



WISE DRIVING SCHOOL

2 Whitaker St, Yennora NSW 2161

Tele: 02-9721-3588 Fax: 02-9721-0688

RTO#45517

Student Handbook

Wise Driving School Pty Ltd

2 Whitaker Street

YENNORA NSW 2161

Telephone: (02) 9721 3588

Email: contact@wisedrivingschool.com.au

Web: www.wisedrivingschool.com.au

Table of Contents

Introduction & Purpose.....	4
Contact Information	4
Pre-enrolment.....	4
Unique Student Identifier (USI).....	4
Enrolment	5
Payment Options	5
Recognition of Prior Learning Policy (RPL)	6
Recognition of other Qualifications	6
Support, Welfare and Guidance	6
Flexible Delivery and Assessment Procedures	7
External support services:	8
Fees & Assessment Policy	9
Refund Policy	9
Privacy Policy	11
Rights and Responsibilities.....	11
Anti-Discrimination Policy	15
Participant Training Records Policy.....	18
Access and Equity.....	20
Client Complaints and Appeals	21
Discipline	23
Assessment Standards	24
Assessment Methods.....	26

Introduction & Purpose

This student handbook contains important information for students considering training at Wise Driving School Pty Ltd. This handbook is subject to change without notice. The most current copy can be found on our website. This handbook is to read in conjunction with our other policy documents.

If you have any questions regarding the information in this handbook or would like clarification please don't hesitate to contact us via the following domains.

Contact Information

Phone 02 97213588 Email contact@wisedrivingschool.com.au

Pre-enrolment

Students must satisfy the minimum enrolment requirements with respect to each course. These additional entry requirements can be found in the “course information” section of our website.

As a minimum, students need to be over 18 years of age, have a basic understanding of the English language, and can provide evidence of identity.

An LLN indicator tool may help prospective students self-assess their capability in completing a relevant course.

Unique Student Identifier (USI)

Before commencing any nationally recognised course, each student must provide a Unique Student Identifier (USI). This is a federal government initiative to help students keep track of all their vocational training. Each student enrolment must have a verified USI as per the

Student Handbook. © Wise Driving School Pty Ltd

v2.3

AVETMISS reporting requirements. Wise Driving School will only issue a qualification record of result and/or Statement of Attainment to a student with a verified USI against the student's file. This USI is kept by the student for future VET studies.

Refer to <http://www.usi.gov.au> to apply for a USI for free.

Enrolment

To enrol in a course, students should ensure their eligibility into the desired course. Once this is done, you should check class availability on the Wise Driving School booking system, or contact us via phone or email. We will record your basic enrolment information and in some cases a payment deposit to secure the booking. This is to ensure that your spot is reserved.

A full enrolment form may also be required on the day of training.

Full course payment is required prior to training. For relevant fees, please consult the fee schedule.

Payment Options

Payment for courses can be made by:

- Cash
- Credit/debit card (may incur surcharges)
- Telephone payment for credit card payments (may incur surcharges)
- Bank Transfer (see bank details)
- Purchase order (approved companies only)
- Bank Cheque

Recognition of Prior Learning Policy (RPL)

Recognition of Prior Learning (RPL) involves assessing an individual's current knowledge, skills and experiences that may have been acquired through work experience, informal training and formal training. Due to the nature of the courses we provide, RPL is rarely granted. If you would like to apply for RPL, please contact our office.

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Wise Driving School Pty Ltd.

Participants would be required to produce a certified copy or the original certificate to their trainer, who will make note of the qualification in our record system.

For checking authenticity, we will either authenticate the information by directly accessing the USI transcript online or by contacting the organisation that issued the document to confirm the content is valid.

Support, Welfare and Guidance

Wise Driving School strives to get every admitted student their certificate of completion. We will provide quality training and assessment. However, **we cannot guarantee this in every case.**

Additional support services are available but may incur extra charges (refer to our fee schedule for fee information).

If it has been identified, either during a class or during enrolment by either party, that the student requires additional support, Wise Driving School will provide a LLN assessment to qualify the student's abilities. If the student does not meet the entry requirements they will be referred to an external agency such as TAFE NSW where they may undertake an English level 2 course.

If you are experiencing any difficulties with your studies we would recommend that you contact your trainer and make alternate arrangements. There is no charge for this consultation.

