

G&L
HEAVY VEHICLE



DRIVING CENTRE

CLIENT HANDBOOK



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TRAINING FACILITIES

Our facility is based at 4 Hines Road Wingfield which includes modern well-equipped classrooms and trainee amenities, with areas for Forklift Training.

Our vehicles are Industry Based Equipment that meet the Transport Industry Requirements.

TRAINEE SUPPORT SERVICES

Academic support is available through the course trainer or administration staff. Trainees being assessed as in need of Literacy, Language or numeracy training may receive assistance. The level of assistance will vary in accordance with the eligibility criteria. We may refer you to other appropriate services.

RPL

Recognition of Prior Learning (RPL) formally recognises what you already know or can do.

These Skills May Be the Result Of:

- Formal training (e.g., school, tafe other training bodies)
- Work experience, (on the job experience, worksite training)
- Hobbies, voluntary work, community involvement.

Your current competency or prior learning is measured against the learning outcomes / competencies for a particular course / module. If you meet the requirements, you may not be required to do certain modules / learning outcomes of the course. If you have the knowledge, or skill or qualification relevant to your training course you should discuss this with administration staff.

Course participants, who consider that they have already achieved some or all the units of competency developed through this course, may apply for recognition of their knowledge and skill. To do this the person must present supplementary evidence showing that the unit of competency or module purpose has been achieved.

This knowledge and skill may have been gained either formally or informally and will be assessed according to the Recognition of Prior Learning (RPL) for that module.

Examples of RPL:

- A person who delivered Driving Instruction interstate.
- A person who delivered driving instruction in the workplace to colleagues, but their principal employment was not driving instruction.
- A person who has completed a course instruction or training principals.
- A person who wishes to upgrade their existing current Driving Instruction qualification.

Before RPL will be granted, every person requesting recognition of prior learning must demonstrate competency in the Unit of Competency. It may still be required for legislative or regulatory reasons that applicants are required to undergo an oral/written assessment of background knowledge and practical assessment maybe required before Competency will be applied.

RPL evidence could include:

- Interview, oral questioning by a subject expert.
- Third party evidence e.g., supervisor, Resume/CV
- Training certificates from non-accredited training
- Report from other Training Organisation
- Workplace records, employment history, training records, logbook/s

COURSE REGISTRATION AND FEES

- Bookings are confirmed at time of payment.
- All bookings are confirmed in writing.
- Fees are negotiable dependent on participant numbers.
- Short courses, 1 - 5 days payment must be received no later than 7 working days prior to the commencement of training.
- Extended courses payment must be received no later than 14 days prior to the commencement date.

ENROLMENT

All Trainees must complete an enrolment form before commencing any training program. This form will be given to all students prior to their training commencing.

REFUNDS

If training is not completed a refund may be available. The refund will be calculated based on the expenditure committed at the time of withdrawal.

WITHDRAWAL & TERMINATION

A Trainee may withdraw from a training program at any time without prejudice and receive a statement of attainment for all modules they have completed. Conditions of refund will apply.

Please see enrolment form for details of refund policies and terms and other conditions that apply at time of enrolment.

IN CASE G&L CANNOT DELIVER TRAINING AND ASSESSMENT SERVICES

If a short-term case and training and assessment has not yet commenced, we will re-book a mutually agreed date and time for attendance or refund all payment for services not yet delivered.

If a course has commenced and G&L cannot complete your training and assessment, where possible without incurring more than the arranged fee, will arrange for you to complete your training at another RTO. If this is not possible you will receive a refund for all fees for training and assessment not yet delivered.

MISSION

G&L Heavy Vehicle Driving Centre is dedicated to providing, professional, quality, training and education services to the transport industry, and the public. Also, to develop the skill and knowledge base of all road users.

VISION

Our vision is to see Australia achieve the objectives of the “National Road Safety Strategy” our role is to assist in achieving, a sustainable reduction in the incidence, severity, and cost of road trauma.

VALUES

AS A SERVICE BASED COMPANY, WE ARE COMMITTED TO PROVIDING QUALITY DELIVERY OF INDUSTRY FOCUSED TRAINING, IN ACCORDANCE WITH INDUSTRY NEEDS

- To make a positive contribution to the community.
- To provide access and equity to all our clients.
- To adhere to the beliefs and responsibilities of continuous improvement.
- To develop and maintain trust between our company and our clients.
- To value the commitments of management and staff.
- To achieve and promote teamwork within our company and with our clients.

WHS POLICY

It is the policy of G&L Heavy Vehicle Driving Centre that all activities are undertaken with all reasonably practicable measures implemented to avoid or minimise risks to Health and Safety of all Employees, Trainees and any other person who may be affected.

