



**STUDENT INFORMATION
HANDBOOK**



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Mission and Vision Statement

ONROAD OFFROAD TRAINING MISSION & VISION STATEMENT

MISSION

Our mission is to deliver superior training products and services to meet and exceed customer expectations and in particular:

- To achieve excellence in the provision of services, training and advice to our clients.
- To maintain absolute confidentiality regarding our clients affairs.
- To provide our clients with total peace of mind and security.
- To develop trusting relationships between ourselves and our clients.
- To never by act, statement or deed, bring ourselves or our clients name into disrepute

VISION

Our aim is to be recognised as a leading and lifelong learning partner for clients and businesses. In the pursuit of this vision we are committed to:

- Innovation and promotion of learning
- Integrity and efficiency
- Service to the community
- Professionalism
- Equity and diversity
- Accountability



Welcome

Thank you for considering training with OnRoad OffRoad Training.

OnRoad OffRoad Training is a nationally recognised training organisation registered in Tasmania through the ASQA.

OnRoad OffRoad Training has many training locations and offers a range of training services which includes the following:

- High Risk Licencing
- Heavy Vehicle Licencing
- Plant Machinery
- Construction
- And many more

The purpose of this handbook is to provide you with a quick reference about training programs and processes at OnRoad OffRoad Training.

Training programs

Training Services provided to clients follow the policies and procedures developed to meet the National Training Framework and the Standards for NVR Registered Training Organisations (SNR).

OnRoad OffRoad Training run a range of programs that are both accredited and non-accredited. Accredited programs have been ratified by State and /or Commonwealth Government.

The full scope of our registration can be found at www.training.gov.au and our training products and course information detailed on our website at www.onroadoffroad.edu.au

Accredited programs

Accredited programs are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

These employability skills will be part of the assessment requirements of a nationally accredited course. A summary of the employability skills to be developed through a qualification can be downloaded from www.ntis.gov.au It is important to note that the rules and requirements of a Unit of Competency and a



qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full-time client in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- A range of variables
- Critical aspects of evidence
- Any pre or co requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures



General Conditions

Entry to OnRoad OffRoad facilities, and undertaking training / assessment, is conditional upon the following –

- All persons must undertake random breathalyser analysis if requested. Any persons with a positive reading will be refused entry, training and assessment.
- All persons must have a reasonable level of personal hygiene, and attend courses wearing clean work wear
- All persons must wear suitable clothing for the course they are undertaking, closed toe foot wear, HI VIS and the appropriate PPE. Please note that due to COVID-19, HI VIS and PPE is not available for loan and you must bring your own.
- If OnRoad OffRoad Staff or Trainers believe a trainee is putting themselves, our personnel, other persons or our equipment at risk, the course will be terminated.
- I understand that in order to promote the safety of employees and company visitors, as well as the security of its facilities, OnRoad OffRoad Training may conduct video and audio surveillance of any portion of its premises at any time, the only exception being private areas of restrooms, and that video cameras will be positioned in appropriate places within and around OnRoad OffRoad Training buildings and any footage can be used for any purpose at our sole discretion.
- I understand that OnRoad OffRoad Training may require me to undergo random drug and alcohol testing.

Persons failing to meet these conditions will be refused entry, training, and assessment
They may be offered another date at our discretion. **The course fee will not be refunded.**

We will hold enrolments for 30 days, if we do not hear from you within this period your enrolment will be cancelled. Your invoice will be deleted. If they wish to proceed with the training you will need to rebook.

Assessment Process

Onroad Offroad Training has adopted a series of policies, including an Assessment Policy, which is reproduced in this handbook.

The assessment process will be explained as will the training procedure at the start of the course and further information concerning either can be made available upon request.



Applying for Extension

All extensions must be applied for. It is expected that all assessment tasks are handed in on the due date.

If there are difficult circumstances, please contact your assessor.

