



Student Handbook

Four Wheel Drive Victoria – Student Handbook

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Introduction

The purpose of this document is to provide you with information about Four Wheel Drive Victoria (FWDV) policies and procedures that have been implemented to ensure your learning experience with FWD VIC is enjoyable and objective.

Benefits of Undertaking Nationally Accredited Training

Many benefits relate to you undertaking Nationally Recognised Training; these are:

- You receive a nationally accredited Certificate or Statement of Attainment
- You are provided with knowledge and skills that are recognised throughout Australia.
- The training is relevant to your work.
- Each training unit is tailored as much as possible to your personal requirements.

Four Wheel Drive Victoria is a Registered Training Organisation

Four Wheel Drive Victoria (RTO 21605) offers the following benefits as a Registered Training Organisation

- Training that is relevant to your workplace and the work that you do
- Hands-on practical skills training
- Inclusive and flexible training methods
- Skills for now and the future
- Skills that may lead to career advancement.
- Workplace Instructors/Assessors who are experienced in and know your industry.

We will strive to complete all training and assessment once you have commenced your study; however, if that is not possible, we will inform you and refer you to another RTO (where applicable) who can complete your training as soon as possible.

Please note that candidates may receive a National Centre for Vocational Education and Research (NCVER) survey and/or an invitation to participate in a Department of Education & Early Childhood Development (DEECD) endorsed project and/or be contacted by DEECD for audit or review purposes.

Our Policies to Service You Better

Full details of all our policies are accessed via our website - 4wdvictoria.org.au

Enrolment

To enrol on a course, candidates should fill in the [Course Enquiry Form](#) available on the FWDV website, and you will be contacted with instructions on enrolling via our online platform.

If your employer is organising the training, they will complete the relevant documentation in consultation with our office. You will be required to complete and sign some additional documents to complete the enrolment process.

Pre-Training Review

A Four Wheel Drive Victoria representative will discuss with you the course requirements, fees, any pre-requisites, your goals for the training, the opportunity for RPL and unit selection to ensure your suitability for the course.

Access, Equity and anti-discrimination

FWDV, its staff, agents, and representatives will not engage in discrimination towards any group or individual in any form, inclusive of gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of FWDV, including training, assessment, and customer services.

FWDV will attempt to provide services to assist the training outcomes of people with special learning needs or those facing difficulties. However, although Four Wheel Drive Victoria will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct, it will not enrol a candidate if it is clear or becomes evident that it would be impossible for the candidate to complete the course successfully. In those circumstances, FWDV will assist the candidate in choosing a suitable alternative to ensure that the candidate's training needs are met.

If it becomes apparent that the candidate will not be able to successfully complete the course due to a special learning need *after* the candidate has commenced the course, then FWDV will provide a refund of the full fee, less any costs incurred.

For further information, request a copy of our [Access & Equity Policy \(RTOPOL01\)](#).

Complaints and Appeals

A complaint or appeal is any expression of dissatisfaction reported by a candidate. This can be service related, for example, communications with administrative staff, training-related, safety-related, or dissatisfaction regarding FWDV services or a staff member in general.

All candidates are encouraged to resolve any complaints they have in an informal manner. Candidates can do this by approaching the person/s with whom they are making the complaint and trying to rectify issues that relate to their complaint. If the candidate cannot resolve their complaint through the informal process, then the candidate has the option of lodging a formal complaint.

Formal Complaints.

Individuals who have exhausted informal processes for resolving their complaint, and remain dissatisfied with the outcome, may lodge a formal complaint by completing a [Complaints and Appeals Form](#). Upon completion, the complainant must submit the form to the RTO Manager, who is responsible for handling formal complaints.

Formal Appeals

Formal appeals on the results of assessments must be lodged within twenty-one working days of receipt of the assessment. An appeal must be made in writing with the individual's name, course name and code and grounds for the appeal. Supporting evidence as to the reason for the appeal and addressing the grounds for the appeal should be included.

For further information, request a copy of our [Complaints & Appeals Procedure \(RTOPRO03\)](#).

Cancellations/Refunds

To request a refund for fees collected, you must complete a [Request to Withdraw from Training](#) form and submit it to the RTO Manager. If you have commenced training but have not completed the course agreed to, the decision will be made by the RTO Manager on the percentage of the fees which will be refunded. A full refund will not be granted.

If the candidate has not commenced the training, the following processes will be followed:

- Public courses: When a person does not attend a confirmed attendance, an invoice for \$55.00 (inc GST) can be issued at the RTO Manager's discretion to cover costs associated with enrollment.

