



## Welcome to Driven Training!

This document signals your start in what we hope will be a highly valuable learning experience.

Driven Training is registered with the Australian Skills Quality Authority (ASQA) to provide the national competencies as listed in our guide. Driven Training is a company dedicated to providing high quality of service to its clients. As a specialist-training provider working across Australia, Driven Training offers its students the highest quality training and education possible.

The Driven Training team members are highly qualified, experienced and passionate about what they do. As a student, you will have the opportunity to learn from the best and gain a real life insight into working in your chosen industry.

Selecting a training provider is an important decision. This handbook outlines all that you as a student need to know about our organisation, what we expect of you, and also what you can expect of the Driven Training team. It also contains information about the delivery and assessment arrangements and your obligations and rights as a student. We require that students read this handbook before they confirm their enrolment in any Driven Training course. If you have any questions or concerns, please give us a call. We want you to make a clear and informed decision.

On behalf of the team at Driven Training, I welcome you and trust that your time with us will be an enjoyable and quality learning experience. We look forward to working with you during what we hope will be your unique window of opportunity to an exciting and rewarding career in your profession.

Signed

A handwritten signature in black ink that reads "B. J. Atkinson". The signature is written in a cursive style with a large initial "B".

**Ben Atkinson**  
**Director**  
**Driven Training**

**RTO 40780**

## Introduction

This handbook is your guide to all of Driven Trainings processes, systems, policies and duties as your training provider.

### Code of Practice

Driven Training Pty Ltd (RTO 40780) has developed a code of practice that is supported by policies and procedures consistent with the requirements of the National Vocational Education and Training Regulations 2011, Australian Qualifications Framework and Australian Quality Skills Authority (as the national regulator for training in Australia).

We as the registered training organisation (RTO) are committed to delivery of reasonable and ethical dealings in all our undertakings.

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We are responsible for the quality of the training and assessment in compliance with the Standards and the issuance of the AQF certification documentation.

Any significant changes will be conveyed to the participants as and when they are known including changes in ownership or any third party arrangements.

It is Driven's responsibility to provide the participant with educational and support services and access to suitable resources, facilities and trainers to facilitate participants in gaining all relevant skills and knowledge required to complete their unit of competency irrespective of location and mode of delivery.

### Enrolment Cancellation

Should you no longer wish to continue with your studies, please advise your trainer immediately and they will provide you with the necessary documentation to cancel your participation.

**Fees may apply if you cancel your enrolment. Fees are outlined later in this document under 'Fees Policy'.**

### Transfer of Enrolment

Upon request you may transfer your enrolment in a Driven Training course to another person from your organisation for any reason please refer to the Fees Policy.

### The Recognition of Prior Learning (RPL) Process

Driven Training recognises that students often have skills, knowledge and experience that could count towards the competencies required for a particular competency.

The RPL process takes into account the currency of the skills and knowledge (within the last three years) gained through:

- Formal training (conducted by industry or educational institutions)
- Current and past work experience (including informal training)
- The RPL process could enable you to complete competencies in a shorter duration

- The RPL process is about ensuring that unnecessary training is not repeated but it is also about ensuring the skills and knowledge you might have are/is; up-to-date and relevant to the course/competency

### **Credit Transfer**

A credit transfer is different from the RPL process. Credit transfer applies to students who have completed part of their course or a similar course through another Registered Training Organisation (RTO)

The Australian Recognition Framework Principles for National Recognition state that a RTO must accept and recognise the decisions and outcomes of any other RTO issuing body or the VET Registrar. We do so, as long as the currency of the award is clearly established.

Driven Training may contact the RTO that issued the award to establish its authenticity.

### **Fees Policy**

#### Payment Terms

You will be issued with a Tax Invoice for the course in which you participated. This is due and payable as follows:

- Individuals 72 hours prior to course commencement
- 30 days from date of invoice for Corporate clients

#### Cancellation/Refund Policy

Fees may apply if you cancel your enrolment.