Enrolling in a Training program

To enroll in a training program at OnRoad OffRoad Training, you can visit our website at: www.onroadoffroad.edu.au and enroll online, or you can download the enrolment form from our website. The Administration Office is able to email an enrolment form upon request.

The information flyer about our courses are available on our website. When OnRoad OffRoad Training receives your booking, you will be sent a confirmation letter detailing the course requirements and all other information for your course.

If you have indicated that you have learning difficulties or disabilities, contact will be made to determine what assistance can be made available to you.

Unique Student Identifier

If you're studying nationally recognized training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you complete from 1 January 2015 onwards. Your results will be available in your USI account from 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide you with easy access to your training records and results throughout your life. You can access your USI account online from your computer, tablet or smart phone any time.

Its free and easy to create your own USI and will only take a few minutes of your time. In exceptional circumstances we may create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number, country and place of birth.

Almost all students are obligated to register, obtain and provide their USI to any training organization.

See <http://www.usi.gov.au> for details.



Client Selection

OnRoad OffRoad Training is committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

OnRoad OffRoad Training shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

Client Enrolment

OnRoad OffRoad Training is committed to the enrolment of clients when the organisation has the capacity to deliver the course for which the client is enrolling and where the client has:

- applied in the prescribed manner
- meets the selection requirements for the relevant course
- meets the selection criteria for the course, or have satisfied the Training Manager of their equivalent qualification or experience to undertake the course
- supplied accurate personal and previous qualification information
- agreed to abide by the organisation's policies, procedures and code of conduct
- paid the prescribed fees

Recognition of Prior Learning (RPL)

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

OnRoad OffRoad Training believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

OnRoad OffRoad Training aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.



If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our office on 1300 732 377. Information will be provided for you to complete an RPL.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s),
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated?
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

OnRoad OffRoad Training is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- C which means that you have been deemed competent against that Unit of Competency(s)
- NYC which means you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, your assessor may dependent on the particular course allow you a further attempt.

Making the most of the training program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow clients
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor



- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task

Getting help

At OnRoad OffRoad Training your Trainers and Assessors are your best support. If you are in need of some support, please speak to them. OnRoad OffRoad Training can also arrange the following:

Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your Trainer or Assessor.

Rules and regulations while completing a program

OnRoad OffRoad Training is committed to providing a learning environment that encourages clients of all abilities to participate and to successfully complete their training program. OnRoad OffRoad Training ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body. If you require any special assistance please inform our staff at the time of booking. OnRoad OffRoad Training respects the client's right to privacy and confidentiality.

Appeals

If you have a complaint, grievance or wish to appeal any decision while completing your training program OnRoad OffRoad Training has a documented process for you to access and follow. This will be explained to you at the start of the course. Onroad Offroad Training has adopted a Complaints and Appeals Policy the terms of which are reproduced in this handbook.

Fees and charges

OnRoad OffRoad Training aims to keep fees and charges to a minimum and has a Fee and refund policy. The contents of the Fee and Refund Policy are reproduced in this handbook and are generally referred to in the specific course information material



Access and Equity

Onroad Offroad Training actively supports and encourages people of all abilities to participate in training programs and ensures access and equity principles and practices are applied when dealing with clients and adopts measures to avoid any form of discrimination or harassment of any kind. Onroad Offroad Training has adopted an Access and Equity Policy which is reproduced in this handbook.

Privacy Policy

Onroad Offroad Training maintains the privacy of personal information provided by clients and has developed a policy relating to this information which is reproduced in this handbook.

Literacy, Numeracy and Special Needs/Reasonable Adjustment

Onroad Offroad Training is committed to assisting students with differing abilities to succeed. Students individual needs will be assessed prior to training and requirements such as alternative formats, adaptive technology and adjustments for other disabilities will be identified and provided where practicable.

We will make such reasonable adjustments or modifications as are appropriate so as to give an equal opportunity in training, but this does not mean giving an advantage over others; changing course standards or outcomes; or guaranteeing a successful completion of the course.

Should you require any special assistance please inform the trainer, to a member of the administration.