Any textbooks purchased from FWDV associated with the training may be returned for a full refund if they are in new condition and training has not commenced.

Refunds will be considered on a pro-rata basis for candidates who fall ill or are injured to the extent that they can no longer undertake the course, providing a supporting Medical Certificate is supplied to FWDV.

Should a course be cancelled by FWDV, a full refund will be provided for fees collected.

In the instance that FWDV closes and must discontinue training, candidates who have paid in full will be informed directly by management regarding their eligibility for a refund.

In all other cases, refunds are at the discretion of management and may be negotiated on an individual case-by-case basis.

FWDV ensures security for candidates' enrolment in a course by relocating the enrolment to another training provider if they cannot continue to deliver the course. In addition, it ensures candidates receive a full refund if they are unable to be placed on a comparable course with another provider.

For further information, request a copy of our [Refund Policy \(RTOPOL06\)](#).

Non-course fees and charges

In addition to course fees, a candidate or their employer may incur additional charges, which will either be paid by the candidate or their employer, and these charges will be negotiated when needed.

Additional fees will be charged for the following service:

- Recognition of Prior Learning (RPL) service
- The hiring of additional equipment, such as vehicles or Training Facilities.

Language Literacy and Numeracy

FWDV is committed to ensuring the accessibility of its training. As such, we recognise that literacy or numeracy problems may preclude a candidate from successfully acquiring the competencies associated with the course. Every effort will be made to assess a candidate's ability to carry out all the learning tasks and demonstrate competency. The learning activities may be modified to compensate for candidates with language, literacy or numeracy skills needs. Where possible, an initial assessment of a candidate's literacy and numeracy skills may be made upon enrolment in a course where it is deemed necessary.

Learning and support services

FWDV has the following services for candidates.

- Disability assistance
- Language, literacy and numeracy assistance

To take advantage of these services, please contact FWDV directly to discuss your needs.

Candidate Welfare & Guidance Services

Four Wheel Drive Victoria recognises that a significant aspect of the quality of training programmes relies on effective support and management of candidates and staff welfare.

Considering this, Four Wheel Drive Victoria is committed to providing both candidates and staff with adequate access to the following:

- Educational, vocational, and personal counselling services.
- Guidance and support with financial requirements specifically related to training.
- Information relating to OH&S, equal employment opportunity, and anti-discrimination policies are appropriate and relevant.

In the event that required support extends beyond Four Wheel Drive Victoria's capabilities. We will source referral information from relevant organisation/s that supply the required support service/s.

Candidate Code of Conduct

Candidates are entitled to:

- be treated fairly.
- learn in an environment free of harassment and discrimination.
- confidential, timely and objective investigation of any complaints of harassment or discrimination
- privacy and confidentiality in the handling of their records.

Candidates are responsible and accountable for their own behaviour and conduct and are expected always to observe the following standards:

- Candidates are to conduct themselves with due regard to the rights and welfare of all candidates and staff.
- Treat staff and all candidates with mutual respect
- Behave in a responsible manner and refrain from:
 - Harassing or bullying behaviour
 - Direct or indirect discrimination towards others based on their race, religion, sex, disability, or other personal attributes and characteristics.
 - Sexual harassment
 - Derogatory comments and slander
 - Smoking in buildings or around others
 - Using mobile phones during sessions
 - Swearing; and
 - Disruptive behaviour during sessions
- Be punctual and attend scheduled sessions.
- Actively participate in learning sessions
- Submit assessment tasks by the due date.
- Communicate to the relevant staff, as soon as possible, when an illness or personal problem affects progress and performance in an enrolled unit, particularly where special considerations may be requested.
- Always observe safety procedures.
- Observe the right to privacy and confidentiality of fellow candidates.

For further information, request a copy of the [Candidate Code of Conduct \(RTOPOL08\)](#).

Plagiarism and Cheating

In line with all other educational and training bodies, cheating and plagiarism are not acceptable, and the following procedures are in place to deal with any cases which occur.

Plagiarism

Plagiarism means to take and use another person's ideas or work and pass these off as your own by failing to give appropriate acknowledgement. This includes:

- Assembling parts from various works and submitting the assignment or assessment paper as your own creation.
- Fabricating data from other candidates' assignments or assessments and using it for your own advantage.

If Assessors suspect that a candidate has cheated or plagiarised their work, they will report to the RTO Manager and inform them of the suspected allegations.

