



**MOTOR SCHOOL**  
DRIVER TRAINING SPECIALISTS

# **Student Handbook**

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## **INTRODUCTION AND COMPANY OVERVIEW**

Motor School commenced operations in 1994. The goal of the company is to provide the highest quality training to our clients. Our client base is made up of many of Australia's leading blue chip companies who value our high quality training and education programs.

At Motor School we strive to ensure our courses are ever changing by constantly updating training methodologies to reflect and demonstrate new safety features of modern motor vehicles, trucks and off road vehicles. Along with this we also liaise with overseas motor vehicle electronics manufacturers (Bosch) to acquire an in-depth understanding of cutting edge vehicle technology. Recently Mazda Australia flew one of our staff to Japan to learn the details of the latest G Vectoring Technology Fitted to the Mazda Cars. Armed with this knowledge we designed a drive programme for Australia and New Zealand.

The Director of Motor School George Foessel was a Sergeant in Charge of the Queensland Police Driver Training Unit and has extensive experience in all facets of Driver Training from Off Road Motor Cycles (Ducati Adventure Riding Experience), Performance Motorcycles, Heavy Vehicles, Performance Driving, Counter Terrorist Driving Programs and 4WD Training Programs to all levels.

He is also a Qualified Crash Investigator (international qualifications) and provides consultancy services for the investigation of vehicle related incidents. The thorough knowledge of the director and our highly skilled staff members allow us to tailor courses to meet the needs of the client, the student, the vehicle and the terrain.

With our current clients incident rates being rated as some of the lowest in the world, it is a demonstration of how our adaptive training methodologies are working to achieve a low incident rate combined with improved vehicle maintenance and safety.

At Motor School all our courses are delivered to the highest standard in the industry and far exceed minimum course requirements.

### **National Accreditation**

Motor School is a standalone RTO having been a registered training organisation since 1998.

Our RTO status is not under license and we have National Accreditation to deliver a wide range of specialised Driver Training Competencies.

In addition Motor School staff have specialised Accreditation to deliver Post Licence driver training in NSW and are RTA (Roads and Traffic Authority) approved.

### **Training Capability**

Motor School currently has staff who are involved in the overall operation of our company. This includes Administration and field based staff.

In 2013, Motor School opened a new purpose built training facility in Albion QLD. This custom built facility has 3 specialised training rooms that can be configured into a variety of layouts.



Motor School have facilities Australia wide and also offer training onsite in remote areas.

Motor School have an extensive fleet of modern current model 4WD Training Vehicles available for use. Additional vehicles can be supplied upon request. Our vehicles are fully insured for training use.

We have undertaken ongoing large volume work for Mazda Australia who provides a Performance Drive Program to all Mazda Performance Car customers Australia wide. This had us providing high end training to approximately 600 persons per year, in addition to our normal training programs. This is in addition to vehicle launches for Mazda, which can consist of 200-300 people per day.

We also have provided launch programs and training for Honda Australia, Jeep, Alfa Romeo etc.

We have extensive mining experience dating back to training on mine-sites in the early 1990's.

Our strong financial position allows us to purchase additional equipment and vehicles to meet increasing demand – as required.

## **Our Mission**

Our Mission is to create results driven safety cultures through high quality education and training, producing safe, conscientious and considerate drivers. Motor School will provide you with a unique and innovative program customized to build successful teams, dedicated to fleet and workplace driver safety.

Our approach to corporate social responsibility is structured around the following main principles:



## **COURSE INFORMATION AND REQUIREMENTS**

### **Office Hours**

Our office is open 9am to 5pm Monday to Friday. Closed QLD Public Holidays

Our Training facilities are open from 7.00am and our instructor can be contacted on the general office phone number from 7.00am.

### **Training and Lecturing Facilities**

Brisbane Courses will be conducted at our facilities at 137 Sandgate Road, Albion QLD 4010. After attending the theory components in Albion, you will be taken to our facilities in Mt. Samson to address any practical component of the training.