Responsibilities of Students

As a student you are required to take responsibility for the following:

- Reading all course and training material
- Attending all training sessions
- Monitoring your progress by self-assessing your skills and knowledge against the competency standards
- Handing in all assessment tasks as per requirements
- Ensuring all work is your own
- Discussing any concerns regarding the training course, session activities or difficulties with other students with the trainer/ assessor
- Behaving at all times in a manner that will not intrude on the capacity of other students to participate in the training.

Marketing Policy and Procedure

Onroad Offroad Training is committed to ethical and accurate marketing of its services and has a detailed Marketing Policy and Procedure which is reproduced in this handbook.



Certificates and Qualifications

On successful completion of your training program Onroad Offroad Training will issue a Certificate or Statement of Attainment, whichever is relevant for the course you have completed.

Certificates or Statements of Attainment will be provided shortly after completion of training and will contain the following information:

- Onroad Offroad Training name and logo
- The title and code of the course and units
- A unique certificate number
- The date of issue
- Signature of Onroad Offroad Training's authorized signatory
- The nationally recognized training logo
- The Onroad Offroad Training provider number

Onroad Offroad Training accepts and recognizes the qualifications and Statements of Attainment issued by other Registered Training Organisations.

Replacement Certificates and replacement Statements of Attainment are available upon request and a fee will apply.

Onroad Offroad Training reserves the right to revoke or cancel a Certificate or Statement of Attainment if, and only if, it is found that the same has been obtained by fraud or any other unlawful means.

Further information concerning the issuance of qualifications can be found in the Issuing of Qualifications Policy which is reproduced in this handbook.

Government Funding Subsidies

Onroad Offroad Training regularly applies for government funded subsidies for training. These subsidies may provide training to persons, eligible to apply, at little or no cost and may enable employers to upskill their employees at a reduced rate. The subsidies are subject to the discretion of the government funding authority and no guarantee or assurance of the availability of such funding can be given by Onroad Offroad Training. Persons wishing to enquire as to the current availability of such subsidies should contact the Training Manager.



Assessment Policy

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace. The standard is described in the relevant endorsed industry/enterprise competency standards of the training package.

What is the assessment for?

The most obvious use for assessment is to determine whether someone is competent and has the specific skills and knowledge to do the job; which would lead to the attainment of a qualification.

Who can conduct assessments?

Only qualified assessors working with an RTO can conduct assessments leading to a national (AQF) qualification or statement of attainment.

They are required to have prior to 1 January 2016, the training and assessment qualifications as indicated in the Standards for Registered Training Organisations (RTOs) 2015, Schedule 1. Further information accessible from their website: https://www.asqa.gov.au/sites/default/files/2020-01/users_guide_to_the_standards_for_registered_training_organisations_rtos_2015_v2-2_0.pdf

How are assessments conducted?

Evidence is *gathered* to demonstrate competence in the skills and knowledge required by the units of competency contained in training packages.

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

Direct:

- direct observation
- oral questioning
- demonstration of specific skills.

Indirect:

- assessment of qualities of a final product
- review of previous work undertaken
- written tests of underpinning knowledge.

Third party:

- Testimonials from Employers
- Reports from Supervisors
- Work diary or log book
- Work reports or documents.

The evidence used in assessment depends on the requirements of the particular units of competency from the training package, and the preferences or needs of the person being assessed. Each case is



unique. The plan should incorporate recognition of prior learning (RPL) and any *reasonable adjustment* that may be required.

Assessment can take place on the job or off the job. However, as applying skills in the workplace is a key facet of VET, most evidence should ideally be gathered as the participant performs work duties, whether in the workplace or in a simulated work environment.

What is meant by assessing a learner in a simulated work environment?

Simulation is a form of evidence gathering that involves the participant completing or dealing with a task, activity or problem in an off-the-job situation that replicates the workplace context. Simulations vary from recreating realistic workplace situations such as in the use of flight simulators, through the creation of role plays based on workplace scenarios, to the reconstruction of a business situation on a spreadsheet.

