



RTO 45958

Student Handbook

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NATIONALLY RECOGNISED
TRAINING



Australian
Qualifications
Framework



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Introduction

Welcome to the Australian Driving Institute

Australian Driving Institute is a Registered Training Organisation delivering Nationally Accredited and non-accredited courses throughout Australia. Our Head office is based in Adelaide South Australia and specialise in driving instruction of all different types.

ADI provides a high standard of quality training and complies with ASQA Standards for RTO's 2015

We have a diverse, progressive environment in which you can enrich your skills and join in with the community.

ADI believes that driver training is not only about the initial assessment and delivery of content but also the ongoing performance management and continual safety of all drivers. Strategies we teach and tools we recommend have a direct impact on retention rates and safe practices for drivers. Our Driver training is not about a one-day course, it is about an ongoing program with targeted outcomes supported by both ADI and our clients.

Our Library is full of latest Resources available in the market including online software, hard cover books which builds the foundation of the learning process.





VISION



Target “O” and for us all to come home alive

Mission

The Australian Driving Institute is an organisation that is dedicated to Innovation and excellence in reducing incidents and increasing safety in Rural, Urban and outback Australia.

We provide superior quality training services that clients recommend, that companies prefer, safety officers choose, and employees are proud of.



P.R.I.D.E

Professionalism:

We are proud of our profession and deliver the highest quality of training to ensure every driver achieves their highest potential.

Respect:

We treat all people as equal, with compassion, tolerance, consideration and understanding.

Integrity:

We practice the highest moral and ethical standards. We are honest and open and support our co-workers, clients and suppliers in all we do. Our values support ADI's solid foundation to business operations.

Dedication:

We are dedicated to achieving “Target Zero”, to reduce incidents, protect life and make Australian roads a safer place.

Excellence:

We endeavour to achieve the greatest outcomes by striving to maintain the highest of standards to increase the safety on our roads.

Courses on Offer at the Australian Driving Institute

<p>AURTGA001</p> <p>5-hour session</p>	<p>Drive and manoeuvre trailers</p>	<p>This unit describes the performance outcomes required to drive and manoeuvre a trailer while it is attached to a driving vehicle. It involves inspecting the trailer before use, connecting the trailer to a vehicle, driving the trailer, and disconnecting the trailer from the vehicle.</p>
<p>PMASUP236</p> <p>On-line plus 1 day session</p>	<p>Operate vehicles in the field</p>	<p>This unit of competency covers the skills and knowledge required to prepare and operate vehicles and related equipment to patrol pipelines or otherwise drive across a variety of terrains.</p> <p>This unit of competency applies to operators who are required to check their vehicle daily for damage, ensure fuels and lubricant levels are maintained, effect minor repairs, prepare and maintain field equipment, and communicate with their base station.</p> <p>In a typical scenario an operations technician patrols area of pipeline or follows pipelines across a variety of terrains looking for problems which require maintenance or reporting or drives to remote facilities. During their work, they must check the vehicle for mechanical soundness before leaving base, ensure it is securely and adequately packed, make certain their communications equipment and contact schedule are in order and generally be prepared for long periods off-road.</p> <p>Generally, the operations technician would be part of a team during field trips, though they may be required to undertake limited trips. At all times they would be liaising and cooperating with their base station.</p> <p>Operators must have the appropriate class of driver's licence before taking charge of the vehicle.</p>
<p>RIIVEH201E</p> <p>On-line plus 1 day session</p>	<p>Operate a light vehicle</p>	<p>This unit describes the skills and knowledge required to operate a light vehicle in the resources and infrastructure industries.</p> <p>It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take responsibility for the quality of work outcomes</p>
<p>RIIVEH305F</p> <p>On-line plus 1 day session</p>	<p>Operate and maintain a four-wheel drive vehicle</p>	<p>This unit describes the skills and knowledge required to operate and maintain a four-wheel drive vehicle in the resources and infrastructure industries.</p> <p>It applies to those working in supervisory and technical specialist roles. They generally work under minimal supervision to undertake a broad range of skilled applications in varied work contexts, using some discretion and judgement in selecting equipment, services, or contingency measures.</p>
<p>AHCMOM216</p> <p>On-line plus 2-day session</p>	<p>Operate side by side utility vehicles.</p>	<p>This unit of competency describes the skills and knowledge required to safely operate a side-by-side utility vehicle including undertaking pre-start checks and shut down procedures.</p> <p>The unit applies to individuals who operate side by side utility vehicles to undertake routine work under general supervision with limited autonomy and accountability</p>



