment is to confirm that students have achieved the appropriate competencies, in relation to the training objectives of the course.

Assessors Qualifications: Your assessment is conducted by assessors who are qualified trainers and assessors (as per ASQA and AQF requirements) and who have over 30 years in the instructional, transport and logistics fields.

A4ADE trainers and assessors are employed by A4ADE and update their qualifications on an on-going basis to ensure training delivery is current, up to date and of a superior quality.

Method of Assessment: Students will be required to undertake three assessment methods, to achieve an overall Competent result, as follows:

1. **Case Scenario Assessment:** Students will be required to read a case scenario, its associated assessment tasks, complete practical research and inspections and answer questions on the specific Assessment Task.
2. **Knowledge Assessment:** Students will be required to complete a series of written short answer questions, such as:
 - Multiple choice.
 - Short answers.
 - True or false.
 - Fill in the blanks.
 - Draw a line to match up 2 answers.
3. **Practical Assessment:** During the practical assessment stage of A4ADE course/s, students are assessed constantly throughout the course, however formally assessed using the following A4ADE practical assessments proformas:
 - Practical Driving Benchmark Assessment.
 - Towing Safely Benchmark Assessment.
 - Specification and Inspection Case Scenario Assessment Proforma.
 - Vehicle Recovery Benchmark Assessment.

Students Assessment Results, Outcome and Reassessment:

- **Case scenario and knowledge assessments** will have either a Satisfactory or Not Yet Satisfactory result. This result contributes to the overall Competent or Not Yet Competent (NYC) course outcome.
- Students are to attain a 100% correct response to both case scenario and knowledge assessments to be deemed Satisfactory; therefore, all assessments tasks and questions are to be answered.
- Students who have recorded 2 or less incorrect answer/s, will be given a second opportunity to verbally answer alternative question/s related to the subject, on which the original question was based.
- For students who have recorded more than 2 incorrect answers are to be awarded a NYC outcome and will be required to be reassessed or attend the course again, at a date not less than 48 hours from the time of their results.
- **Practical Assessment Feedback:** Students are provided with their results and feedback on their performance and are given the opportunity to discuss any concerns, outcomes with A4ADE Trainers/Assessors.
- Students who are assessed as Not Yet Satisfactory will be provided with feedback on their results, the reasons for the result and recommendations for remedial action and further developments. This feedback will be recorded in the appropriate remark's sections of the student's assessment guide.
- Students may be permitted 2 reassessment attempts, for each assessment element, if time permits.
- If the student is still assessed as Not Yet Satisfactory or breaches safety, they will be deemed as Not Yet Competent, therefore, they will be required to be reassessed or undertake the course again, at a date not less than 48 hours from the time of their results. The 48 hours' time period for reassessment is set to allow the students time for follow up, reflection and revision.
- Attainment of Satisfactory will be confirmed when the student can correctly demonstrate their understanding of each assessment task for their course.
- A4ADE implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. A4ADE recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

Right to request: You have the right to request information about or have access to your own individual records. A4ADE trainers and assessors or administration staff will provide the requested information for access. You also have the right to request a hardcopy of your individual file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your A4ADE trainer and assessor, at any time about your progress.

RECOGNITION OF PRIOR LEARNING AND RECOGNISE QUALIFICATIONS OF ANOTHER RTO

Due to legislative requirements and industry best practice, RPL is not normally offered. If however, RPL were to be offered the following will apply.

Recognition of prior learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

A4ADE appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

[A4ADE's Recognition of Prior Learning Process and Recognise Qualifications of Another RTO is detailed at Annex K](#)

Please note: The competencies that A4ADE offer have significant practical components due to the nature of the skills required. To comply with Health and Safety requirements and the corporate clients that make up the customer base of A4ADE a practical assessment, as part of the RPL process is required. Whilst RPL is offered by A4ADE students may be required to retrain, rather than use the RPL process, to comply with Health and Safety, company policy and site access requirements.

RECORDS

A4ADE has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by A4ADE.

Data is collected and stored in accordance with the processes outlined at [Annex L](#) and A4ADE's record management procedures ensure timely and accurate records inform the continuous improvement processes of A4ADE. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained. [A4ADE Record keeping Procedures are detailed at Annex L](#)

BEHAVIOUR

Acceptable behaviour: A4ADE make every effort to practice co-operation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services.