In developing simulations, the emphasis is not so much on reproducing the external circumstance but on creating situations in which participants are able to demonstrate:

- Technical skills
- Underpinning knowledge
- Generic skills such as decision making and problem solving
- Workplace practices such as effective communication.

Content within the evidence guide and the range statement of each unit of competency in the relevant training package will help the assessor determine the conditions of a valid simulated work environment.

NOTE: In some instances a training package may state that certain competency standards can only be assessed in an actual workplace setting.

What are employability skills?

Employability skills are non-technical skills which play a significant part in contributing to an individual's effective and successful participation in the workplace.

Employability skills are also sometimes referred to as generic skills, capabilities, enabling skills or key competencies. In Australia employability skills are:

- communication skills, which contribute to productive and harmonious relations between employees and customers
 - teamwork skills, which contribute to productive working relationships and outcomes
 - problem-solving skills, which contribute to productive outcomes
 - initiative and enterprise skills, which contribute to innovative outcomes
 - planning and organising skills, which contribute to long-term and short-term strategic planning
 - self-management skills, which contribute to employee satisfaction and growth
-
- learning skills, which contribute to ongoing improvement and expansion in employee and company operations and outcomes
 - technology skills, which contribute to effective execution of tasks.



How are employability skills to be assessed and reported?

The integrated approach to assessment involves assessing employability skills in an integrated manner with technical skills, within a qualification and the corresponding units of competency. This integrated approach is made possible because employability skills are embedded in the unit of competency.

Validation of Assessment Tools

There is a system in place to validate assessment tools over a five year period.

Assessment Process:

1. The participant will advise that they are ready to start an assessment.
2. Assessment procedure is to be completed as per relevant TAS Document. (H:\OnRoad OffRoad Training\Current Training Forms\TAS). If for some reason the participant has indicated that they have a disability and they required a reasonable adjustment to an assessment tool, the Trainer / Assessor will need to conduct the **Reasonable Adjustment Procedure** and discuss with the Manager before a decision can be reached.
3. When the participant has completed the requirements of the assessment, they are required to hand in the Assessment Booklet to their trainer/assessor.
4. If the participant has successfully completed the assessment the trainer/assessor will sign off the participant's **Assessment Summary** and hand to administrator for recording the result in the organisations electronic database – OnCourse
5. If the participant is deemed Not Yet Competent (NYC) they have the right to provide further evidence.
6. If not successful after resubmitting the assessment the participant will be offered another assessment.
7. If the participant is still not deemed NYC, they may dispute the outcome and will be advised that they have a right of appeal by completing a **Complaints & Appeals Form**.
8. At the conclusion of the unit of competency, the trainer/assessor will provide the participant with an evaluation form to complete – **Evaluation Form**.



What happens if I am Not Yet Competent?

It is very important to make the most of your training opportunity, and it is your responsibility to make sure that you do.

To optimize your own learning and successful completion of your training, we highly recommend that upon enrolling to any training course, that you undertake to do the following:

- Complete all self-paced learning requirements prior to your training workshop/s
- Complete any pre-reading/learning prior to your training workshop/s
- Complete all required reading and learning activities prior to your training workshop/s; and
- Prepare well in advance of each workshop.

It is also your responsibility to ensure that you:

- Have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task

If OnRoad OffRoad training is satisfied that you have met all the requirements above, where possible you may be offered one free review day for selected training courses. This is entirely at the discretion of OnRoad OffRoad Training and will be assessed on a case by case basis.



Complaints and Appeals Policy

Purpose and Procedure

The Complaints and Appeals Process applies to all participants training at the organisation. For example, this includes complaints of harassment/discrimination and unfair treatment regarding conditions in training situations by the trainers, assessors, other staff, assessment outcome and/or work situations. This also includes complaints made by supervisors in off-site training situations (where applicable) regarding unacceptable performance and/or inappropriate behaviour.