### **Health, Safety and Environment:**

Participants are required to comply with Motor School Health, Safety and Environmental management system.

They are required to comply with instructors' directions and safeguard their safety and others.

### **Vocational Education and Training**

Motor School is committed to providing quality training to all participants by consistently striving for excellence in its course delivery.

All our course materials have been developed in accordance with national training packages requirements as well as industry standards, and is designed to meet the needs of Australian industry.

Courses comprise lectures, theory and practical exercises and assessments.

Our vehicle fleet has been selected to ensure optimum student safety and learning. All vehicles are fitted with ABS Brakes, Stability Control and occupant airbags. To allow us to demonstrate all of the latest technology our Mazda BT50s have Trailer Anti Sway, Hill Descent Control, Roll Stability Control, Traction control, Rear differential lock, Hill launch assist etc. Vehicles are also fitted with high and low range, UHF Communication systems. Some vehicles are fitted with dual controls and data logging systems and IVMS.

Motor School have access to training areas in some of the most remote parts of Australia and can deliver training onsite to meet specific site needs.

Our expertise is managing large groups of participants and we have substantial experience in tailoring our programs to cater for larger groups without impacting on course quality.



## Pre-requisites

All participants must be the holder of a current Drivers Licence and produce the Licence prior to commencement of training. (Students are to advise in writing if they are an automatic only driver). Additional pre-requisites may be required by the Unit of Competency and these will be advised at time of enquiry.

**Pilot/Escort** training courses require the student to hold an OPEN and current Drivers Licence as holders of P plates are not permitted to attend pilot training (legislation) -

## Unique Student Identifier

From January 2015 all students undertaking nationally recognised training delivered by a Registered Training Organisation will need to have a Unique Student Identifier.

A Unique Student Identifier (USI) is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Participants can visit the [www.usi.gov.au](http://www.usi.gov.au) for assistance on how to obtain the Unique Student Identifier.

All participants are required to provide a Unique Student Identifier to Motor School prior to commencing training

*From 1 January 2015, under the Student Identifiers Act 2014, an RTO must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned a student identifier.*

At the successful completion of the course you will receive a Statement of Attainment for the Unit of Competency completed.

**Please Note:** any certificates issued for Non Accredited Courses will not display the Nationally Recognised Training Logo



## **PARTICIPANT INFORMATION**

### **Enrolment Procedure**

All students intending to enrol in a course at Motor School MUST first read this Student Handbook.

When participants enquire about a course, they will be provided with a link to Motor School Student Handbook and a link to complete an online enrolment form or will be provided with the Student Handbook and an enrolment form via email. This handbook contains information on all Motor School Policies.

Make sure you read and understand the contents of the Student Handbook prior to enrolling in our courses. Participant can then use the online enrolment link and follow the prompts to complete their enrolment or contact Motor School and we will forward an enrolment form to be completed.

### **Dress Code**

Students are required to wear clothing and PPE in accordance with their particular job requirement. This includes fully enclosed shoes with good tread, sun protective hat, sunscreen, long sleeve shirt and trousers together with eye protection. (Please ensure that when attending training your clothes and shoes are clean) We have had damage to our facilities and vehicles from soiled clothing.

The facilitator delivering the course is to monitor the uniform policy and notify the business manager of any concerns.

### **Code of Conduct**

Students will abide by the facilitators instructions whenever they are on the Motor School course. This includes meeting Occupational Health and Safety Requirements in and out of the classroom. Attitude and behaviour are to be of the expected high standard.

Breaches of safety or serious offences will require students to be sent home. This action will result in a meeting between facilitator and Motor School Business manager and contact or notification with your employer.