The same positive and appropriate behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Any trainer, assessor or staff member who is dissatisfied with the behaviour / performance of a student has the authority to:

- Warn the student that their behaviour is unsuitable. or
- Ask a student to leave the course, without refund or acceptance into another course. or
- Immediately cancel the course.

If a student wishes to object or lodge an appeal against the action taken, they have the right and opportunity to follow the A4ADE complaints procedure.

Plagiarism: Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work. All assessment work is to be completed by the students undertaking the course of study.

A4ADE's Director takes a very strict approach to plagiarism and proven incidents will not be tolerated.

COMPLAINTS AND APPEALS

A4ADE has a defined and transparent complaints and appeals process based on the principles of natural justice and fairness. A Student may lodge a complaint regarding the RTO; Third Party; Subcontractor; another Student or Trainer.

There is also provision for any and all interested stakeholders to make a complaint if they feel aggrieved. For example, a Trainer may lodge a complaint against a Student.

The complaints and appeals policy ensure all parties understand their rights and the responsibilities of A4ADE.

A4ADE strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined at [Annex M](#).

Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority. This approach ensures that outcome of the complaints process provides a positive and constructive contribution to the operations of A4ADE.

Complaints Procedures: A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of A4ADE. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to A4ADE Director/s and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

A4ADE Director/s will maintain complaints register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint's procedure will be reviewed as part of the A4ADE continuous improvement procedure.

It is the responsibility of A4ADE Director/s to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaint's procedure and supply of complaint forms.

Where the appellant remains dissatisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

- An independent agency or consultant within the VET sector.
- The Office of Fair Trading in relation to consumer protection issues.
- [National Training Complaints Hotline](#) on 133 873.

Appeals: The A4ADE appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the Director/s, A4ADE. The formal notice of appeal is required to comply with the following principles upon submission to the Director/s, A4ADE:

- The notice of appeal should be in writing, addressed to the Director A4ADE and submitted within five (5) days of notification of the outcome of the trainer or assessors re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand.
- If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to A4ADE Director/s.
- The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of A4ADE Director/s to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

Where the appellant remains dissatisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

- An independent agency or consultant within the VET sector
- The Office of Fair Trading in relation to consumer protection issues
- [National Training Complaints Hotline](#) on 133 873

STUDENTS SUPPORT

A4ADE will assist all Students in their efforts to complete training programs by all methods available and reasonable.

The A4ADE Student Handbook advises Students that they can contact their trainer, the Director or any A4ADE staff, if they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of A4ADE to assist them in achieving the required level of competency in all nationally recognised units of competency.

If a student is experiencing personal difficulties, the trainer and assessor will encourage the student to contact A4ADE Director/s, who will provide discreet, personalised and confidential assistance according to the nature of the difficulties. If issues are impacting the student's study, course deferral may be discussed.

In the event that a Student's needs exceed the capacity of the support services A4ADE can offer, they will be referred to an appropriate external agency. These needs may be academic needs or personal needs. Extensive information regarding support agencies, resources and services may be sourced online. A4ADE Director/s will assist students to source appropriate support.

Examples of specialist support agencies A4ADE has a relationship with and may engage:

Head to Health	Digital mental health resources from trusted service providers https://headtohealth.gov.au/
Workplace Wellbeing	Hunterlink National 1800 554 654 https://hunterlink.org.au/
Reach Out	Reach Out helps supports people with issues such as drug taking, alcohol or gambling or gaming addiction http://au.reachout.com/tough-times/addiction
Counselling Online	Counselling Online is a free 24/7 drug and alcohol counselling service in Australia that supports people affected by alcohol and other drugs. For phone contacts in all Australian States refer to: http://ehespace.org.au/
Head Space	ehespace is an online and telephone service which supports young people and their families going through a tough time. It is specifically targeted at those aged between 12 and 25. Phone: 1800 650 890 (available from 9am – 1am 7 days a week) http://www.eheadspace.org.au/
Counselling services	Referral to appropriate 24/7 services such as: Beyond Blue ph: 1300224636 http://www.beyondblue.org.au
	Lifeline ph: 131114 http://www.lifeline.org.au
Reading and Writing Hotline	www.readingwritinghotline.edu.au/information-and-advice Phone: 1300 655 506. There are also numerous adult reading/writing apps for smart phones/tablets aimed at supporting literacy.
LLN Training Courses provided by local TAFE Colleges	These institutes have specialist LLN Teachers to support individual participants own level of development and can be accessed via a Google Search of local TAFEs and course availability.