Course fees are not refundable unless:

- You withdraw from the course prior to three working days of the course, OR
- You can prove serious illness or misadventure.

There will be no refund where a student breaches the Driven Training Policies and Procedures or withdraws after commencement of the course,

Where fees have been paid by a third party/employer, the refund will be paid to that entity.

All Refunds will be processed within 14 days of receipt of written application for a refund.

A student may transfer their fees to another course or another student from the same organisation prior to the cut off time of two days prior to commencement of course.

#### Appealing Refund Decision

A student may appeal the Refund decision in writing which will be assessed by the CEO within 14 days

#### Refunds due to non -delivery of course by Registered Training Organisation

Course fees will be refunded in full if:

- The course does not start on the agreed date
- The course stops after commencement but before completion

Refunds in these instances will be paid I full within 14 days.

The RTO may arrange for another course, or part of a course, to be provided to students at no extra cost as an alternative to refunding the monies. Where the student agrees to this arrangement, the

RTO will not be liable to refund the money owed for the original enrolment.

### Further Information

Any information you provide to the RTO or that the RTO collects about you (including payments and refunds) can be given to authorised State and Commonwealth agencies.

### **Certificates**

The re-issue of the first certificate is free after which there will be a charge of \$50 per certificate either by email or post, payable by Visa or MasterCard over the phone.

### **Student Induction**

Driven Training provides a full student induction that includes information on the following:

- Training facilities, WHS, access to resources and equipment
- The complaints and appeals process
- Driven Training Trainers
- Dress code, class attendance, punctuality, appropriate language, breaks, smoking, and use of mobiles
- Code of Behaviour & dress code (if applicable), attendance times, notification of absence
- The training and assessment procedures, including delivery method, delivery format, duration and purpose of assessments
- Course cancellation, student rights, obligations and responsibilities
- Award to be issued
- Language, literacy and numeracy assistance
- The Recognition of Prior Learning process
- Access to support arrangements

This information is provided either verbally at induction and/or in this handbook and clarified as required.

### **PPE**

The student is to supply the following for use during the course:

- PPE Long trousers and long sleeved shirt, hat
- Covered in shoes
- A pair of safety gloves

### **Delivery Strategies**

Training for all accredited units will be delivered face to face and through practical demonstration. This includes all training and assessment.

Each Accredited course comprises the following:

- Induction
- Power Point presentation and discussion
- Questionnaire – open book
- Static Practical
- Practical

## **Delivery Times**

We provide an estimated time for the start and finish of each course, however, this may vary depending on the following:

- Waiting for late arrivals before commencing (bad traffic, weather conditions, lost etc)
- Finish time may vary due to the:
  - type of course which may require a large amount of content to comply
  - Students ability to absorb and understand the content required to be deemed competent

## **Your Commitment**

As a student, we expect you to:

- Respect Driven Training staff and value the support you receive from your trainer and assessor
- Complete all assessments in the agreed timeframe
- Be open and honest with your trainer about any concerns that you have regarding the service and support you receive

## **Assessment Procedures**

Assessment will be competency based. A competency is a statement of what knowledge and/or skills you need to know to successfully complete a task. It is important that you are familiar with the competency requirements before you start your assessment so that you know exactly what you must achieve to be considered competent. The term “competent” also means being able to successfully perform a task repeatedly, in a variety of situations, over a period of time.

At the course commencement, your trainer & assessor will explain when and how the assessment will be conducted. Assessment will be conducted progressively during each part of the Driven Training course. To achieve competency in a unit, you will be required to demonstrate a complete understanding and application of the required competencies.

The trainer & assessor will use both formative and summative assessment methods to determine your progress and final competency. Formative assessment comprises qualitative feedback, both formal and informal; to help you achieve maximum learning while summative assessment comprises the more traditional graded assessments.