Session Times (Times may vary as per the clients' request)

Unit	Session Times	Lunch Break	Hours
AURTGA001	8:00am – 1:00pm	N/A	5
PMASUP236	8:00am – 4:30pm	12:30pm – 1:00pm	8
RIIVEH201E	8:00am – 4:30pm	12:30pm – 1:00pm	8
RIIVEH305F	8:00am – 4:30pm	12:30pm – 1:00pm	8
AHCMOM216	8:00am – 4:30pm	12:30pm – 1:00pm	8

The units Training and Assessment will be conducted in the following Categories:

Category	Training	Skills	Resources
Delivery	<ul style="list-style-type: none"> On-line Classroom Practical (In the field) Demonstration 	<ul style="list-style-type: none"> Knowledge Evidence Performance Evidence 	<ul style="list-style-type: none"> Workbook PowerPoint Handouts Training Aids
Self-directed Study (SDS)	<ul style="list-style-type: none"> Self-Paced 	<ul style="list-style-type: none"> Content Revision Workplace 	<ul style="list-style-type: none"> Workbook PowerPoint Workplace logbook
Assessments	Evidence	Method	Outcome
Theory	Knowledge	<ul style="list-style-type: none"> Written Direct Observation Verbal 	Competent/ Not Yet Competent
Practical	Performance		

What is Competency Based Training?

Competency-based training is a method of training that focuses on a learner's ability to receive, respond to and process information in order to achieve competency. It is geared to the attainment and demonstration of skills to meet industry-defined standards, rather than to a learner's achievement relative to that of others.

If you are **Competent**, this means that you have met the requirements set out in the unit training package.

If you are **Not Yet Competent**, this means that you have not yet met the requirements set out in the unit training package.



Career Pathways

The training packages are designed to give you the student the skills and knowledge that may be required for his/her employment and to advance in their careers to a higher level and more qualified to create more job opportunities.

Transcripts – Students receive a copy of their academic transcript free of charge at the end of their study period and upon certification of completion of requirements of a course. Students may apply to obtain a record of their full academic history at any time. A transcript will be issued on payment of a charge noted above.

Detailed information about each course, including course code, National Code, units offered, entry requirements, assessment information, course fee etc. is available on our website.

To ensure you have all required information about your enrolment, we ask you to please review the below enrolment terms and conditions and cancellation policy and acknowledge your acceptance of these terms and conditions.

Entry Requirements

- Student's must be 16 years of age and hold a current drivers licence appropriate to the course undertaken.
- Student's must be able to speak, write and understand English to the appropriate level of the course undertaken.

Enrolment Form

- Enrolment Forms must be submitted to ADI and successfully completed prior to the scheduled training day. Unfortunately, training cannot commence without the receipt of the enrolment form before the training date. Cancellation fees may apply if training does not proceed due to an unreturned enrolment form.
- ADI may attempt to follow up with the person booking the course and the students for the missing enrolment form; however, it is the responsibility of the student's to return the enrolment form.
- Training confirmation email will be sent with the all the required training details.

Pre-Enrolment Evaluations for Training Eligibility and Support

- Each Participant is required to complete the following evaluations to indicate the level of skills and eligibility to commence with the training including any disadvantages in learning so ADI can offer extra support to the participant to achieve a good outcome.
- Training Needs Analyse (TNA)
- Language, literacy, and numeracy assessment

Accredited training delivery

If you / your staff member is enrolled into training with a prerequisite of an online component and the online component is not completed prior to the practical training; practical training will not be able to proceed, and cancellation fees will apply. Any prerequisites must be completed prior to the practical training day. Cancellation fees unfortunately will not be waived due to failure to complete prerequisite training in full.

The learner will be required to come to training equipped with the following:



- Personal Protective Equipment (PPE): Gloves, glasses, long pants, long sleeved shirts, and safety boots
- Mask
- Drink Bottle

ADI will supply the following.