- The organisation will adopt the principles of natural justice and procedural fairness by informing those involved of the allegations; provide those involved with an opportunity to present their side of the matter and operate in a fair and unbiased way.
- All individuals have equal access to Complaints and Appeals processes and are entitled to fair and consistent treatment and confidentiality will be respected,
- Complaints are received in a positive manner, and the individual raising the grievance can expect to be taken seriously
- The organisation has a responsibility to protect an individual who raises a grievance in good faith including victimisation or unfair treatment
- Parties are encouraged to resolve complaints/appeals at their source or at the lowest level of management/intervention necessary with emphasis on conciliation
- Complaints are to be dealt with promptly and the individual will be informed if the matter will take more than 60 calendar days to finalise. Individuals will be kept informed on a regular basis.
- While the informal resolution of a grievance is the preferred option, it may not always be successful or practical,
- Where a complaint or an appeal cannot be resolved the Organisation will bring in an independent third party. For example, individuals or an appropriate organisation such as ACCC.

Submitting a Corrective Action form

- An individual completes Corrective Action form.
- Management acknowledges in writing the complaints/appeal received within seven (7) days
- Form is considered by management
- The complainant/appellant will be regularly updated, in writing, of the status on the complaint/appeal
- Issue and outcome/action must be documented on the form
- Outcome resolved and individual informed
- Individual has right of appeal
- External action is accessed, if required

The organisation will:

- Maintain all complaints/appeals documentation by completing the corrective action register.
- Provide corrective action to eliminate or mitigate the likelihood of reoccurrence of all complaints/appeals after investigated and identification of causes.



Fees and refund policy

Purpose and Procedure

The purpose of this document is to outline the fees payable for the provision of education and training services and to outline the process for refunding of fees.

This document applies to all nationally accredited training delivered by the Organisation. Either prior to or at enrolment it is mandatory for the participant and their parent/carer (where applicable) to be advised of the Organisations fee schedule, and payment arrangements. Enrolment occurs when the participant and their parent/carer (where applicable) signs the Enrolment Form.

The organisation collects fees in advanced as all course fees are under the prescribed limit.

Accepted payment methods are cash, cheque, direct debit or EFTPOS.

Where fees cannot be paid upon commencement, arrangements for payment must be approved by the Organisations Manager.

Refund Procedure:

If you are unable to attend a course, you may elect to re – schedule for that course, but only within 14 days of the original course date. We will not permit more than two (2) such transfers before a fee equivalent to 50% of the course fee will be charged.

If you cancel more than seven (7) days prior to the course you may have any moneys paid refunded in full or you may elect to be transferred to an alternative course with a fee adjustment.

If you cancel less than seven (7) days prior to the course you will be charged a 50% (course fee) cancellation fee.

If you do not attend training / assessment a 100% cancellation fee, or loss of deposit, will apply.

Refunds must be requested in writing to the Manager of OnRoad OffRoad Training and in accordance with the Refund Request Form. All Refunds are to be logged in the refund log.

Additional Information

Any participant who has been deemed not yet competent for any training and assessment they may have undertaken may be allowed to seek one additional reassessment at no cost, the final decision will be at the Managers approval. If they remain not yet competent they will be required to re-enrol and undertake further training and assessment.

Re-issuing of a Certificate/Statement of Attainment will be charged at \$20.00. Refer to Qualifications and Statements of Attainment document.

Course Fee Structure

Please refer to relevant course information sheets.



Privacy policy

This policy describes how OnRoad OffRoad Training will comply with the *Commonwealth Privacy Act 1988* and National Privacy Principles in the way it collects, uses, secures and discloses personal information.

We will not disclose any information that we gather about our staff, clients or participants to any third party. We use the information collected only for the services we provide. No staff, client or participant information is shared with another organisation. If staff, client or participant information is required by a third party we will obtain written consent from the relevant staff, client or participant prior to release of any information.

Unique Student Identifier (USI)

We will ensure all activities relating to the USI of learners within the RTO are managed to ensure privacy, accuracy, reliability and in accordance with the Student Identifier Act 2014.