The RTO Manager will then inform the candidate of the suspected allegations and arrange a meeting between the assessor and the candidate concerned to discuss the issues and allegations.

If, after viewing the evidence, the suspected allegations are found to be correct, the RTO Manager will seek further advice and, if deemed necessary, dismiss the candidate from the course.

No attainment results will be registered for the candidate due to either cheating or plagiarism. The candidate will be duly notified within five working days of the decision to disqualify them from obtaining attainment results and will not have any monies for the course refunded back to them.

Cheating

Cheating is the actual or attempted practice of seeking to obtain an unfair advantage in an examination assessment or in other written or practical work required to be submitted or completed by a candidate for an assessment. This includes:

- Submitting an assignment or other piece of assessable work written in conjunction with another candidate and without the instructor's prior permission.
- Submitting work that has been stolen, purchased, borrowed, or fabricated data or fabricated from other candidates without their knowledge.
- Copying Assignments from other candidates.
- Changing assessment sheets to suit the candidate's own advantage.
- The use of Artificial Intelligence (AI) tools

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL) is the recognition of learning or competencies that have been achieved through work, life experiences or other non-formal processes towards the relevant learning outcomes of an accredited training programme. Learners may be granted RPL or experience in the same skills or elements of the competency stipulated in the units of competency in which they are enrolled.

Credit transfer (CT) allows learners to count relevant, successfully completed studies – achieved at TAFE institutes, RTOs, accredited private providers, professional organisations or enterprises and universities towards their current course or qualifications. Learners must provide certified copies of evidence that they have previously completed the relevant units. CT means learners receive credit for previously completed units and are exempt from retaking them, reducing the study load.

NOTE: *If you are interested in RPL or applying for credit transfer, please speak to FWDV during the Pre-Training stage.*

Recognition of AQF Qualifications Issued by Other RTOs

Four Wheel Drive Victoria will at all times abide by the mutual recognition agreements formed between all States and Territories of Australia in recognition of other RTOs' training and certification. FWDV will:

- recognise any Nationally Recognised Training through the provision of certification showing all requirements as detailed within the AQF.
- communicate with the issuing RTOs for the provision of written confirmation regarding a Certificate or Statement of Attainment if doubt is evident.

For further information, request a copy of our [Recognition of Prior Learning & Credit Transfer Policy \(RTO POL07\)](#)

Gaining access to your records

You can request access to your own records at any time in writing to FWDV. However, please keep in mind that records that have been securely archived may take considerable time to access; therefore, please allow 15 working days. Regarding access to your records by other people, please read the important paragraph on privacy and confidentiality rules below.

Privacy policy

Four Wheel Drive Victoria follows strict privacy policies in conjunction with Privacy Laws. All forms, files, results, and records of any candidate are deemed confidential under the Privacy laws. Records are accessible only to relevant staff members of FWDV and only for relevant and appropriate use. This means your records can only be released to other parties with your written permission (or in circumstances dictated by law).

The Privacy Amendment Act 2000 prevents Four Wheel Drive Victoria from providing candidate details to anyone other than the candidate or their employer. All matters in relation to enrolment, results, fees, or any other issue can only be discussed with the candidate unless the enrolment form is signed by a third party or a letter of permission from the candidate is provided allowing access to the candidate's information. Similarly, the Privacy Act prevents us from providing any Instructor, Assessor, Administrative Staff details to any candidate or other people, regardless of the situation.

In the case of your employer, we will release your details or records to your employer's representative or an individual wishing to gain access to your records on your behalf. It is entirely your decision whether you agree to a request for access to your records and/or personal information.

Confidentiality

Four Wheel Drive Victoria follows strict confidentiality policies, and we do not discuss or disclose any information about a candidate's situation that relates to their participation in our training courses. If a candidate discloses any information about a particular situation they might be facing, we keep this information confidential and do not discuss or disclose this information to others without the candidate's consent.

What do I have to do to get the most out of my training?

- Prepare for training sessions by undertaking the actions outlined in your invitation to each training session.
- Actively participate appropriately in all scheduled training sessions
- Complete all training assessment requirements, including exercises during training sessions.
- Speak with your Instructor or Administrative Staff regarding any problems you experience during the course.
- Participate in evaluation activities and offer constructive feedback regarding the course.
- Expect that Instructors will treat you with politeness and respect.
- Treat Instructors and fellow candidates with politeness and respect

How will I be assessed?