Flexible delivery and assessment procedures: A4ADE recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The Directors, trainers and staff of A4ADE respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

A4ADE staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services A4ADE can offer, they will be referred to an appropriate external agency.

Reasonable adjustment: Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise, comparability of standards will be compromised.

Access and Equity: A4ADE is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category.

A4ADE ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. A4ADE will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people.
- Carers of people who are ill, aged or who have a disability.
- People with a disability.
- Women and girls who are returning to education and training.
- Women and girls who are seeking training opportunities in non-traditional roles.
- Young people aged 15 to 25.
- Australian South Sea Islanders.
- Parental job seekers.
- People with English language, literacy and numeracy needs.
- Mature aged workers who require up skilling.
- Long term unemployed and disadvantaged jobseekers.
- People from different cultural and ethnic backgrounds.
- People who speak a language other than English.

A4ADE has developed this quality management and operational framework to guide and inform all A4ADE staff and students in their obligations regarding access and equity. Upon induction into A4ADE all staff is provided with copies of the policies which they must adhere to throughout all their operations as an A4ADE staff member. Students are made aware of the access and equity policy via the A4ADE Student Handbook and informed of their rights to receive access and equity support and to request further information.

A4ADE access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets A4ADE entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to A4ADE management for consultation.

Language, Literacy and Numeracy Assistance: A4ADE course information and learning materials contain written documentation and in some cases, numerical calculations.

A4ADE recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by A4ADE staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

A4ADE will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of A4ADE staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

COURSE COMPLETION

After receiving a competent outcome for the unit of competency, the student will be considered to have fulfilled all training package requirements and a Statement of Attainment will be issued.

Statements of Attainment: Statements of Attainment will be issued within 7 calendar days of successful completion, unless the student is required to submit more information or documentation, or if payment has not been received.

Students can elect to have hard copy Statements of Attainment and/or have electronic copies emailed to them.

With bookings for corporate clients, your Statements of Attainment will also be sent to your employer unless you have indicated you do not give permission for this to happen.

This process has been developed to assist you so that you have your own copy of your Statement of Attainment and do not have to provide this to your employer.

It also ensures your employer have a copy of your qualification and can supply this to work sites, so that your access to these sites is not hampered should you forget to take your qualifications with you. If you do not wish for us to follow this process on your behalf, please notify us.

End of Course Feedback: At the completion of your course, you will be asked to provide feedback.

A4ADE recognise that opportunities for improvement arise in every aspect of business and has developed an organisational culture within A4ADE to capitalise on these opportunities for improved practice.

A4ADE seek feedback from students at the end of each training program, as student feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training. This feedback ensuring the ever-changing needs and expectations of students and their employers are being met.

The Director also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports.

As a student with A4ADE your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback at any stage throughout and post course completion.

A4ADE use all feedback to encourage and achieve continuous improvement and has developed a process for feedback collation and reporting which informs their continuous improvement activities and strategies.

CLIENT SERVICES

A4ADE is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. A4ADE will ensure students are informed of the services they are to receive, their rights & obligations, and the responsibilities of A4ADE.

Students who undertake training with A4ADE receive every opportunity to successfully complete their chosen training program. A4ADE will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Student advice: A4ADE takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of A4ADE they will be referred to an appropriate service or an alternate training organisation.

A4ADE delivers specialised training and assessment services. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in.

A4ADE has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to course commencement.

In summary, A4ADE will provide:

- Training programs and services that promote inclusion and are free from discrimination.
- Support services, training and assessment materials to meet the needs of a variety of individual students.
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment.
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs.
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs.



- Access to information and course materials in a readily available, easily understood format.
- Information to assist students in planning their pathway from school or the community to vocational education and training.

While A4ADE guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of A4ADE.