Common types of assessment methods used by assessors to gather evidence include:

- Questions & Answers (written or oral)
- Demonstration of practical skills
- Responses to scenarios
- Observation
- Simulations and role-plays

## **Reasonable Adjustment**

Driven Training strives to accommodate all participants who have a driver's licence to undertake the tasks associated with achieving competency. Reasonable adjustments can be made to training and assessment tasks to accommodate individuals with specific needs, for example, assisted lifts, however, assessment marking will be based on the stated criteria in the competency.

If you wish to negotiate any particular aspect of the assessment process you should contact your trainer. We want you to have the best possible support while completing your training with us. For any support or assistance you might require, the first person you should contact is your trainer & assessor since they will be able to provide you the best assistance.

### **Assessment Outcomes**

Your trainer will provide verbal and written feedback as appropriate on your assessment. Once competency has been achieved, you will be graded 'competent' (C) for that particular unit.

If you fail to demonstrate a sufficient level of understanding and practical application, you will be deemed to be 'not satisfactory' (NS). Students who are unable to meet a competent standard will be required to repeat the NS unit within the course duration.

The Statement of Attainment will be issued within 30 days of the course to acknowledge the units in which you have been deemed competent at the end of the course.

### **Health & Safety**

Driven Training complies with the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulations 2011*. There is always the potential for accidents and injury when participating in training, so we need to be aware of the need to take necessary precautions to avoid them.

### **Welfare & Guidance**

Specific student welfare and guidance services we offer include:

- Advice on training and assessment options
- Advice and assistance in dealing with issues that might interrupt your training or affect your ability to continue or complete your training
- Special consideration for students who can demonstrate trauma or extreme hardship and who may need to suspend their studies until a more suitable time

### **Code of Behaviour**

Driven Training promotes goodwill, respect and mutual cooperation among its staff and students. Driven Training encourages high standards of performance and all staff are required to fulfil their duty of care obligations to ensure the safety of students, colleagues and visitors and conduct the learning process in an orderly and professional manner.

Students also play a part in creating a safe, healthy and productive learning environment and should adhere to their workplace policies and procedures for appropriate behaviours within the working environment.

The destruction of property, harassment or bullying of individuals, discriminatory or offensive language is not acceptable and could result in immediate cancellation of enrolment and action to recover costs, if any.

Any student who is found to be cheating (collusion or plagiarism), harassing other students, or breaking the law in any other way, could face disciplinary action.

Any incidents that threaten the safety of any individuals should be reported in writing in accordance with Driven Training's Complaints Process. Students may appeal any decisions made by Driven Training employees based on student behaviour.

## **General Policies & Procedures**

### **Continuous Improvement**

Our focus on continual improvement involves regular evaluations and reviews in all areas, including the core activities of education and training, assessment and issuance of statements of attainment, as well as the support activities of client records management, business management, administration and marketing.

Surveys will be conducted to ensure our products and services are continuously improved.

### **External / Internal Review Processes**

We participate in external monitoring and audits required by the national regulator. We also conduct annual internal audits to ensure we're always providing you the best possible training.

The audit process focuses on evidence collected during the year relevant to all areas of service and delivery within our company and feedback from you and employers.

In addition, audits may be conducted in relation to complaints, changes in our scope and for purposes of re- registration.

### **Access and Equity**

We are committed to meeting the needs of individuals, and the community as a whole. We will ensure that equity principles for all our students are implemented through the fair allocation of resources and the right to equal opportunity without discrimination.

All our accredited courses are face to face so all participants have equal opportunity to access resources and trainers.

Driven Training encourages those with a disability to undertake training to further their education as well as employability skills. We will help find appropriate support to ensure all our students have the same opportunity to access training provided by us.

### **Privacy & Access to Records**

All student information at Driven Training is treated as confidential. Electronic records are stored securely on our student management system and access is limited by passwords to relevant Driven Training team members.

Information about you as a student (except as required by law) will not be disclosed to anyone

without your written permission and/or that of your parent or guardian if you are under 18 years of age.

You have the right under the Privacy Act to access your information kept by us as well as to get it amended and updated Legislative Requirements

We will take whatever steps as are reasonable in the circumstances to ensure your private information is protected from misuse, interference and loss as well as unauthorised access, modification or disclosure.