Procedure

Data Collection

In order to provide training and assessment services OnRoad OffRoad Training must collect personal information from staff and clients. This information is required to be reported to ASQA under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

Information collected includes:

- a) Name
- b) Address
- c) Contact details (telephone)
- d) Date of Birth
- e) Gender
- f) Country of birth
- g) Language spoken at home
- h) Level of English spoken
- i) Disability information
- j) Highest secondary schooling completed
- k) Other qualifications completed
- l) Current employment status
- m) Indigenous Status

OnRoad OffRoad Training will only collect personal information by fair and lawful means. All USIs will be verified through the OnCourse system.

The enrolment form completed by clients contains a disclaimer outlining why the personal information is collected and how it is to be used. Clients are required to sign the disclaimer as their agreement to the use of their personal information.



Use and Disclosure

The information collected for the purpose disclosed at the time of collection will not be used for any other purpose without first obtaining consent from the client or participant, unless authorised or required by law.

We will only use and disclose personal information to:

- a) Establish and maintain client and participant relationships
- b) Provide the products and services as required by the client and participant
- c) Administer and manage those products and services
- d) Report to state/territory/commonwealth registering bodies in relation to training services provided



Marketing policy

This policy will set the standards to be used to achieve marketing and delivery of training services to clients and participants.

At OnRoad OffRoad Training the development of all marketing materials for the purpose of training is managed by the Manager who is responsible for reviewing and approving marketing campaigns and associated materials.

Procedure:

OnRoad OffRoad Training will operate in accordance with the following protocol for marketing and advertising its services.

In accordance with this policy we will:

- a) Accurately represent our services to prospective clients and participants
- b) Ensure that full details of special conditions applying to our services will be communicated to our clients and participants
- c) Advertise with referral to our status and course contents which will be clearly defined
- d) Identify nationally recognised training to ensure distinction from other products or services and advertise or market them accordingly
- e) Ensure courses and training will comply with endorsed classifications and be advertised or marketed accordingly
- f) Promote and market nationally recognised training products within the scope of registration
- g) Not use any information about a client or participant unless written permission has been obtained

Marketing and promotional media advertising will not:

- a) Encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided
- b) Make claims to approval or recognition that are inaccurate or use misleading or false comparisons of courses with others provided by competitors
- c) Make misleading statements concerning the qualifications or experience of staff
- d) Make misleading or false statements about the prospects of employment following the course

OnRoad OffRoad Training will market all its courses with honesty and integrity. Course objectives, costs and expectations are clearly communicated to clients and participants prior to commencement.



Issuing Qualifications policy

The Organisation will issue and maintain the integrity and national recognition of training products. It accepts AQF certification documentation issued by other RTOs in accordance with the Standards.

The Office Manager of the Organisation has access to the Australian Qualifications Framework (AQF) document for clarification of requirements and through the internal database system (OnCourse) will be able to ascertain if the participant has met the requirements for a Certificate or a Statement of Attainment. All Certificates and Statements of Attainment issued by the Organisation will meet the requirements of the AQF Qualifications Issuance Policy – Schedule 5. Only participants who have been assessed as meeting the requirements of the training product are issued with AQF certification documentation.

Procedure

- Organisation will provide a professionally produced Certificate and/or Statement of Attainment with their national provider number which is issued by the National Register and identifies the Organisation as an RTO as well as the Nationally Recognised Training (NRT) logo according to specified requirements. This information is accessible from their website https://www.asqa.gov.au/sites/default/files/NRT_logo_specifications_NEW.pdf?acsf_files_redirect
- A participant completing an AQF qualification will be issued with certification within 30 calendar days of the participant meeting the requirements and completing the training product and providing all agreed fees the participant owes have been paid.
- A Register of Certificates issued (certificate and statements of attainment) are kept on the organisations student management system.
- For issuing Certificate/ Statement of Attainment the Certificate Number will align with the certificate register on the organisations Student Management System
- Refer to - Recognition of another RTOs Qualification Policy
- Refer to - Unique Participant Identifier (USI) Policy

Re-issuing Qualifications

- It is a requirement that participant qualification records are kept for a thirty (30) year period in the case there is a need to reissue a qualification for a participant.
- There may be a fee of \$20.00 to re-issue a Certificate and/or Statement of Attainment.



