



Student handbook

Four Wheel Drive Victoria

RTO Number: 21605
www.fwdvictoria.org.au
(03) 9874 7222

Table of Contents

The Management and staff of Four Wheel Drive Victoria would like to welcome you.....	3
Four Wheel Drive Victoria is a Registered Training Organisation (RTO) and provides the following:	3
Benefits of undertaking Nationally Accredited Training.....	3
Website relevant to VET in Victoria and Australia:.....	3
The purpose of this document	3
How does the course/training you are undertaking fit into the Australian Qualifications Framework?.....	3
What do I have to do to get the most out of my training?	6
How will I be assessed?.....	6
Reasonable Adjustment.....	7
What legislation is related to my participation in Vocation Education and Training (VET) courses?	4
What is an Accredited Course?.....	5
What is a Training Package Qualification?.....	5
What does Competency mean?.....	5
Course Feedback	5
Certificate Issuance.....	6
Our Policies to Service You Better	7
Enrolment	7
Access, equity and anti-discrimination	7
Complaints/Appeals.....	7
Cancellations/Refunds.....	8
Non-course fees and charges	9
Language Literacy and Numeracy.....	9
Participant Code of Conduct	9
Plagiarism and Cheating	10
Sexual Harassment.....	11
Gaining access to your records	11
Privacy policy.....	11
Confidentiality	11

The Management and staff of Four Wheel Drive Victoria would like to welcome you.

Four Wheel Drive Victoria is a Registered Training Organisation (RTO) and provides the following:

- 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
- Instructors/Assessors who are experienced in and know your industry
- Practical demonstrations and assessment

Units of competency delivered by Four Wheel Drive Victoria.

FWPCOT3259 Operate a four wheel drive on unsealed roads

FWPCOT3250 Recover four wheel drive vehicles

FWPFGM3215 Perform complex 4X4 operations

FWPCOT2237 Maintain Chainsaws

FWPCOT2239 Trim and cut felled trees

FWPCOT3238 Operate a pole saw

The training you undertake is accredited and will provide you with a nationally accredited qualifications on successful completion of your course.

The purpose of this document

The purpose of this document is to provide you with information about Four Wheel Drive Victoria's 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

There are many benefits that relate to you undertaking Nationally Recognised Training, these are:

- You receive a nationally accredited 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 is reasonably possible to your personal requirements.

Website relevant to VET in Victoria and Australia:

National Register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs): www.training.gov.au

How does the course/training you are undertaking fit into the Australian Qualifications Framework?

The course/training you are undertaking would comprise of either a unit of competency/s, a Training Package Qualification or an Accredited Course. The table below provides you 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/Assessor 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 Degree Associate Degree, Advanced Diploma Diploma

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

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 Participants
- 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 - these for example are referred to as Certificate III in Outdoor Recreation and;
- Courses that result in an Australian Qualifications Framework Statement of Attainment and are not complete qualifications – for example these are referred to as a 'Course in Advanced Safety Awareness'.

What is a Training Package Qualification?

A training package is a training programme that is flexible enough to allow you to receive a formal qualification through the recognition of the skills you learn at work and through formalised training. Packages are made up of a large number of "units of competency".

- Training Packages are developed by industry for 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 under specified conditions to a precise standard.

Credit Transfer (CT)

Is a process that provides students with agreed and consistent credit outcomes for units in a qualification based on identified equivalence in content and learning outcomes between matched qualifications (see AQF Glossary).

To have credit transfer applied you must produce the original or a certified copy of your 'Statement of Attainment' to Four Wheel Drive Victoria as evidence that you have successfully completed the identical unit, or equivalent unit of competence.

You must apply for credit transfer at the time of enrolment. Where a credit transfer is allocated the student will be exempt from attending the training classes for the particular unit/units.

Recognition of Prior Learning (RPL)

Is an assessment process which involves assessing the candidates existing knowledge and skills, gained through either work, study or life experience, against the requirement of a particular unit or units of study. Fee for service rates apply to RPL. Fees are charged on a per unit basis. You must apply for RPL prior to enrolment by contacting the office to arrange an RPL interview. RPL is available to all students.

For further information, request a copy of our [Credit Transfer and RPL policy](#).

Course Feedback

Four Wheel Drive Victoria welcomes feedback from student across all areas of our service delivery. On completion of your training you will be asked to provide feedback via completion of survey. An email with a link will be sent to you at intervals throughout your course. Please take the time to complete and submit the survey.

You don't have to wait until the course has finished before you tell us what you think. If you have any suggestions while you are undertaking training, please contact the office and speak with the Training Manager.

Certificate Issuance

As an RTO Four Wheel Drive Victoria are required to issue a Certificate within 30 calendar days of a student being assessed as competent in the training program they are enrolled in. If you do not receive your Certificate, please contact the office. Please note that Certificates and Statement of Attainments are not released to students with outstanding accounts.