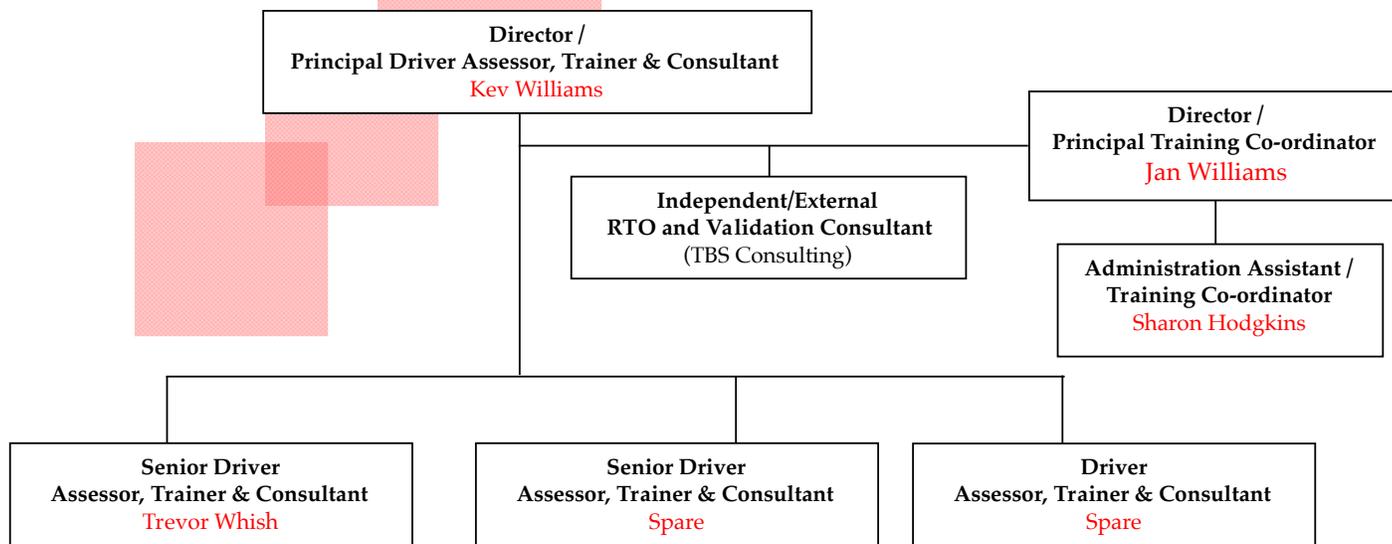
Student information policy: A4ADE will provide all relevant information and directions to each student prior to course commencement, so the student to make informed decisions about undertaking training with A4ADE. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the A4ADE Student Handbook, available as PDF document with the course confirmation and on A4ADE website: www.australian4wd.com.au.

ANNEXES

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ANNEX A - A4ADE ORGANISATIONAL STRUCTURE

A4ADE organisational chart illustrates the two-way lines of communication between the Director and trainers which ensures the decision making within the organisation is informed by the experiences of its trainers and assessors.



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ANNEX B - LEGISLATIVE REQUIREMENTS

Registered Training Organisations are subject to legislation pertaining to training and assessment, as well as business practice. A4ADE will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

A4ADE will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. A4ADE recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Complying with Legislation: Registered Training Organisations (RTO) are subject to legislation pertaining to training and assessment as well as business practice. The legislation governs the RTO's obligations to clients and the industry relevant to the training being conducted.

The legislation is continually being revised and amended as the industry changes, and all relevant staff members of the RTO will be made aware of any changes through memos and consultation at monthly meetings.

Current legislation is available online at www.austlii.edu.au

In addition to the above,

1. ComLaw has the most complete and up-to-date collection of Commonwealth legislation.
<http://www.comlaw.gov.au/Home>.
2. Australian Skills and Quality Authority (ASQA) is the national regulator for vocational education and training.
<https://www.asqa.gov.au/>

A4ADE Staff will be advised at induction and kept up-to-date with changes to legislation through management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon as practical following advice.

Examples of legislation relevant to the training business and its staff includes but is not limited to:

Commonwealth legislation:

Copyright Act 1968	Commonwealth Age Discrimination Act 2004
Privacy Regulation 2013	Commonwealth Disability Discrimination Act 1992
Commonwealth Sex Discrimination Act 1984	https://www.legislation.gov.au/Details/C2021C00130
Commonwealth Racial Discrimination Act 1975	<ul style="list-style-type: none"> Standards for VET Regulators 2015 Standards for registered Training Organisations 2015

Queensland legislation:

Commission for Children and Young People Act 2000	Fair Trading Act 1989
Disability Services Act 2006	Vocational Education, Employment and Training Act 2005
Anti-Discrimination Act 1991	Work Health and Safety Act 2011

Training authorities / regulators:

National VET Regulator (NVR)	Australian Skills Quality Authority (ASQA)
Department of Education	Council of Australian Governments Industry and Skills Council (COAGISC)
Department of Employment	

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ANNEX C - WORK, HEALTH AND SAFETY POLICY

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work;
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work;
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons;
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

A4ADE has initiated policies, procedures, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety, including each training site used for training delivery.