Terms and Conditions

Payment of Fees/Refunds: What if you Cancel/Transfer, What if we Cancel/Transfer?

Payment of Fees

Fees are required to be paid prior to the commencement of courses. A deposit of 50% of the course fee is payable on enrolment and the balance prior to commencement of the course.

Our Cancellation/Transfer

Whilst we always endeavor to run scheduled courses we reserve the right to cancel or defer a course. In the event of this occurring, all fees will be refunded or you may elect to transfer to a course at a later date.

Your Cancellation/Transfer

If you are unable to attend a course, you may elect to re-schedule for that course, but only within 14 days of the original course date. We will not permit more than two (2) such transfers before a fee equivalent to 50% of the course fee will be charged.

If you cancel more than seven days prior to the course you may have any monies paid refunded in full or you may elect to be transferred to an alternative course with a fee adjustment.

If you cancel less than seven days prior to the course you will be charged a 50% (course fee) cancellation fee.

Should you not attend training/assessment a 100% cancellation fee, or loss of deposit, will apply.

What happens if I am Not Yet Competent?

It is very important to make the most of your training opportunity, and it is your responsibility to make sure that you do.

To optimize your own learning and successful completion of your training, we highly recommend that upon enrolling to any training course, that you undertake to do the following:

- Complete all self-paced learning requirements prior to your training workshop/s
- Complete any pre-reading/learning prior to your training workshop/s
- Complete all required reading and learning activities prior to your training workshop/s; and
- Prepare well in advance of each workshop.

It is also your responsibility to ensure that you:

- Have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task



If OnRoad OffRoad training is satisfied that you have met all the requirements above, where possible you may be offered one free review day for selected training courses. This is entirely at the discretion of OnRoad OffRoad Training and will be assessed on a case by case basis.

Refunds

An application for refund must be made in writing (see 'Refund Request Form', under 'Forms' on our website) and will be determined by the Training Manager, or his delegate. Such supporting evidence (e.g. Doctor's Certificate / hardship) as is deemed appropriate should be provided with the written request.

General Conditions

Entry to OnRoad OffRoad facilities, and undertaking training / assessment, is conditional upon the following –

- All persons must undertake random breathalyser analysis if requested. Any persons with a positive reading will be refused entry, training and assessment.
- All persons must have a reasonable level of personal hygiene, and attend courses wearing clean work wear
- All persons must wear suitable clothing for the course they are undertaking, closed toe foot wear, HI VIS and the appropriate PPE. Please note that due to COVID-19, HI VIS and PPE is not available for loan and you must bring your own.
- If OnRoad OffRoad Staff or Trainers believe a trainee is putting themselves, our personnel, other persons or our equipment at risk, the course will be terminated.
- I understand that in order to promote the safety of employees and company visitors, as well as the security of its facilities, OnRoad OffRoad Training may conduct video and audio surveillance of any portion of its premises at any time, the only exception being private areas of restrooms, and that video cameras will be positioned in appropriate places within and around OnRoad OffRoad Training buildings and any footage can be used for any purpose at our sole discretion.
- I understand that OnRoad OffRoad Training may require me to undergo random drug and alcohol testing.

Persons failing to meet these conditions will be refused entry, training, and assessment
They may be offered another date at our discretion. **The course fee will not be refunded.**

We will hold enrolments for 30 days, if we do not hear from you within this period your enrolment will be cancelled. Your invoice will be deleted. If they wish to proceed with the training you will need to rebook.

Review day terms and conditions for selected courses

Students attending review days.

One review day will be free for selected classes, for subsequent review a charge of \$200 applies.

If you book in for a review day and do not attend, this will be deemed as your review day.