Compliance

Four Wheel Drive Victoria complies with the requirements of:

Australian Qualifications Framework:

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. Current and further detailed information can be located via www.aqf.edu.au

Standards for Registered Training Organisations 2015:

Standards which guide nationally consistent, high-quality training and assessment services in the vocational education and training system www.asqa.gov.au

Australian Skills Quality Authority (ASQA):

ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure the nationally approved quality standards are met (see Standards for Registered Training Organisations 2015) www.asqa.gov.au

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

- Actively participate appropriately in all scheduled training sessions
- Complete all training assessment requirements
- Contribute during the course
- Participate in evaluation activities and offer constructive feedback regarding the course
- Expect that Instructors/Assessors will treat you with politeness and respect
- Treat Instructors/Assessors and fellow participants with politeness and respect
- Simply talk to your Instructor/Assessor or call our office if you experience any difficulties and we will rectify these for you.

How will I be assessed?

A mix of assessments methods will be used, these may vary from unit to unit. The assessment methods that may be used are as follows:

- Written case studies
- Observations (in the classroom and the workplace)
- Written tasks/assignments
- Practical demonstrations as required

Reasonable Adjustment

- Reasonable adjustment will be applied to take into account the individual needs of a student, within the constraints of the particular unit of competency. Reasonable adjustment that may be applied includes:
- Additional time to complete an assessment
- Rescheduling of an assessment
- Verbal assessment
- Adjustments to the equipment or resources used as part of the assessment

Our Policies to Service You Better

Full details of all our policies are available upon request, or some can be accessed via our website.

Enrolment

In order to enrol, participants will need to submit a completed enrolment form which can be obtained completed online through FWDV's website...

Access, equity and anti-discrimination

Four Wheel Drive Victoria 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 Four Wheel Drive Victoria, including training, assessment and customer services.

Four Wheel Drive Victoria will attempt to provide particular services to assist the training outcomes of people with special learning needs, or those facing particular 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 enroll a participant if it is clear or becomes evident that it would be impossible for the participant to successfully complete the course. In those circumstances Four Wheel Drive Victoria will assist the participant in choosing a suitable alternative to ensure that the training needs of the participant are met.

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

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

Complaints/Appeals

A complaint/appeal is any expression of dissatisfaction reported by a participant. This can be service related i.e. communications with administrative staff, training related, safety related or just dissatisfaction regarding Four Wheel Drive Victoria or a staff member in general.

All participants are encouraged to firstly resolve any complaints they have in an informal manner. Participants can do this by approaching the person/s against whom they are making the complaint and try to rectify issues that relate to their complaint. In the event the participant is unable to resolve their complaint through the informal process then the participant has the option of lodging a formal complaint.

How to Lodge a Formal Complaint or Make an Appeal

Student handbook

Individuals who have exhausted informal processes for resolving their complaint or appeal, and remain dissatisfied with the outcome, may lodge a formal complaint or appeal by contacting the office staff who will guide them through the complaints/appeals process. Upon completion, the complainant is required to submit a written complaint to the Training Manager who is responsible for formal complaints and appeals handling.

Formal Appeals

An appeal is an expression of dissatisfaction in relation to an assessment outcome. 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](#).

Cancellations/Refunds

In order to request a refund for fees collected, you must complete a Request to Withdraw from Training form and submit it to the Training Manager.

If you have commenced training, but has not completed the course agreed to, the decision will be made by the Training Manager on the percentage of the fees which will be refunded. A full refund will not be granted.

If the participant 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 venue hire, catering and material printing.

Any textbooks purchased from Four Wheel Drive Victoria associated with the training may be returned for a full refund if they are as new condition and training has not commenced.

Refunds will be considered on a pro-rata basis for participants 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 us.

Should a course be cancelled by Four Wheel Drive Victoria, a full refund will be provided for fees collected.

In the instance that Four Wheel Drive Victoria closes and must discontinue training, participants 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.

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

Non-course fees and charges

In addition to course fees, a participant or their employer may incur some additional charges, these additional charges will either be paid by the participant or their employer and these charges will be negotiated when the need arises.

Additional fees will be charged for the following service:

- Recognition of Prior Learning (RPL) service
- The hiring of additional equipment such as vehicles

Language Literacy and Numeracy

Four Wheel Drive Victoria is committed to ensuring wide accessibility of its training. As such, we recognise that literacy or numeracy problems may not, of themselves, preclude a participant from successfully acquiring the competencies associated with the course. Every effort will be made to assess a participant's ability to carry out all the learning tasks and demonstrate mastery of the course competencies.

An online language, literacy and numeracy task is to be completed prior to finalising the enrolment process.

Where possible, the learning activities may be modified to compensate for participants with language, literacy or numeracy skills needs.