All Employees, Contractors, Trainees, or other Authorised Personnel are required to cooperate by becoming familiar with and complying with this policy. Accordingly, they are required to follow Safe Work Practices and to ensure that their own work, as far as is practicable is carried out without risk to themselves or others. Failure to comply with this policy may result in termination or immediate review of any contract.

This policy will be prominently displayed and will be brought to the attention of all, Clients Contractors, Suppliers, and visitors.

We reserve the right to cease delivering services to participants who breach their WHS duty of care without refund.

EQUAL OPPORTUNITY

Our ACCESS and EQUITY Policy ensures that our working and training practices are fair equitable and non-discriminatory.

If you believe you have been discriminated against in any way, contact our grievance officer and they will direct you to the appropriate staff member who is charged with the responsibility of dealing with any access and equity issue.

GRIEVANCE PROCEDURE

G&L Heavy Vehicle Driving Centre advises you that any person who participates in any activity through this organisation has rights to fair treatment. Should you feel that you have been unfairly treated or adversely affected through?

- Verbal or sexual harassment
- Victimisation by a trainer or trainee
- Unfair or unsatisfactory teaching
- Unfair treatment by anyone
- Lack of or poor supervision
- Questionable assessment results
- Concerns of any other matters
- Any and all forms of bullying

Then you should take the following steps to bring this to the attention of the relevant person of our organisation or outside authority to ensure the matter is recognised and dealt with appropriately.

We at G&L Heavy Vehicle Driving Centre and other outside Authorities ensure that any concerns will be dealt with and in the strictest lines of confidentiality. Between you and the parties you have nominated.

Procedure 1:

If you feel comfortable doing so informally discuss your concerns with the staff member or trainee involved, or the course coordinator who has direct responsibility relating to such matters. Otherwise speak to a staff member you feel comfortable talking to.

Procedure 2:

To assist with reaching a resolution if the matter can not be resolved informally, then you should lodge a formal complaint in writing or verbally with administration or the training manager who may suggest a mediation process involving a mutually agreeable third party to assist with reaching a resolution.

Procedure 3:

Independently complain or appeal directly to other regulatory bodies where the complaint/appeal cannot be resolved to the satisfaction of the Participant. (next page)

The Australian Skills Quality Authority (ASQA)

ASQA is responsible for investigating complaints concerning whether an ASQA RTO is breaching (or has breached) its legislative requirements.

Please visit <https://www.asqa.gov.au/> for further information on lodging a complaint with ASQA.

Other Useful Contacts

For questions or concerns about the training system in South Australia:

Office of the Training Advocate

Phone: 1800 006 488

Website: www.trainingadvocate.sa.gov.au

For information and advice about consumer rights and protection (including refunds or reimbursements):

Consumer and Business Services

Phone: 131 882

Website: <https://www.cbs.sa.gov.au/#>

For information and advice about Equal Opportunity and Equal Employment issues in South Australia:

South Australian Equal Opportunity Commission

Phone: (08) 8207 1977

Website: <https://eoc.sa.gov.au/>

Instructors and Management will follow up on any of the above issues to ensure there is no recurrence of the complaint.

All complaints will be given immediate priority and investigated in a timely manner. The complainant will be informed in writing when the investigation is complete and informed of whether or not the investigation is substantiated or not.

CODE OF CONDUCT

The following conduct requirements are fundamental to the safety and success of all training courses being undertaken, and it is essential that every participant observe this code at all times.

1 Legitimate Directions

Participants shall follow all reasonable and lawful directions given by the Trainer/ Supervisor.

2. Respect and Due Consideration to Others

All Staff, Participants and any other persons associated with the training or their possessions shall be treated with respect and due consideration. Harassment in any form against any individual or group will not be tolerated.

3. Attendance

Participant must attend the Training course each day on time and participate fully in all activities.

4. Advice of Absence

Participants if unable to attend must contact G&L Heavy Vehicle Driving Centre on 8359 0099 48hours prior to course starting, or 0411 667 830 if on the weekend after hours, if unable to attend.

5. Maintenance of Facilities / Training Aids

All participants are expected to treat all facilities and training aids with consideration and respect and to report any fault to their Trainer/ Supervisor.

6. Alcohol, Prescription drugs and Illegal Substances

Possession or use of alcohol, or the dealing in any illegal substance during any training course **is Strictly Prohibited.**

7. Worker Health and Safety

Participants have a legal duty of care to carry out all tasks without risk to themselves or others. Appropriate safety equipment and protective clothing must be used where required during practical tasks.

PARTICIPANTS RIGHTS AND RESPONSIBILITIES

1. STUDENT/TRAINEE RIGHTS

Each student/trainee will be afforded an environment that gives the student/trainee the following right to be:

- Selected for training according to their own merit.
- Recognised on their ability and individuality.
- Given the opportunity to express opinions regarding issues which affect their learning.
- Given the opportunity to learn free from any form of harassment or discrimination.
- Afforded strict confidentiality and to have access to the records relating to their training.
- Treated in a fair, equitable and ethical manner.
- Provided with adequate protection for their health and safety.