- Sunscreen
- Training material and checklists
- Vehicles (If required)
- All equipment and training aids required for the practical training sessions.

Vehicle Requirements:

- If ADI are supplying the vehicle for your training, you may be allocated a Manual vehicle. If you are unable to operate a manual and this has not yet been reported to ADI, please contact your representative urgently before training.
- If you are providing a vehicle for your scheduled training, please ensure the vehicle is free of loose items. Any loose items should be secured or removed from a vehicle when driving a vehicle at any time. Your instructor may ask you to remove loose items before your training commences. To avoid a delayed start please ensure your vehicle is ready and fuelled before training commences

Trailer Hire:

- If you are required to undertake your chosen program with a Trailer in Tow and ADI are supplying the Trailer. 100% cancellation fees will be applicable if this is no longer required. (This is applicable for cancellations, date changes and change of mind.)
- If you are supplying the Trailer, please ensure this is roadworthy, registered & is equip with the correct operating goods. E.g., Shackles, Electric light fixtures

Course Fee & Payment

- Payment is required upfront to secure your booking.
- Our sales team will advise you of all our pricing as there are no fee subsidy or entitlements (Fee for service)
- A confirmation of fee cost will be required before the enrolment application is accepted.
- If payment is not received upfront and you approach 7-day cancellation period, the booking may be removed (this will be communicated to you)
- If a booking is required within 7 days of the identified training day, payment is strictly required at the time of booking.
- Payment of Fees will not exceed \$1,500 at any one time for individual participants. A payment plan may be implemented.
- The \$1,500 threshold does not apply to employers or organisations making payment for the training.



Refund and Cancellation Policy

A full refund of tuition fees paid will be issued to students if ADI defaults for any of the following reasons: -

- a) The course is not provided in full to the student because of sanctions that may have been imposed on ADI by the Regulators
- b) The course is no longer provided by ADI and the train out time has elapsed through no fault of the student *[this does not include the student failing to submit work for assessment by the due dates set by their facilitator]*
- c) The course does not begin on the agreed commencement date and the participant for a valid reason, cannot commence at the new designated commencement date.

The refund will be issued within 28 days of the student applying for a refund.

Course Cancellation Requirement:

- Outside 7 Business days – No charge to client
- Inside 7 Business days – 50% of the total course investment to be charged to the client/learner.
- Inside 3 Business days – 100% of the total course investment to be charged to the client/learner.
- Should any travel have been booked, any fee that ADI occurs for cancellation is to be charged on to the Client/learner.

Refund Entitlements:

- Outside 7 Business days – Refund to the client/student
- Inside 7 Business days – 50% of the total course investment to be refunded to the client/student.
- Inside 3 Business days – 0% of the total course investment to be refunded to the client/student.
- Should any travel have been booked, any fee that ADI occurs for cancellation will be charged on to the Client/student.

Certificate Re-Issue:

- In the instance that ADI receive a request for Attendance certificate(s) to be reprinted following the first certificate issue post training (where applicable), please contact our administration team who would be happy to assist.
- **Please note that fees for reprinting may be applicable.*



Mobile Phone Policy:

Please switch Mobile Phones off during the lecture unless you are waiting on an urgent call and have discussed this with your instructor.

Training Room Hire (external sites):

- All room hire that is quoted within the Terms & Conditions are subject to change, should a booking be required, and the quoted room is no longer available, ADI will provide an additional quote for approval.
- Room hire that has been booked; if ADI are unable to cancel without charges will incur 100% cancellation fees (this includes but is not limited to requesting a change of date for course completion)
 - A \$25 + administration fee will also be applicable.

Unique Student Identifier (USI)

- It is a requirement for every student enrolled in accredited (Not required for non-accredited training) training to have a USI number before training commences.
- The USI is linked to the National Vocational Education and Training (VET) Data Collection, which this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.
- If you don't have a USI, please go to www.usi.gov.au

Harassment and Bullying Policy

The policy aims to assist Australian Driving Institute to meet its obligation to provide learning and working environment free from unlawful discrimination, sexual harassment and bullying. This procedure applies to all staff and students of ADI engaged in activities reasonably connected with the Institute and its semi-autonomous bodies. Such activities may extend beyond Institute premises. For example, this policy applies during field training, classroom sessions and student orientation.