### **Participants Rights**

Motor School acknowledged that all participants have a right to:

- Be treated with respect, equality and fairness
- Receive high quality training which has been developed taking into consideration individual learning styles and needs
- Expect their prior learning, be it earned through prior training or work experience, be recognised and considered when determining their training and assessment requirements
- To be able to appeal the assessment decision
- Voice any complaints or grievances
- Expect support during training in order to achieve competency
- Learn in a clean safe environment
- Have access to any equipment required to gain competency
- Privacy, confidentiality security of their student records in accordance with legislative requirements





## Participants Responsibilities

All participants attending Motor School Courses are responsible for:

- Providing accurate personal information in a timely manner
- Paying all fees and charges as required
- Refraining from cheating/plagiarising course work/assessment submitted for making
- Treating staff and other participants with respect, dignity and fairness
- Abiding by Motor School policy guidelines and instructions
- Treating Motor School property/equipment with respect
- Attending classes sober and drug free and smoke in designated areas
- Promptly reporting any incidents

## Breath Test

All students are required to undertake a breath test to satisfy health and safety requirements. Should a student fail a breath test that student will be given the opportunity to undertake a second breath test within 15 minutes of the first test. Should the student fail the second test then that student will not be allowed to participate in the training. Our requirement is a reading of zero.

Motor School values the privacy of all students and ensures that all breath test readings are entered into the database for Motor School records ONLY.

In the event an employer has paid for the student's training course Motor School reserves the right to advise the employer of the student's breath test failure.

## Assessment

Motor School is committed to ensure all assessments meet the requirements of the relevant training package and VET accredited course, industry current practices and learner needs.

All training and assessment is carried by appropriately qualified trainers and assessors supported by appropriate services, facilities and equipment.

Motor School has developed procedures to ensure industry is consulted when developing training and assessment materials.

All assessments have been developed in accordance with the Principle of Assessment and Rules of Evidence.

### Principles of Assessment

- Flexibility
- Validity
- Fairness
- Reliability

### Rules of Evidence

- Validity
- Sufficiency
- Authenticity
- Currency



## **Feedback**

Motor school is committed to delivering quality training and supporting all participants to achieve competency in the chosen Units of Competency. To this end Motor School facilitators will provide feedback throughout the course either verbally or as written comments on the participants' assessments/reports etc.

Motor School encourages all participants to discuss their feedback.

## **CANCELLATION POLICY**

The fees applicable to each training course are available by application.

Due to the nature of the training offered by Motor School, cancellations must be received in writing by our Administration Department at least three (3) business days prior to commencement of any courses in Brisbane and at least seven (7) business days prior to commencement of any courses being conducted outside the Brisbane Area.

Motor School reserves the right to cancel any course due to adverse weather conditions on the morning of the course. In this event the learner will have the options to enrol on another course or be refunded any monies paid.

## **FEES AND REFUND POLICY**

Cancellations received in writing by Motor School in accordance with our cancellation policy ( In Brisbane 3 business days prior to training, outside Brisbane 7 business days prior to training) will be entitled to a full refund of monies paid less 10% admin and handling fee.

Late bookings (outside Motor School cancellation policy) will not be entitled to a refund

Cancellations received in writing by Motor School outside our cancellation policy will not be entitled to a refund. Should you wish to rebook on another course an additional administration fee of \$50.00 will apply.

Discretion may be exercised by the Director in all situations, if the student can demonstrate extenuating circumstances for failing to attend a course, the student may be offered credit via rebooking on another course.

NOTE: if Motor School is unable to fulfil the training agreement (for reasons other than weather) with a student, Motor School will refund all monies paid, or provide alternative training arrangements



## ACCESS & EQUITY

Motor School is committed to ensuring all participants have reasonable access to training irrespective of their sexual preference, culture, age, race, socio-economic status or disability.

Motor School will make reasonable adjustments to facilities and program delivery in order to maximise access and participation by all participants.

Motor School's facilitator is responsible for ensuring access and equity principles and practices apply across all RTO operations.

Motor School ensures our policies and procedures incorporate access and equity principles and that these documents are provided and adhered to by staff.