Flexible Delivery and Assessment Procedures

Wise Driving School Pty Ltd recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Wise Driving School Pty Ltd will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

Wise Driving School Pty Ltd undertakes to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or Wise Driving School CEO

If your needs exceed Wise Driving School's support capacity, we may refer you to an appropriate external agency.

External support services:

Wise Driving School is not affiliated with the following third-party support services. Students should consider the policies of each organisation before use.

Interpreting Services:

TIS 1800131450

Lifeline: 131 114

Literacy and Numeracy Support:

National: Australian Council for Adult Literacy phone 03 9469 2950

email info@acal.edu.au Web acal.edu.au

New South Wales: NSW Adult Literacy and Numeracy Council Phone

1300 655 506 Web: www.literacyline.edu.au

Fees & Assessment Policy

We will conduct training and services for the participant after full payment has been made. In the event where we are unable to fulfil our services, the participant will be contacted about a course re-arrangement. Should circumstances occur where we are unable to provide the service that the participant has contracted to, we will refund all monies paid in full.

All up-to-date prices can be found in our fee schedule.

Wise Driving School does not accept deposits exceeding \$1500. This is an ASQA requirement that RTO cannot collect more than \$1500.

Assessment procedures are noted in the course information.

These can be found on our website.

Refund Policy

Wise Driving School is committed to fair and transparent application of fees and charges as well as the processing of refunds where applicable. It is a requirement and your responsibility that you understand the terms and conditions of the course before enrolling.

All students must declare they have fully read and understood the terms and conditions of the course as well as the student handbook before completing enrolment process.

Please refer to the terms and conditions which will be found with the course marketing and or enrolment information. More details as per below.

Refunds shall not be issued in the following circumstances:

- The student changes their mind once course has been enrolled and commenced training.
- The student enrolled and commenced training and finds the course too difficult.
- The student enrolled and commenced training and no longer requires the course.
- The student enrolled and commenced training and student's employment status changes and not requiring the course.
- The student enrolled and commenced training and student's personal circumstances changes including financial position, family health issues
- The student finds the course at a lower cost elsewhere. This is treated as a change of mind
- The student has failed to complete the course within the designated period.

Refunds will only be granted in the following circumstances: –

- If student has enrolled and not started the course then \$100 is chargeable or deposit will be forfeited. The balance of the course is refundable.
- If the student is enrolled in the course and full payment has been paid and not started the course, we request student to provide 2 days written notice where full refund of the course is granted less the \$100 where if training materials has been given out, or if the

student has not collected the course materials either by email or hard copy pickup, then full refund is granted.

Privacy Policy

Please refer to our privacy policy on our website for detailed information.

Rights and Responsibilities

As a participant at Wise Driving School, you have certain rights and responsibilities as do we, the RTO, have certain obligations and responsibilities to you.

Both the Participant and Wise Driving School have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both Wise Driving School and you, the participant, have an obligation to adhere to ALL legislation applicable in Australia.

We both have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities, that at no time will the safety and health of any person or property be risked.

You have a right to as safe environment, you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.

We have a right to expect that you seriously apply yourself to undertaking the Course that you have committed to, until you formally tell us that you are withdrawing from the process.

Equally so, you have a right, and we have a responsibility to provide you with the very best support, assistance and guiding you to the completion of the Course and must maintain a high standard of current documentation, good service, good trainer/assessors.

We have a right to expect that all assessments provided by are your own work, not copied, taken or plagiarized from someone else.

You have a right to reasonable access to our trainer/assessors. You have the right to access your own records. Approach your trainer.

You have a right to expect that the requirements that we make of you are clear, concise and easily understood, we have an obligation to maintain these.

You have a right to expect that all course requirements are compliant to the principles defined in the NVR Standards, and that the qualification issued by us to you will be received in good standing.

You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.

We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, contractors, fellow

participants and other people whom you meet and come in contact with at Wise Driving School.

We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times. We expect the same from our participants.

This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behavior, threatening or aggressive behavior or speech will not be tolerated, or need to be tolerated by any person whether a staff member or contractor, or a participant in the course requirements.

You have a right to be provided with the services that you have paid for, if you have paid for a course, you have a right to expect to be delivered in the manner it was advertised, equally so, we have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.

You have a right to receive the services for which you have paid for, we have an obligation to provide them. Upon successful completion of an AQF course, we have the obligation to provide the relevant AQF certification in a timely manner.

You have a right to be informed of any changes to our course requirements, administrative procedures and regulations and that changes will not be made without appropriate notice and will not disadvantage currently enrolled participants.