2. STUDENT/TRAINEE RESPONSIBILITIES

The following conduct requirements - are essential to the safe and successful outcomes of the training programs and each participant must observe them at all times:

- All trainers, participants and persons associated with the training, or their possessions must be treated with respect and due consideration.
- Harassment in any form against any individual or group will not be tolerated.
- All participants must follow lawful and reasonable directions given by the trainers or supervisors.
- Any training facilities, training aids or tools are to be handled safely and treated with care and respect.
- Possession or the use of alcohol or illegal substances during training hours is ***STRICLY PROHIBITED.***
- Any use of prescription drugs must be reported to your trainer as these may affect your ability to drive the vehicle or operate the machinery safely.
- Participants have the responsibility to follow the requirements for the Worker Health and Safety Policy of G&L Heavy Vehicle Driving Centre and to carry out tasks without having risk to themselves or others.

2. STUDENT/TRAINEE RESPONSIBILITIES (cont.)

- When driving a vehicle during training, you are responsible for observing all road rules, at all times.
- As a driver of the vehicle, you must observe the requirements for Duty of Care, which makes the driver responsible for all passengers in the vehicle and others while driving. Breaching any road law including speeding will be considered as Gross Misconduct on the grounds that it places other participants and trainers at risk. As a result of this risk-taking behaviour, Dismissal from the training program you are attending may occur.
- Participants, who incur infringement fines, will be held responsible for the payment of said fines.
- All participants must abide by the policies and procedures for Duty of Care, which requires all tasks to be conducted in a safe manner without risk to themselves or others.

SMOKING POLICY

There is a strict No Smoking policy inside the confines of G&L premises and Vehicles.

EMERGENCY EVACUATION PROCEDURE

G&L Heavy Vehicle Driving Centre is committed to ensuring, so far as is reasonably practicable, that it will provide a safe work environment by ensuring that work practices and procedures adopted throughout the organisation comply with the legislation, regulations and approved codes of conduct governing Worker Health and Safety in South Australia.

Therefore G&L heavy Vehicle Driving Centre's Emergency Evacuation policy must be adhered to in the event of an emergency occurring on our premise. To minimise any risks to the health and safety of staff, clients, and trainee's, you will respond as follows.

In the event of an emergency this procedure will be followed.

1. On hearing the emergency signal (Short continuous blasts on a whistle)
2. All personnel Must stop what they are doing and move calmly and quickly to the nearest and safest exit.
3. The emergency Assembly Area is located at the Western side front fence on Hines Road off the main entrance. The Assembly area is clearly marked.
4. On arrival at the assembly point G&L Heavy Vehicle Driving Centre staff will conduct a rollcall of the people they are responsible for.
5. In the event someone is not accounted for, the emergency personnel will investigate appropriate rescue measures.
5. Everyone is to remain in the assembly area until the "all clear" is given or further Instructions are issued by G&L Heavy Vehicle Driving Centre staff or Emergency Personnel. Under no circumstances should anyone attempt a rescue.

If you have any questions relating to this procedure, please direct them to your instructor or G&L Heavy Vehicle Driving Centre staff member.

EMERGENCY PROCEDURE VEHICLES

In the event of a fire within the vehicle:

- Evacuate the vehicle.
- Where possible activate the isolator switch.
- Alert appropriate authorities

Police, Fire or Ambulance 000

If you need special requirements

If you need special requirements, please contact G&L to discuss your individual requirement.

This will allow us to adapt and to consolidate the training to your specific needs prior to your course commencing.

Ph.08 83590095

Email enquiries@gnltruck.com.au

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), G&L Heavy Vehicle Driving Centre (G&L) collects your personal information so we can process and manage your enrolment in a Department of Infrastructure (DIP) and Planning Licensing course or a vocational education and training (VET) course. Your personal information is required to comply with our obligations to deliver licensing courses on behalf of (DIP) and as an RTO.

How we disclose your personal information

DIT requires personal information we collect for the purpose of booking Competency Based Training and Assessments (CBT&A), last training sessions or Vehicle on Road Test (VORT).

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National centre for Vocational Education Research Ltd (NCVER). We are also authorised by law to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

Surveys

For the purpose of data collection, you may receive a student survey which may be run by G&L, DIP, a government department or an NCVER employee, agent, third party contractor or another authorised agency. Please note you may opt out of the survey.

Contact information

Please contact G&L if you require more information about this privacy notice or need to access or correct personal information or make a complaint about how your personal information has been handled.