### ***Motor School complies with the following legislation as part of its responsibilities as a Registered Training Organisation:***

- Race Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Equal Employment Opportunity Act 1987
- Australian Human Rights Commission Act 1986

## PRIVACY

Motor School respects the privacy of all clients and is committed to protecting personal information provided to us.

Motor School complies with both the National Privacy Principles and the Information Privacy Principles contained in the Commonwealth Privacy Amendment Act (2000) and the Information Privacy Act (2000) which set out standards for the collection, use, disclosure and handling of personal information.

To provide training services, Motor School collects personal information including the client's name, address, contact details and information specific to the service being delivered.

Collection is by lawful and fair means and is not unreasonably intrusive.

### **When collecting information, Motor School ensures clients are made aware of:**

- a) Motor School's identity and how to contact us
- b) Their right to access their personal information
- c) The purpose for collection
- d) The organisation/s we disclose their personal information to
- e) Any law that requires the particular information to be collected
- f) The consequences, if any, for the client if they do not provide the information required

Motor School collects personal information directly from the individual client.

Motor School does not disclose personal information for any purpose other than for government statistical purposes.



Motor School ensures information provided to us remains private and protected from misuse, loss, unauthorised access, modification or disclosure.

If clients wish to access personal information Motor School holds on them they must submit a written (signed and dated) request.

Motor School may be required to provide your employer or other third party a PDF copy of your Statements of Attainment for their records.

## **VET DATA USE STATEMENT**

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET provider Collection Data Requirements Policy) Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd. (NCVER) and may be used and disclosed for the following purposes:

- Populate authenticated VET transcripts
- Facilitate statistics and research relating to education, including surveys and data linkage
- Pre-populate RTO Student enrolment forms
- Understand how the VET market operates for policy, workforce planning and consumer information and
- Administer VET including program administration, regulation, monitoring and evaluation

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

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth) and the National VET Data Policy and NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au))

## **COMPLAINTS & APPEALS**

Motor School documents and implements procedures for dealing with client complaints and appeals in a constructive and timely manner, to ensure that:

- a) each complaint, grievance, appeal and its outcome is recorded in writing
- b) each appeal is heard by an independent person or panel and
- c) each appellant:
  - has an opportunity to formally present his or her case; and
  - is given a written statement of the appeal outcomes, including reasons for the decision.

Motor School resolves to handle all complaints, grievances and appeals professionally and confidentially in order to achieve a satisfactory resolution. All complaints, grievances and appeals are managed fairly and equitably and as efficiently as possible.

Clients may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, amenities, discrimination, sexual harassment and any other issues which may arise.



Motor School encourages all parties to approach complaints and appeals with an open view and to attempt to resolve problems through discussion and conciliation. Where a grievance cannot be resolved through discussion and conciliation, Motor School acknowledges the need for an appropriate external and independent agent to mediate between the parties.

All grievances and complaints must be lodged in writing and addressed to the Director.

Motor school will acknowledge receipt of written complaint and endeavour to resolve the complaint/grievance within 21 days from receipt acknowledgement.

Motor School will organise discussion and resolution with all relevant parties and give the client opportunity to formally present his/her case.

If the concern involves an appeal against an assessment decision, Motor School will review the assessment immediately, and conduct a re-assessment by another Assessor.

Motor School will record the action plan for resolution on the Complaint / Grievance / Appeal Report.

Motor School will notify the client of the outcome in writing, including reasons for the decision.

Motor School will retain all records relating to the concern in the Complaints file.

## **LANGUAGE LITERACY NUMERACY (LLN)**

Motor School is particularly aware of the requirement to evaluate and assist learners in their language, literacy and numeracy (LLN) skills.

Language, Literacy and Numeracy refers to five core skills: learning, reading, writing, oral communication and numeracy. These five core skills have been identified by the Australian Core Skill Framework as the essential skills for individuals to hold to participate effectively in society including the workplace and education sector.

Motor School staff is aware of the LLN requirements of a Training Package and the industry's expectations of LLN skills of its workforce and utilise this knowledge in the development of appropriate delivery and assessment materials.