Driven Training will abide by the Australian Government, State and Territory legislation and regulatory requirements including but not limited to:

- National Vocational Education and Training Regulator Act 2011
- Equal Opportunity Act 2000
- Information Privacy Act 2000
- Work Health and Safety Act 2011.
- Federal and State Anti-discrimination Legislation
- Federal and State Fire and Safety Regulations
- The Fair Work Act 2009
- Industrial Relations Act 1996

For Industrial relations issues, please refer to: [industrialrelationsaustralia.com.au](http://industrialrelationsaustralia.com.au) Your trainer will explain the changes to any legislation affecting your training and well-being as a student of Driven Training. You can also visit the following websites for more information.

<a href="http://asqa.gov.au">asqa.gov.au</a>	For all relevant VET information and legislation pertaining to your training.
<a href="http://training.gov.au">training.gov.au</a>	For all VET legislation and other information.
<a href="http://nohsc.gov.au">nohsc.gov.au</a>	OHS and other issues.
<a href="http://copyright.com.au">copyright.com.au</a>	For all matters relating to Copyrights & the Copyright Act.
<a href="http://privacy.gov.au">privacy.gov.au</a>	Australian Office of the Privacy Commissioner for information on Privacy Policy.

### **Issuance of Statements of Attainment**

Driven Training will issue statements of attainment upon you successfully completing the course.

All statements of attainment issued by Driven Training will comply with the standards outlined in the Australian Qualifications Framework (AQF) Handbook and ASQA FAQ Sample AQF Documentation

Driven Training will only issue statements of attainment within its scope of registration that certify the achievement of competencies from nationally endorsed training packages.

The issue and re-issue of statements of attainments will take place only after Driven Training's administration department has received assessments verified by the student and their trainer as well as signed supervisor/trainer acknowledgement deeming the student competent.

Following this, the relevant statement of attainment will be issued and all records will be entered into our Training/student management system.

### **Re-issuance of Statements of Attainment**

If you require a replacement of a Driven Training statement of attainment, you must submit a written, signed request with these details:

- Document required
- Full Name
- Date of birth
- Reason for re-issue
- USI number

The re-issue of the first statement is free after which there will be a charge of \$50 (payable over the phone or in-person). The documents will then be re-issued.

## Complaints and Appeals Policy and Procedure

### Purpose

This policy and procedure is to provide clear and practical guidelines to ensure that complaints, appeals and recommendations of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

### Scope

This complaints and appeals policy applies to all students enrolled with Driven Training

### Definitions

**Complaints and Appeals** include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

**Recommendations** are considered as any minor improvement that will facilitate the delivery of training and comfort of participants. It is considered a recommendation when the issue will not have a significant bearing on the performance of Driven Training services. Example: Provide low fat milk to participants.

**Natural Justice** is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- All parties are told the decision and the reasons for the decision.

### Complaint Policy

Driven Training believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally and in writing.

Where a complaint is made, the complainant shall be provided with a copy of the Company Complaint Form. In the first instance, all complaints shall be considered as a Non-Conformance and reported and investigated in accordance with the processes below. Where the complaint is considered vexatious, the complaint is to be immediately referred to the manager responsible. The Manager shall contact the complainant to validate the claims made in the complaint.

Driven Training will manage all complaints and appeals fairly, equitably and efficiently as possible. Driven Training will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Driven Training acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Driven Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via the Driven Training website and is available in the Student Handbook. The information will also contain details of external authorities that they may approach.

## Procedure

A complainant should follow the steps below:

1. Complainant should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the complainant should discuss the issue / complaint with a representative from Driven Training to see if it can be resolved.
3. If still no resolution the complainant should put the following information relating to the complaint or appeal in writing:
  - a. description of the complaint or appeal
  - b. state whether they wish to formally present their case
  - c. steps taken to deal with the complaint or appeal
  - d. what they would like to happen to fix the problem and prevent it from happening again.
4. The complainant brings the complaint or appeal to the attention of Driven Training.
5. If the complaint or appeal is not dealt with to the complainant's satisfaction, she/he may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the CEO receives written notification from the complainant about their dissatisfaction to the response received from their Driven Training representative and a response / resolution must be presented within 30 days.