The following presents a strategic overview of A4ADE’s safety system and provides guidance for meeting the requirements of Work Health and Safety Act on Australian 4WD and Advanced Driver Education’s premises thereby ensuring a high standard of workplace health and safety at all times.

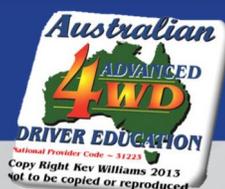
It is obligation under legislation that all A4ADE employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. A4ADE management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work;
- Adequate workplace health and safety professional development for A4ADE students, employees, management and stakeholders;
- Properly maintained facilities and equipment;
- A clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are observed by A4ADE to achieve a safe working and learning environment:

• Maintain a safe, clean and efficient working environment.	• Equipment inspections, maintenance and storage.
• Evacuation plan (fire, bomb, major incident).	• Fire hazards identified and fire prevention.
• Accident / Incident reporting.	• Student safety.
• Rehabilitation.	• Unsafe situations identified and reported.
• Risk assessment, identification and reporting.	• First aid and safety procedures displayed, for all A4ADE staff and student’s to see.
• PPE / chemicals (storage).	
• Manual handling techniques and training.	• COVID 19 policies and the implantation of the “check in Qld app” for contact tracing.
• Store and dispose of waste according to WHS regulations.	

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ANNEX D - HARASSMENT AND DISCRIMINATION POLICY

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At A4ADE it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer/ assessor or other A4ADE staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow A4ADE policy and procedures to rectify the situation.

All students and staff working with A4ADE have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to A4ADE policy and procedures.

A4ADE ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, A4ADE management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

A4ADE staff and students should be aware of the following definitions:

Racial harassment: Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic.

It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment: Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work-related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying: Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality: Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

Discrimination: Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment: Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel: Refers to all employees and contractors of Australian 4WD and Advanced Driver Education.



Victimisation: Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by A4ADE.
- When A4ADE management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- It is the intention of A4ADE management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from A4ADE management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

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ANNEX E - WORKING WITH PERSONS UNDER 18 YEARS OF AGE

Students under 18 years of age, that holds a Learners or Provisional License may enrol with A4ADE. According to the law, a child is considered any individual less than 18 years of age.

A4ADE will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to A4ADE management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, A4ADE, where the person concerned is less than 18 years old, will report to the Department of Communities, Child Safety and Disability Services <http://communities.gov.au>

If allegations may constitute child abuse by a person external to A4ADE, the Director will report the matter to the Police or the Department of Communities, Child Safety and Disability Services.

As an RTO based in Queensland, A4ADE will also comply with legislation and requirements set out by the Department of Children, Youth Justice and Multicultural affairs and refer to resource material on their website at: <https://www.cyjma.qld.gov.au>

A4ADE will comply with all relevant State and Federal legislation in the area of working with children.

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ANNEX F - CONSUMER RIGHTS

Consumer protection: On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

• National consumer protection and fair-trading laws;	• A new national product safety regime;
• Enhanced enforcement powers and redress mechanisms;	• A new national consumer guarantees law.
• A national unfair contract terms law;	

Contractual agreement: Students who enrol in a training program with A4ADE should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, A4ADE will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

• Wording that allows the perspective student to know what he / she is agreeing to;	• No actions, omissions or dialogue (written or verbal) that may force or coerce the student;
• Clearly explained terms and conditions;	• Fair dealings for disadvantaged students.
• No misleading or deceptive behaviour;	

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ANNEX G - PRIVACY PRINCIPLES

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of A4ADE's operations include:

- **Collection:** A4ADE will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.
- **Use and disclosure:** A4ADE will ensure student personal information is not used or disclosed for secondary purposes, other than that required by mandatory RTO reporting such as AVETMISS, without obtaining explicit consent from the student, unless a prescribed exception applies.
- **Data quality:** A4ADE will take all reasonable measures to ensure that all students' personal information that is collected used or disclosed is accurate, current and complete. Students' information is collected from them personally and checked on courses as a mechanism to ensure we hold accurate personal information.
- **Data security:** A4ADE will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.
- **Openness:** A4ADE will maintain documentation which detail how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, Australian 4WD will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.
- **Access and correction:** A4ADE will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, Australian 4WD will correct and update this information.
- **Unique Student Identifiers (USI):** A4ADE will not assign students unique student identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.
- **Anonymity:** A4ADE will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so prior to course enrolment. Due to mandatory requirements qualifications or Statements cannot be issued without verifying a student's identity.
- **Trans-border data flows:** A4ADE privacy protection principles apply to the transfer of data throughout Australia.
- **Sensitive information:** A4ADE will request specific consent from a student in circumstances where it is necessary to collect sensitive information, outside of the mandatory AVETMISS data requirements. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

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ANNEX H - TOTAL COURSE FEE

Each unit of competency or accredited course offered by A4ADE has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program.

It is A4ADE's policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer, vehicles, trailers, UTV/ATV) the student will be clearly advised of exactly what is required in the student study guide for that program.

A4ADE course fees (as at 25 Feb 22) are detailed as follows:

Code	COURSE	Fees	Code	COURSE	Fees
AHCMOM216-	Operate side by side utility vehicles	\$395.00	PMASUP236-	Operate vehicles in the field	\$595.00
AHCMOM217-	Operate quad bikes	\$395.00	RIIVEH201E-	Operate a light vehicle	\$395.00
AURTGA001-	Drive and manoeuvre trailers	\$395.00	RIIVEH305F-	Operate and maintain a 4WD vehicle	\$395.00
FWPCOT3325-	Operate a 4WD on unsealed roads	\$395.00	TLIC1051-	Operate commercial vehicle	\$595.00
FWPCOT3326-	Recover 4WD vehicles	\$395.00	TLIC0023-	Operate 4WD vehicle	\$595.00
FWPCOT3328 -	Operate a 4WD in a towing situation	\$395.00	TLIC3036-	Apply safe car driving behaviours	\$395.00
FWPCOT 3329 -	Perform complex 4x4 operations	\$395.00	TLID0015-	Load and unload goods/cargo	\$395.00

Please note: the fees above are for individual competencies however costs may change dependent upon any change to the course, such as where competencies are mapped or there is specific tailoring for vocational groups/company specific training. If this is the case a formal quote will be provided.

ANNEX I - UNIQUE STUDENT IDENTIFIER

The [Unique Student Identifier \(USI\)](#) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

A4ADE will only issue a qualification or statement of attainment to a student after the student has provided a verified USI. To avoid any delays in issuing Statement of Attainment/s A4ADE will make every effort to gain the student's USIs and verify this at the time of enrolment.

A4ADE will protect the security of all information related to USIs. Security measures are in place to protect records from loss, damage or unauthorised access.

Digital records are backed up on A4ADE SMS, within a Cloud system. All AQF certification documentation issued by A4ADE is kept for 30 years. Where a qualification or statement of attainment is recorded in the USI scheme, A4ADE does not retain additional records to demonstrate this because the required records will exist within the USI scheme.

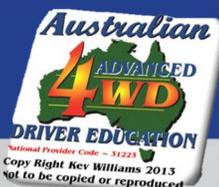
When reporting data about the training, each record of nationally recognised training that is provided to the National Centre for Vocational Education Research (NCVER) national VET provider collection will have a USI attached.

This USI will be used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful when the data builds, A4ADE (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia.

This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from the [Department of Industry's](#) website where a comprehensive [video](#) outlines the USI scheme for A4ADE staff.

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ANNEX J - TRAINING AND ASSESSMENT

A4ADE is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, A4ADE has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and students, A4ADE ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment: Training and assessment strategies developed by A4ADE will adhere to the following principles:

- Training and assessment strategies are developed for each unit of competency that will be delivered and assessed.
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders.
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups.
- Training and assessment strategies will be validated annually through the internal review procedures.

Quality training and assessment principles: A4ADE will apply the Principles of Assessment and the Rules of Evidence.