As a responsible RTO Motor School has procedures in place to ensure the learner's LLN levels are identified and addressed appropriately.

### **Procedure**

On arrival to site students will be supplied with an assessment booklet containing a questionnaire designed to assess language literacy and numeracy levels. This questionnaire must be completed before any training can commence.

The Trainer/Assessor will make any necessary reasonable adjustments to the training and/or assessments if required.



Language problems are a different matter. Language shortcomings of a client may necessitate the use of a one on one scenario. I.E. one trainer to one client, to ensure the client absorbs and understands the material being presented.

In extreme cases the client may be advised to use an interpreter, the cost of which to be borne by the client.

Driving a motor vehicle is very much a practical assessment along with question and answer and 'what if' scenarios and from that viewpoint the requirements that the client has to show can be explained in a practical way.

## **Recording**

The information as regards a client's LLN skills is recorded in the course assessment booklet, which will include a description of how the assessment was conducted.

All information in relation to a client's LLN skills is strictly confidential, and will be filed in a LNN folder including a copy of the participant's assessment booklet & the request for assistance prior commencement of training.

## **REASONABLE ADJUSTMENT**

The Standards for Registered Training Organisations 2015 require all RTOs to ensure access and equity to all learners and expect the RTOs to make reasonable adjustments to their training and/or assessment.

Motor School endeavours to make those changes required to ensure all learners have the same possibility of achieving competency.

These changes will be detailed in the assessment documentation and training and assessment strategy for the relevant course.

Individual's needs and requirements will be taken into account when developing reasonable flexible adjustments.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

### **Procedure**

Motor School informs potential participants of RPL opportunities via Registration Form – Accredited Courses, websites, course induction sessions and advertising materials.

Motor School will provide RPL Application forms to participants upon request and inform prospective applicants of fees required. Applicants need to complete and submit the form.

Within 2 weeks of receipt of the application, a Motor School assessor will conduct an initial interview with the applicant to provide them support in preparing their evidence.

**Support includes:**

- a) Providing an overview of the RPL process
- b) Providing details and clarification of units
- c) Identifying potential evidence for demonstrating competency
- d) Arranging for the applicant to provide the evidence in an appropriate format, eg. observation / demonstration, written documents, third party reports, interview, verbal or written questions, role-play, etc.

The assessor will document the interview. If it is determined that RPL is appropriate, the assessor confirm units to be applied for and sets an Evidence Review Due Date.

If it is determined that additional units may be applied for, the Applicant will need to complete an additional RPL Application form and forward payment for these units.

Once evidence has been collected and evaluated Motor School will conduct a second interview, if necessary to verify competence. The assessor will document the interview.

If the assessor deems the evidence provided is not enough to verify competence further consultation with the applicant may be required to explore other opportunities for providing evidence including gap learning.

Motor School will record the outcome on the application, notify the applicant in writing and issue a Qualification / Statement of Attainment as appropriate.

Motor School will hold the application, all evidence, interview notes / documentation and notification letter in the participant's file.

**INTELLECTUAL PROPERTY**

All participants agree that Motor School has intellectual property rights in any material/ manuals provided to the participants by Motor School.

**ALTERNATIVE ARRANGEMENTS**

In the event Motor School ceases to trade, alternative arrangements will be made to ensure students are not disadvantaged.

**APPLICABLE LEGISLATION****Commonwealth (Cth) Legislation**

- Privacy Act 1988/Privacy Amendment (Private Sector) Act 2000
- Australian Human Rights Commission Act 1996
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Disability Discrimination Act 1992



- Disability Standards for Education 2005
- Fair Work Act 2009
- Copyright Act 1968
- Competition and Consumer Act 2010

### **Queensland Legislation**

- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 2011
- Workplace Health and Safety Regulation 2011
- Anti Discrimination Act 1991
- Anti Discrimination Regulations 2005



