

STUDENT INFORMATION GUIDE

The Australian 4WD Academy has an ongoing commitment to providing quality training courses. The purpose of this handbook is to provide you with a quick reference about training and our processes.

MISSION

The Australian 4WD Academy strives to provide training excellence that meets the expectations of our students.

ENROLMENT

Details on courses, dates, fees and other details can be obtained by contacting our office or visiting our website www.australian4wdacademy.com.au.

You will be provided with course joining instructions on enrolment. You will require a Unique Student Identifier number (USI) prior to completion of training. More information can be obtained on www.usi.gov.au.

We are committed to ensuring your learning experience with us is a positive one. If you have any queries, learning, literacy or numeracy skills issues, disabilities that may impact on your training or other welfare concerns we are happy to discuss these matters with you, and you can be assured of privacy and consideration.

COURSES

The training we provide follows the policies and procedures developed to meet the National Training Framework and the Australian Quality Training Framework (AQTF).

We will ensure each of our clients will have equal and fair access to our courses. Details of our Policy for Access Equality is available on request or on our website. Details of the course content and vocational outcomes are available from our office.

TUTORS

Our tutors are qualified and have a depth of knowledge and industry experience, and have a Certificate IV in Workplace Training and Assessment.

Tutors will comply with obligations under current Commonwealth and State legislation, including the Anti-Discrimination Act, Equal Employment Opportunities, Racial Vilification, Vocational Educational Training Act and the Disability Discrimination Act.

ASSESSMENT PROCESS

Your course will be based on competency based training. To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments. The assessment process will be explained at the commencement of your training.

Your tutor will complete an assessment on your performance. Your assessment will be kept on record in our office, and you are welcome to view your records if you wish. If you do not agree with your assessment you have the right of appeal. Your appeal for re-assessment must be made in writing to the manager.

Students who are deemed Not Yet Competent will have the opportunity to be re-assessed at an opportunity that is convenient to both parties.

You may be asked to complete a survey form at the start or completion of your course.

STATEMENTS OF ATTAINMENT

If you successfully complete units from a qualification you will receive a Statement of Attainment for the units of competency completed.

ACCREDITED TRAINING

Accredited training is usually competency based which means that training and assessment or recognition of prior learning skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Our accredited courses comply with the Nationally Recognised Training (NRT). The NRT is a nationally agreed framework and where the NRT symbol appears it is part of the national framework.

In NSW the Vocational Education and Training Accreditation Board (VETAB) is responsible for the accreditation of VET courses. These courses are nationally recognised by industry.

PAYMENTS

Normally, fees are not accepted in advance, you will be invoiced at the commencement of the course. Payment can be either cash, credit card or direct deposit.

RECOGNITION OF PRIOR LEARNING (RPL)

We will recognise any NRT qualifications and Statements of Attainment issued by other Registered Training Organisations. You can discuss this with our office prior to commencing your course. If you have any that you consider to be relevant bring them to our office so we can assess them for their currency and validity, and where possible give you recognition for them. The onus is on you to provide verifiable evidence. Recognition of prior learning can only be approved by way of written application to the manager. The cost of this application is \$150, which is non-refundable but will be deducted from the cost of the course. A copy of our RPL Policy is available on request. To assist, we can provide advice on applying for RPL.

PRIVACY & CONFIDENTIALITY

We are obliged to protect the personal information you provide to us. We will not disclose this information without your prior approval. Information you provide will only be used for enrolment and learning records. You can have access to your records by making a written application to the Manager.

COURSE CONTENT & VOCATIONAL OUTCOMES

We are able to provide training for the following units:

Drive AWD/4WD vehicles on unsealed roads (SISODRV201A). Learn the skills required to operate a 4WD or AWD on unsealed roads.

Drive & Recover a 4WD vehicle (SISODRV302A). Learn the basics on how to operate and recover a 4WD vehicle.

Drive a 4WD Vehicle in Difficult Terrain Using Advanced Techniques (SISODRV404A). Master the skills required to drive a 4WD in difficult terrain, including steep climbs and water.

Co-Ordinate Recovery of a 4WD Vehicle Using Advanced Techniques (SISODRV405A). Further enhance learnt skills to recover a 4WD including winching and snatching.

Instruct four wheel driving skills (SISODRV506A). Learn the skill required to plan, instruct and assess 4wd sessions.

Plan Outdoor Recreation Activities (SISOODR302A). Learn the skills required to successfully plan outdoor activities.

The above units are recognised by industry. The vocational outcomes will provide you with a range of skills that are applicable to your workplace. They can also provide you with qualifications that can assist in finding employment.

COMPLAINTS and GRIEVANCES

If you have a complaint or a problem you should report it as soon as possible. Your complaint should be in writing, providing details of your complaint. We will respond in writing and will try to resolve your issue promptly.

We will provide you with a copy of our Complaints and Appeals Procedure. If you are not satisfied with a decision you may appeal in writing to our Director of Training. You will be notified in writing of any decision. If you not satisfied with the appeals decision we will inform you of an independent person to whom you can appeal.

STUDENTS' RIGHTS & RESPONSIBILITIES

When you signed your enrolment form you agreed to abide by our 'Students' Rights & Responsibilities' Policy.

A copy of this Policy is available by asking prior to or at enrolment. A copy is also available from your tutor.

Any conduct which your tutor considers could put you or anyone else at risk could result in your exclusion from the course.

OCCUPATIONAL HEALTH & SAFETY

It is important that you are aware of, and abide by OH&S Legislation in the workplace. You must not cause harm to other students, or any other person. It is also important that you notify someone, preferably your tutor of any areas of safety concern.

JOINING INSTRUCTIONS

Where required, joining instructions will be sent to you prior to the course date. This information will explain where and when to attend, and what you will need to bring with you.

NUMERACY, LITERACY AND LANGUAGE.

Students who have literacy or language problems can seek advice from our office. We can refer you to other appropriate learning centres. All information is confidential. We can refer you to a number of services including SPELD NSW (Special Learning Difficulties) or the Australian Communication Exchange.

DISCRIMINATION and HARASSMENT

We are committed to a learning environment free from all forms of discrimination and harassment. You can discuss any complaints with your tutor. If the issue cannot be resolved you have the right to address the issue with our manager. If you feel you have been discriminated against because of marital status, sexuality, age, sex, disability or other reason talk to your tutor.

WELFARE and GUIDANCE

We can provide information that may assist you with any matters of concern regarding your welfare whilst participating in a course. Ask your tutor.