We have a right, and you have a responsibility to adhere to any reasonable and lawful request by Wise Driving School.

You have a right to complain and appeal about anything or any decision we make at Wise Driving School, be it about you or about how we conduct the business of the RTO.

We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook. All complaint and appeal will be finalized within 60 days.

You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after appropriate process has been undertaken.

We have an obligation to clearly state all fees and charges associated with the Course requirements.

We have an obligation and you have a right to, provide prompt evaluation of your course work, with clear and unambiguous feedback on the results and assessment decision.

You have an obligation to provide Feedback on our Assessment and on the Client Services we have provided.

We have an obligation to evaluate all provided feedback and implement legitimate opportunities for improvement to our processes and policies.

We have an obligation to clearly convey to you, the participant, the policies and procedures that Participants must be aware of. Equally so, you the participant, have an obligation to understand those policies and procedures concerning your application, any use of Wise Driving School facilities and any property or facilities used by Wise Driving School to assess your application.

Participants who cannot or chose not to adhere to these rights and obligations may be subject to disciplinary action, this may be a written warning, an interview of may consist of cancellation of your application without refund and in extreme cases, such as cases of suspected criminal activity, referral to the Police.

Anti-Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and

Staff and participants should be aware of the following definitions:

'Bullying' – is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a

persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' – refers to information kept in trust and divulged only to those who need to know.

'Discrimination' – is treating someone unfairly or unequally simply because they belong to a group or category of people. 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. Victimization is also treated as another ground of discrimination.

'Harassment' – is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' – refers to all employees of Wise Driving School Pty Ltd.

'Racial Harassment' – occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or

mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' – is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' – includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint.

Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,

- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our 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,
- 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 feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual hardcopy participant records will be stored in a **lockable secure office area**. Our electronic records are stored in our participant

records software system and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

Our software systems will retain Participant results for a period of not less than 30 years and hardcopy will be retained at least 6 months.

In the event that we cease to operate as a RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

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

Should we be required to submit statistical data on our participants in the future (AVETMISS).

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the NVR Standards such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,

- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- People as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- The participant's themselves, after making application in writing. For example: participants seeking a replacement Statement of Attainment.
- The participant can access their records by completing the "Participant Record Access form". Please contact one of the staff members for assistance.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Client Complaints and Appeals

Wise Driving School Pty Ltd treats complaints and appeals seriously and we will deal with these in an effective and timely manner, **typically resolving all complaints within three weeks.**

Wise Driving School Pty Ltd will act upon any substantiated complaint or appeal; these will be recorded into our RTO management system and will lead where appropriate to continuous improvement activities.

A participant can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a participant is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer in an attempt to quickly resolve the issue.

If the issue is with the trainer, and the participant feels that they would prefer not to approach the trainer, then the Office Administrator is available to discuss the issue.

If the complaint is about the CEO in their role as a trainer, the Office Administrator is able to take on the responsibility of the CEO in resolving the issue.

Should the complaint or appeal not be resolved in the first instance, then the participant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Wise Driving School website or can be obtained in paper form from the office.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes

Should the nature of the complaint refer to criminal matters or where the welfare of participants is in danger, we will, with the permission of the participant, seek assistance from other authorities such as The Police, Legal Representative or other parties as appropriate. Participant confidentiality will be maintained at all times as is consistent with NSW Law.

Upon our receipt of the formal complaint or appeal, the CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer (if appropriate) and the CEO. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

ASQA provides information on its complaints handling process at:

https://www.asqa.gov.au/file/10151/download?token=vsZTCft_

Please note, that the ASQA website advises that some complaints about refunds may be directed to the NSW Office of Fair Trading Ph. 133 220

Discipline

Wise Driving School Pty Ltd attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

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

Wise Driving School Pty Ltd, has a zero-tolerance policy towards illegal drugs, any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases, prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Wise Driving School CEO and the appropriate action will be taken.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE10 assessment units of competency or equivalent qualifications.
- From 1 July 2019 assessors must be holding the qualification as follow
 1. Complete the full qualification – TAE40116 Certificate IV in Training and Assessment
or
 2. Complete the following units of competency
 - TAELLN411 Address adult language, literacy and numeracy skills; and
 - TAEASS502 Design and develop assessment tools

- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** – Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** – Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** – Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** – Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)

- Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment. Re-assessment is required when participant fails and is not yet deemed competent.

Re-assessment is also available on appeal, see further details in the appeal process section.