

Statement of Commitment

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Statement of Commitment

Four Wheel Drive Victoria (FWDV) is committed to provide high quality nationally accredited and recognised training to its participants. In undertaking its responsibilities and obligations as a Registered Training Organisation, FWDV will:

- At all times aim to provide high quality training and assessment services, that meet the expectations of clients, the specific industry sector and the relevant government authorities
- Supply suitably qualified and experienced Instructors and assessors, who will provide training (refer Training and Assessment Procedure).
- Ensure that no individual participant will be discriminated against either in their access to or participation in any course/s of study (refer Access and Equity Policy).
- Enable training and assessment services to be provided in a safe environment in accordance with the requirements of the relevant health and safety legislation.
- Rigorously implement its Confidentiality Policy regarding client confidentiality and access to participant records (refer Participant Records Procedure).
- Market, promote and advertise its training products and services in an ethical and professionally responsible manner (refer Marketing and Advertising Policy).
- Ensure participants comply with FWDV Code of Conduct (refer Code of Conduct document).
- Provide support and assistance to participants to maximise their potential to succeed.
- Ensure that all participants are informed upon enrolment of its complaint and appeals process (refer Complaints and Appeals Procedure).
- Maintain confidentiality of all participant records. Information contained within participant records will only be disclosed with the participant's consent.
- Maintain systems for recording participant enrolments, attendance, completion, assessment outcomes including recognition of prior learning results, qualifications issued to participants, grievances and archiving of records.