Participant Code of Conduct

Participants 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; and
- Privacy and confidentiality in the handling of their records

Participants are responsible and accountable for their own behaviour and conduct and are expected to observe the following standards at all times:

- Participants are to conduct themselves with regard to the rights and welfare of participants and staff
- Treat staff and participants 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 any other personal attribute and characteristic
 - Sexual harassment
 - Derogatory comments and slander
 - Smoking in the building
 - Using mobile phones during classes

Student handbook

- Swearing; and
- Disruptive behaviour during classes
- Be punctual and attend scheduled lessons
- Actively participate in scheduled lessons
- Submit assessment tasks by the due date
- Communicate, to the relevant teaching staff, as soon as possible, when an illness or personal problem affects academic progress and performance in an enrolled unit, particularly where special considerations may be requested
- Observe safety procedures at all times; and
- Observe the right to privacy and confidentiality of fellow participants

For further information, request a copy of our [Participant Code of Conduct](#).

Plagiarism and Cheating

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

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 participant for assessment. This includes:

- Submitting an assignment or other piece of assessable work which was written in conjunction with another participant and without the prior permission of the Instructor.
- Submitting work that has been stolen, purchased, borrowed or has fabricated data or that has been fabricated from other participants without their knowledge.
- Copying Assignments from other participants.
- Changing assessment sheets to suit the participants own advantage.

Plagiarism

Plagiarism means to take and use another person's ideas or work and pass these off as one's 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 participant's assignments or assessments and using for the participants own advantage.

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

The Training Manager will then inform the participant of the suspected allegations and arrange a meeting between the Assessor and Participant concerned to consult and work through the issues. The Training Manager after seeking further advice if deemed necessary, will dismiss the participant from the course. No attainment results will be registered for the participant due to either cheating or plagiarism. The participant will be duly notified within 5 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.

For further information, request a copy of our [Cheating and Plagiarism Policy](#)

Bullying and Harassment

Four Wheel Drive Victoria is committed to providing a safe, flexible and respectful environment in which staff and students are free from all forms of sexual harassment.

Bullying and harassment will not be tolerated under any circumstances and rapid disciplinary action will be taken against any person who engages in this behaviour.

Sexual harassment is a specific and serious form of harassment and is unlawful. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written.

For further information, request a copy of our [Sexual Harassment Policy](#)

Gaining access to your records

You can access your own records at any time provided that you forward a written request. However, please keep in mind that records that have been securely archived may take longer to access, therefore please allow 10 days. With regard to 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 participant are deemed confidential under the new Privacy laws. Records are accessible only to relevant staff members of Four Wheel Drive Victoria 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 as dictated by law).

For further information, request a copy of our [Privacy and Confidentiality Policy](#)

Confidentiality

Four Wheel Drive Victoria follows strict confidentiality policies and we do not discuss or disclose any information about a participant's situation that relates to their participation in our training courses. In the event that a participant 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 participant's consent.

For further information, request a copy of our [Privacy and Confidentiality Policy](#)

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 a number of 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 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 process
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	<ul style="list-style-type: none"> Assists you to select an appropriate training program

Student handbook

(RTO)	<ul style="list-style-type: none">• Explain the requirements of the training program• Design a Training Plan that meets your needs• Provide training records and training materials• Train and assist you to make sure training is completed• Provide additional learning support if required• Issue qualifications
State Registering/Course Accrediting Body	<ul style="list-style-type: none">• Regulates apprenticeships/traineeships and Training Programs in your state or territory.
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 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

Contact Details

Wayne Hevey
Chief Executive Officer (CEO)
E-mail: ceo@fwdvictoria.org.au
Phone: +61 39874 7222
Address: 6/27 Thornton Cres, Mitcham, Vic 3132

Student handbook

Support Services

Accommodation

Department of Human Services
Ph: 1300 650 172

Tenants Union of Victoria
Ph: 03 9416 2577

Women's Domestic Violence Crisis Service
Ph: 1800 015 188

Wesley Mission Supported Accommodation
(Homeless) Services
Ph: 02 9263 5555

Health Services

Turning Point Alcohol and Drug Centre
Ph: 1800 888 236

Alcoholics Anonymous Australia
Ph: 1300 222 222

Lifeline
Ph: 131 114

Eastern
Psychology
Contact
(no referral required) Phone:
(03) 9898 0610
Mobile: 0438 123 265

Box Hill Family
Clinic Includes
Psychology services
420 Elgar Road Box
Hill Vic 3128 Phone
(03) 98992425
Fax (03) 98997909

Legal and Consumer Services

Victorian Legal Aid
Ph: 03 9269 0120

Consumer and Tenant Resources
Centre
Ph: 03 9761 0288

Victorian Equal Opportunity and Human
Rights Commission Victoria
Ph: 1300 292 072

Commonwealth Ombudsman Ph:
1300 362 072

Language and literacy support

Eastern volunteers
1a/36 New Street, Ringwood, Vic. 3134.
9870 7822

SPELD
Donkey Wheel House, Level 3, 673
Bourke St, Melbourne VIC 3000
T 03 9480 4422

Reading and writing
hotline
1300 6 555 06