Smoking policy

Australian Driving Institute has a **non-smoking** policy. Smoking is not permitted on Australian Driving Institute property or in offices at any time.

Smokers who need to take breaks should do so in their allotted breaks.

Alcohol & drugs policy

Australian Driving Institute is concerned by factors affecting a student's ability to do their study safely and effectively to a satisfactory standard. The business recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

Australian Driving Institute will do its utmost to create and maintain a safe, healthy and productive workplace for all employees and students. Australian Driving Institute has a zero-tolerance policy regarding the use of illicit drugs on their premises or the attending of other business-related premises (e.g., clients) while under the influence of illicit drugs. Contravening either of these points will lead to instant dismissal or expulsion.



Driving over the Alcohol legal limit (.05) or under the influence of illicit drugs is illegal.

Your Privacy as a learner

All Personal information collected by ADI from a learner will comply with The Privacy Act 1988 (Commonwealth) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information.

Learning Strategies and Methodology

Australian Driving Institute focuses on your learning outcomes, i.e., competency:

- Knowledge
- Skills
- Improved job performance

Each of the units' objectives provides immediate short-term benefits to:

- You, through increased competency
- Your employer, through improved job performance
-

Longer term results for your organisation may be:

- Increased profits
- Improved customer satisfaction
- Increased productivity
- Higher level of competitiveness
-

Within each program a selection from the following teaching strategies is utilised:

- Interactive workshop
- On-line learning
- Role play
- Case studies
- Group participation
- Simulations
- Group projects
- Audio and video feedback
- Video
- One-on-one observation and feedback exercises
- Shared experiences
- Self-directed learning
- Experiential learning

ADI programs are carefully planned learning experiences designed to provide practical skills and techniques immediately applicable to everyday work experiences.



What is RPL?

RPL is the process of formally acknowledging the skills and knowledge you have developed as a result of:

- ✓ Formal and informal training programs e.g., School or another RTO
- ✓ Life experience: community group involvement, family activities, sports, hobbies, business pursuits, household management
- ✓ Work experience: i.e., training, on the job experience

Evidence of your skills and knowledge is provided by you and then evaluated by an assessor or assessment team against the units of competence included in the unit in which you are enrolling.

If you wish to apply for RPL please see your trainer in the first instance who will arrange an interview time for you to both discuss your application and give you an RPL assessment plan form to complete.

Plagiarism – Disciplinary Procedure

You are required to submit your own work and to sign a statement that the completed assignment contains no material which has been written by another person except where due reference is made.

If the statement is found to be false, you will be subject to action by ADI, which may lead to the withdrawal of a Statement of Attainment or qualification.

What is?

Plagiarism is the act of taking another person's writing, conversation, song, or even idea and passing it off as your own. This includes information from web pages, books, songs, television shows, email messages, interviews, articles, artworks or any other medium. Whenever you paraphrase, summarize, or take words, phrases, or sentences from another person's work, it is necessary to indicate the source of the information within your paper using an internal citation. It is not enough to just list the source in a bibliography at the end of your paper. Failing to properly quote, cite or acknowledge someone else's words or ideas with an internal citation is plagiarism.



Code of Practice for Training and Assessment Services and Issuance of Nationally Recognised Qualifications

1. Introduction

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Australian Driving Institute Registered Training Organisation National No 45958

For the purposes of this Code “participant” refers to any person, participating in education or training delivered by this organisation. A “client” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

2. Provision of Training and Assessment Services

ADI has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of participants and/or clients.

ADI maintains a learning environment that is conducive to the success of participants.

ADI has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of participants.

ADI monitors and assesses the performance and progress of its participants.

ADI ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of participants, and it provides training for staff as required.

ADI ensures that assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and/or accredited courses.

ADI has implemented a Remedial Action Plan to Identify and rectify those participants impacted that have not met requirements of the training package.

ADI is committed to access and equity principles and processes in the delivery of its services.

3. Marketing of Training and Assessment Services

ADI markets and advertises its products and services in an ethical manner.

ADI gains written permission from a Learner or client before using information about that individual or organisation in any marketing materials.

ADI accurately represents recognised training products and services to prospective participants and clients.



ADI ensures participants and clients are provided with full details of conditions in any contract arrangements with the organisation.