A mix of assessment methods will be used, these will vary from unit to unit, and each time you are assessed, the instructor will provide you with all the details you need to know. The assessment methods that will be used are as follows:

- Written test
- Observations (in the classroom and the workplace/training ground)
- Practical demonstrations as required.

What legislation is related to my participation in a Vocation Education and Training (VET)?

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Information Privacy Act 2000
- National Privacy Principles
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Candidates
- Work Health and Safety Act 2011

State-Based Legislation

- Vocational Education and Training Act 1990
- Apprenticeship and Traineeship Act 2001
- Tertiary Education Act 1993
- Equal Opportunity Act 1995
- Workers Compensation Act 1958
- Workers Compensation Regulations 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)

What is an Accredited Course?

There are two types of accredited courses:

- Courses that result in an Australian Qualifications Framework qualification, for example, are referred to as Certificate III or IV.
- Courses that result in an Australian Qualifications Framework Statement of Attainment and are not complete qualifications. An example of this may be a 'Course in Advanced Safety Awareness'.

What is a Training Package Qualification?

A training package is a programme that is flexible enough to allow you to receive a formal qualification by recognising the skills you learn through formalised training packages. Training Packages are made up of several "units of competency".

- Training Packages are developed by industry for the industry.
- Training Packages encourage training at work.
- Training Packages provide many pathways to competency.

What does Competency mean?

Competency is the formally recognised ability to perform a task to a precise standard under specified conditions.

Where does the course/training you are undertaking fit into the AQF?

The course/training you are undertaking would comprise either a unit of competency, an Accredited Course, a Training Package, or a Qualification. The table below provides you with a brief overview of the Australian Qualifications Framework (AQF). If you are unsure where your course/training fits into this framework, please ask your instructor, and they will be able to explain this to you in more detail.

AQF Qualification by Sector of Accreditation

<i>Schools Sector Accreditation</i>	<i>Vocational Education and Training Sector Accreditation</i>	<i>Higher Education Sector Accreditation</i>
Senior Secondary Certificate of Education	Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Master's degree Graduate Diploma Graduate Certificate Bachelor's degree Associate degree, Advanced Diploma Diploma

Glossary of Terms

Term	What it means
Assessor	<ul style="list-style-type: none"> The person responsible for assessment, who will determine whether you are competent. This person must be qualified
Competency	<ul style="list-style-type: none"> Is a broad concept that describes a person's formally recognised ability to perform a task under specified conditions to a precise standard in a range of areas. <p>Competency covers:</p> <ul style="list-style-type: none"> Performing individual tasks, managing several different tasks within a job and dealing with the responsibilities and expectations of the workplace
Competency-Based Assessment	<ul style="list-style-type: none"> Is a process of collecting evidence and making judgments on whether competence has been achieved.

Competency Based Training	<ul style="list-style-type: none"> Is aimed at providing you with the knowledge, understanding and skills to demonstrate competence against nationally endorsed Industry Standards.
Competency Standards	<ul style="list-style-type: none"> Reflect on your knowledge and skill and the application of your knowledge and skill to the performance standard required in the workplace.
Off-the-job training	<ul style="list-style-type: none"> Is conducted away from the normal work duties, at an RTO, in an area at your worksite or outside your organisation
On-the-job training	<ul style="list-style-type: none"> Is instruction, practice and feedback conducted in the workplace.
Prior Learning	<ul style="list-style-type: none"> Is learning that has been achieved through work, life experiences or other non-formal processes
Recognition of prior learning (RPL)	<ul style="list-style-type: none"> Is the process of assessing your prior learning to the learning outcomes offered by Bureau Veritas RTO. Only prior learning relevant to competencies to be assessed can be considered for recognition
Practical Assessment	<ul style="list-style-type: none"> Is a method of assessing your competency in a particular skill by observing you complete the skill or activity in a simulated or actual workplace environment
Registered Training Organisation (RTO)	<ul style="list-style-type: none"> Assists you in selecting an appropriate training programme. Explain the requirements of the training programme. Design a Training Plan that meets your needs. Provide training records and training materials. Train and assist you in ensuring training is completed Provide additional learning support if required. Issue qualifications
Unit of Competency	<ul style="list-style-type: none"> National industry-approved standards that outline the knowledge and skills necessary for effective performance in the workplace
Workplace Assessment	<ul style="list-style-type: none"> Is a process of collecting evidence and making a judgment
Workplace Training	<ul style="list-style-type: none"> Is training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices or the completion of work tasks