Principles of assessment: To ensure quality outcomes, assessment should be: ~ **Fair**, ~ **Flexible**, ~ **Valid**, ~ **Reliable**.

- **Fair:** Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.
- **Flexible:** To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.
- **Valid:** Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:
 - Assessment against the units of competency must cover the broad range of skills.
 - Knowledge that are essential to competent performance.
 - Assessment of knowledge and skills must be integrated with their practical application.
 - Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.
- **Reliable:** Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.
- **Rules of Evidence:** These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is: ~ **Valid**, ~ **Sufficient**, ~ **Authentic**, ~ **Current**.
 - **Valid:** Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires:
 - Assessment against the units of competency must cover the broad range of skills.
 - Knowledge that are essential to competent performance.
 - Assessment of knowledge and skills must be integrated with their practical application.
 - Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

- **Sufficient:** Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.
- **Authentic:** To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.
- **Current:** In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Connecting Training and Assessment with the Workplace: To maximise the outcomes for students, A4ADE ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

A4ADE will, where appropriate:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program.
- Ensure that the training and assessment program makes full use of opportunities at the workplace.
- Monitor each student's progress and the support provided to them by workplace personnel.
- Consult with workplace personnel in the development of workplace training and assessment processes
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program.

Information from workplace personnel is used to continuously improve training and assessment. A number of programs that engage employers or other parties who contribute to each student's training, assessment and support services to meet their individual needs are available.

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ANNEX K - RECOGNITION OF PRIOR LEARNING

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience.

Due to legislative requirements and industry best practice RPL is not normally offered. If, however, RPL were to be offered the following will apply.

In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

A4ADE appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

A4ADE's Recognition of Prior Learning Process: Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The competencies that A4ADE offer have significant practical components due to the nature of the skills required. To comply with Health and Safety requirements and the corporate clients that make up the customer base of A4ADE a practical assessment, as part of the RPL process is required. Whilst RPL is offered by A4ADE students may be required to retrain, rather than use the RPL process, to comply with Health and Safety, company policy and site access requirements.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students. All students will have access to A4ADE's RPL policy.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of the A4ADE enrolment policy, trainers and assessors will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification. Trainers and assessors will remind students of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.

When approached by a student seeking RPL, the student will be provided with a copy of the RPL application and information about the evidence that will be required to support an RPL application.

Recognition of prior learning fee: The student will be charged 30% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on an element-by-element basis based on the scheduled course fee.

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RECOGNISE QUALIFICATIONS OF ANOTHER RTO

A4ADE will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, A4ADE will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

As A4ADE deliver units of competency and not full qualifications, it is unlikely that the recognition of qualifications issued by other RTO's would be applicable. If the recognition of qualifications by other RTO's or credit transfer is applicable A4ADE will inform the student and provide them with their policy and process in relation to this.

ANNEX L – RECORDS

A4ADE has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by A4ADE.

Data is collected and stored in accordance with the processes outlined below and A4ADE's record management procedures ensure timely and accurate records inform the continuous improvement processes of A4ADE. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Record keeping Procedures: A4ADE has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by A4ADE.

Upon enrolment, student's details will be entered into the A4ADE Student Management System (SMS). This process initiates the establishment of the student's individual record which is then used to record all future details pertaining to the client. The management of the records will be in accordance with the A4ADE training records policy.

A4ADE is committed to maintaining the accuracy, integrity and currency of all student records, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy. A4ADE management have a course completion process which validates all student records at the completion of the course before filing. Any irregularities or concerns whilst processing the course completion for any course will be reported at the monthly management meeting.

Completed assessments: Each and every assessment submitted by every student is scanned, stored electronically for thirty (30) years and their hard copy assessments will be shredded.

Electronic Records are stored on an individual basis regardless of employer, however, can be sorted using a number of criteria within the SMS. Access to electronic records is restricted by a password system.

Results of assessment records: Student assessment results will be recorded electronically within the A4ADE SMS. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

Results of assessment will be retained for thirty (30) years. If requested, the students' assessments can be accessed at any time within the thirty (30) year period after issue. This method ensures the original assessment/s can be accurately accessed and with a minimum of effort and expense.

Security: A4ADE ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: Retention requirements for completed student assessment items, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible.

A4ADE enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system.

A4ADE software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Ceasing operation: In the event that A4ADE ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing A4ADE operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

A4ADE will ensure that any confidential information acquired by the business, individuals or organisations acting on its behalf is securely stored.