6. Should the issue still not be resolved to the complainant's satisfaction, then Driven Training will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the complainant. The complainant will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received the complainant will be notified in writing of the reason for the delay and kept informed about all progress
8. .If the complainant is still not happy with external mediation, he / she may take his / her complaint to the VET Regulator.
9. All documentation relating to complaints or appeals should be archived for audit purposes. The Driven Training CEO will be the person responsible for the implementation and maintenance of the policy.

### **Right of Appeal**

Driven Training considers all training and assessment to be of the highest importance. Our core business is the safe sharing of knowledge and skills. However, from time to time a participant is deemed Not Satisfactory (NS). Any participant who is deemed NS shall be provided with a Training Reassessment Plan. However, every participant has the right to appeal the result of any assessment or re-assessment. Where a participant disagrees with the result of an assessment the participant is to be provided with a complaint form and the matter is to be immediately referred to the Manager responsible.

The manager will conduct an interview, either in person or by phone, with the participant to ensure all matters of concern are clarified. Upon clarification the matter is to be investigated against the performance criteria for the unit of competency, the national training package requirements and where applicable, any other requirements of the employer on behalf of which Driven Training is conducting training and assessment.

Where training is being conducted on behalf of the participant's employer, the employer shall be involved in all aspects of the investigation as required.

Should it be deemed that a non-conformance on the part of Driven Training or its employees has occurred the matter is to be investigated further in accordance with the processes below.

### **INVESTIGATING NON-COMPLIANCE**

Driven Training implements an Investigative approach to conduct root cause analysis of major non-conformance and the Driven Training Incident/Hazard Investigation Report to investigate other forms of non-compliance. These processes investigate the failure using facts remaining from the initial flaw. By evaluating the remaining evidence and information from people associated with the non-compliance or incident, the analyst can identify the contributing and non-contributing factors that caused the event.

Proper root cause analysis identifies the basic source or origin of the problem. Root cause analysis is a step-by-step approach that leads to the identification of a fault's first or root cause. Every system or component failure happens for a reason. There are specific succession events that lead to a

failure. A root cause analysis investigation follows the cause and effect path from the final failure back to the root cause.

Root cause analysis provides a methodology for investigating, categorising and eliminating root causes of incidents regarding safety, quality, reliability and manufacturing process consequences.

The analyst collects and analyses the data, develops appropriate corrective action/s, presents the data clearly and provides practical recommendations.

The root cause analysis methodology provides management specific recommendations for preventing incident recurrences. The analyst identifies the processes and procedures that need changing to improve the business.

Procedural improvements increase a business' capability to recover from and prevent incidences that may have financial, health, safety and environmental effects.

The following persons are authorised to address complaints and conduct Non-Compliance Investigation and Reporting at Driven Training:

All forms of NCR	- Ben Atkinson	Ph: 0427 704 604
Training and Assessment	- Ben Atkinson	Ph: 0427 704 604
Non-training related	- Chris Atkinson	Ph: 0413 704 603

## **NON-COMPLIANCE REPORTING (NCR) & PRODUCT SEGREGATION**

NCRs may apply in the following instances:

Damaged product or materials.

Faulty or non-conforming product or materials.

Sub-standard workmanship.

Non-compliance to quality requirements.

Non-compliance with contract or legislative requirements including NVR Standards.

For each non-conformance, an NCR shall be raised using the Non Compliance Report Form. Where non-compliance is caused by a supplier or sub-contractor an improvement notice shall be issued.

In accordance with the Procedure, "Receipting Goods and Conformity of Supply", product that is deemed non conformant shall be marked as "NON CONFORMANT" and/or tagged out of service. A segregated area that is located away from work activities has been established to ensure non-compliant product is not used.