No false or misleading comparisons are drawn with any other training organisation or qualification.

4. Financial Standards

ADI has measures to ensure that students and clients receive a refund of fees for services not provided, including services not provided because of the financial failure of the organisation.

ADI has a refund policy that is fair and equitable, and this policy is made available to all students and clients.

ADI ensures that our contractual and financial relationships with students/clients are fully and properly documented, and that copies of the documentation are made available to the student/client.

5. Student Fees

It is our policy that payment of fees by students directly relating to your selected course are payable by instalments when the total enrolment fee is over \$1500.00 for which you will receive an invoice itemising a payment schedule. We accept EFT bank transfer and credit cards (master card and visa accepted, Amex not accepted). An enrolment fee is required to confirm your enrolment. The agreed payment plan will be invoiced to ensure full fees are paid within your enrolment period.

Documentation includes:

- the rights and responsibilities of students
- costs of training and assessment services and issuance of qualifications
- payment arrangements and refund conditions
- Any other matters that place obligations on students or clients.

6. Provision of Information

ADI supplies accurate, relevant and up-to-date information to prospective students and clients.

ADI supplies this information to participants and clients before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.

6. Recruitment

ADI always conducts recruitment of potential students in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the student are matched by the training opportunity offered.

ADI ensures that the educational background of potential students is assessed by suitably qualified staff and/or agents and provides for the training of such staff and agents, as appropriate.



7. Support Services

ADI provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression; this includes adequate and appropriate support services in terms of academic and personal counselling.

To arrange for counselling support, please contact the ADI Operations Manager.

ADI Student Support Team

Contact	Position	Email	Phone
Courtney South	General Manager	csouth@austrdrive.com	0447 065 975
Chris Steer	Training Manager	csteer@austrdrive.com	08 8322 8555
Tim Ramages	Training Technical Manager	tramages@austrdrive.com	08 8322 8555
Linda Lombard	Administration Coordinator/Student Support & WHS Officer	llombard@austrdrive.com	08 8322 8555

External Counselling Services:

Okay Counselling, 1204 South Road, Clovelly Park.
[0478 437 776](tel:0478437776),
admin@okaycounselling.com.au

Lifeline Australia 13 11 14

POLICE, FIRE & AMBULANCE 000

POLICE (Non-Urgent assistance) 131 444

8. Access and Equity

The South Australian Equal Opportunity Act makes it unlawful for anyone to be treated unfairly or discriminated against on the grounds of sex, sexuality, race, physical or intellectual impairment or age.

ADI staffs are responsible for ensuring that they understand and implement Access and Equity Policy and behave in a courteous, sensitive, and non-discriminatory manner when dealing with other staff, consultants, clients or students.

students are responsible for behaving in a courteous, sensitive and non-discriminatory manner when dealing with other students, consultants, clients or staff.

ADI endeavours to meet everyone's diverse learning needs. To assist us to do this please inform the RTO Manager, of any special considerations or requirements you may have (e.g., disabilities and or special learning difficulties) or if any Access and Equity issues arise during your participation in training.



9. Complaint and Appeals

ADI ensures that students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for participants to appeal against decisions that affect the students' progress. Every effort is made by ADI to resolve students'/clients' grievances without the need to lodge a formal appeal or grievance.

Should you have a problem with any aspect of your training, please contact the General Manager.

Should you wish to lodge a formal grievance or appeal, it should be addressed to:

The General Manager, Australian Driving Institute 7 Benjamin St, St Marys SA 5042

Phone 08 83228555

Where a grievance cannot be resolved to your satisfaction, please contact the [National Training Complaints Hotline - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](https://www.dese.gov.au)

10. Record Keeping

ADI keeps complete and accurate records of the attendance and progress of participants, as well as financial records that reflect all payments and charges and the balance due and will provide copies of these records to participants on written request. To obtain a copy of your records, please forward your request to the Operations Manager

11. Quality Control

ADI seeks feedback from our participants and a client on their level of satisfaction with services received and seeks to improve its services in accordance with their expectations.

12. Work Placements

Work placements are not required unless specified by the clients/learner's request.

In some cases, on the job experience may be used for competency, recorded as 3rd Party evidence.

The Team at The Australian Driving Institute wishes you an enjoyable training experience while you are with us.