Access to Records: A4ADE has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support our records management system.

Access to Student records: Access to individual student training records will be limited to those required by the Standards for NVR Registered Training Organisations, such as:

- Trainers and assessors to access and update the records of the students whom they are working with.
- Management staff as required to ensure the smooth and efficient operation of the business.
- Officers of ASQA for activities required under the standards for registered training organisations.

A4ADE trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their training. These records will be entered on the A4ADE database system immediately at the completion of the students' training and assessment.

As students complete each competency, A4ADE assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The statement of attainment/s will be produced and signed by A4ADE Director and presented to the student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

Student Access to Records: Students have the right to request information about or have access to their own individual records. A4ADE trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own records that can be supplied as a printout from records retained within A4ADE SMS.

Students should feel free to ask their trainer and assessor or administration staff at any time for a printout of their progress.

As A4ADE at present only deliver units of competency, individual records are based on the attainment of the competency.

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ANNEX M - COMPLAINTS AND APPEALS

A4ADE has a defined complaints and appeals process that will enable All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of A4ADE or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) are addressed effectively and efficiently.

Informal complaint/appeal:

- An initial complaint or appeal will involve the student communicating directly with A4ADE verbally or by other appropriate means.
- All persons identified or subject to a complaint will be notified in writing of the content of the complaint and/or allegation and afforded all natural justice and procedural fairness response mechanisms
- Aust 4WD management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of Australian 4WD and Advanced Driver Education's decision may initiate the formal complaint procedure

Formal complaint/appeal:

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised
- The formal complaint or appeal is to be submitted in writing,
- On receipt of a formal complaint, the Director or a nominated senior management person independent of the complaint will notify the complainant in writing that they have received the submission.
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include: a representative of A4ADE management, a A4ADE staff member and person independent of A4ADE.
- The complainant/appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision
- All formal complaints will be submitted in writing to A4ADE Director/s. Receipt of the complaint will be acknowledged as soon as is practical. The complaint will then be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt and the procedure and outcome recorded by Aust 4WD management

All complaints and appeals will be reviewed at A4ADE monthly management meeting. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current A4ADE policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent recurrence of the problem.

Delayed processes: In the unusual circumstances where a delay in the complaint or appeal process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, A4ADE will inform the complainant or appellant in writing. In line with the importance that A4ADE places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants or appellant will be regularly updated on the progress of the matter. Including reasons why more time is required.

Complaints Procedure: A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of A4ADE. The complaints procedure will address both formal and informal complaints.

Informal complaint:

- An initial complaint will involve the student communicating directly with A4ADE verbally or by other appropriate means. A4ADE Director/s will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal.
- Students dissatisfied with the outcome of A4ADE's decision may initiate the formal complaint procedure

Note: The above information is included within the Students Complaints and Appeals Folder, that will be available to all students on the first day of their course.

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APPENDIX: GLOSSARY

A		N	
AQF	Australian Qualification Framework	NCVER	National Centre for Vocational Education Research
AQTF	The Australian Quality Training Framework	NQC	National Quality Council
ASQA	Australian Skill Quality Authority	NRT	Nationally Recognised Training
ATO	Australian Taxation Office	NVR	National Vet Regulator
AVETMISS	Australian Vocational Education & Training Management Information Statistical Standard	NGO	Non-Government Organisation
B		O	
BAS	Business Activity Statement	OHS	Occupational Health and Safety
C		P	
CAL	The Copyright Agency Ltd	PDF	Portable Document Format
CEO	Chief Executive Officer	PPE	Personal Protective Equipment
COAG	Council of Australian Governments	Q	
COAGISC	Council of Australian Governments Industry and Skills Council	QI	Quality Indicators
CQI	Continuous Quality Improvement	R	
CV	Curriculum Vitae	RTO	Registered Training Organisation
E		S	
EFTPOS	Electronic Funds Transfer Point of Sale	SNR	Standards for Initial Registration
G		T	
GST	Goods, Services Tax	TAE	Training and Education
I		TESTAMUR	Certificate of Merit or Proficiency
ISC	Industry Skills Council	U	
J		USI	Unique Student Identifier
JP	Justice of the Peace	V	
M		VET	Vocational Education and Training
MS	Microsoft	W	
		WHS	Work Health and Safety