For location details contact Ben Atkinson on 0427 704 604.

## **ISSUING A NCR**

Prior to issuing an NCR, management shall complete the NCR form and register the NCR on the NCR/Improvement Register.

All NCRs are to be transmitted formally ensuring a recipient acknowledges receipt of the NCR.

## **RECEIVING AN NCR**

All NCRs received by Driven Training shall be directed to the business manager or delegate and immediately registered in the NCR / Improvement Register and forwarded to the recipient immediately.

The recipient shall conduct a formal investigation and implement immediate controls. Once the NCR is rectified permanently, a copy of the NCR should be sent to the originator with details of the rectification.

## **CORRECTIVE ACTIONS AND FOLLOW-UP**

All Corrective Actions identified in the Non Compliance Report shall be registered on the NCR / Improvement Register. The register shall detail corrective action requirements, persons responsible and proposed close out dates. The NCR/Improvement Register shall be reviewed by the management team and corrective actions closed out as required.

The NCR/Improvement Register shall be submitted during the weekly management meeting.

Where corrective actions have not been closed out by the due date, the appropriate manager or delegate shall immediately contact the responsible person/s and follow up on each item on the register that remains open.

## **TRAINER DEVELOPMENT**

### **External workshops**

The Management of Driven Training and other appropriate staff attend relevant workshops run by such groups as the VELG, ASQA, ACPET and Industry Skills Councils.

### **Internal Workshops**

Driven Training conducts internal professional development workshops on a regular basis with staff. This provides staff with an opportunity to gain information on changes to operational systems being implemented and to review a wide range of topics. The Training Manager puts these workshops together with input from the CEO or RTO Manager.

### **Record Keeping**

A Continuous Improvement File is maintained and includes agendas and minutes of meetings directly related to continuous improvement

Records of all continuous improvement activity shall be maintained for a period of at least three

years in hard copy and five years in electronic format after the continuous improvement action has been completed to allow review by management, for the purposes of internal audit and for review by external auditors.

All instances of a potential risk are to be added to the risk assessment tool template and a mitigation strategy is to be created to minimise or eliminate the risk as per the requirements of the risk management policy contained within this system.

### **Assessment Validation**

Driven Training has a commitment to undertaking assessment validation. Assessment Validation sessions occur also as part of the internal professional development workshops. All improvements that are identified are documented and actioned. An assessment validation session with the trainers is also conducted at least twice a year.

### **External Audit reports**

Driven Training uses Audit reports from external bodies such as ASQA or independent consultants as a source of continuous Improvement.



## Complaint Form

By completing this form you will be lodging a formal complaint.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.

A reply will be forwarded to you within 30 days.

<b>Date</b>	
<b>Name</b>	
<b>Contact Numbers</b>	
<b>Please detail your concern in full, giving as much detail as possible</b>	
<b>Signature</b>	

	<b>OFFICE USE ONLY</b>		
<i>Received by</i>		<i>Complaints Number Issued</i>	
<i>Date</i>		<i>Given to CEO</i>	
<i>Date Issued</i>		<i>Follow up Date</i>	
<b>Action Taken</b>			
<b>Specify possible improvement based on complaint</b>			



## Appeals Form

By completing this form you are requesting to appeal a judgment made against you.

This form serves to begin the appeal process in relation to a judgment that has been made against you. This Form must be lodged to the CEO or Office Administrator within 7 days of you receiving a judgment.

A written response will be issued to you within 21 days.

<b>Date</b>	
<b>Name</b>	
<b>Contact Numbers</b>	
<b>Please detail in full, your reason for an appeal</b>	
<b>Signature</b>	

	<b>OFFICE USE ONLY</b>		
<i>Received by</i>		<i>Appeal Number Issued</i>	
<i>Date</i>		<i>Given to CEO</i>	
<i>Date Issued</i>		<i>Follow up Date</i>	
<b>Action Taken</b>			
<b>Specify possible improvement based on complaint</b>			