



# **STUDENT INFORMATION HANDBOOK**

**(Ver2.0)**

## Introduction

Barkly Driving School are innovators and leaders in driver education, we have grown from a single car organisation in 1951 to one of the largest and most respected Heavy Vehicle Driving Schools in Victoria. With well over 200,000 people taught to drive, it is little wonder that Barkly Driving School is now considered by many as the professionals in the business. In today's changing business environment Barkly Driving School has always been able to stay ahead of its competitors through its commitment to quality driver education.

There is never more than one student in a truck. You won't find groups of students crowded into a truck for observation time, as with many truck driving schools. We believe you learn to drive by driving, not watching. At Barkly the focus is on you. We value our students, their safety and their training. Barkly does not compromise this to save money by training several students in a truck. Your training is too important to us.

Barkly Driving School policy guarantees the performance of its instructors. As true professionals we offer you driver training at its best. We conduct all your training and all your testing from our depot in Ravenhall, Victoria. Barkly Driving School are VicRoads, WorkSafe and VRQA licenced providers.

## Our Mission Statement

"Barkly Driving School is committed to be the best provider of quality driver education and training in all classes of vehicles. At all times to offer our customers excellent service and care provided by a team of professional trainers and staff. Our philosophy is to provide our customers with improved driving standards and increased road safety awareness."

## Registered Training Organisation (RTO)

Barkly Driving School is a Recognised Training Organisation (RTO) delivering licence only and Nationally Recognised Training for Heavy Vehicle and Forklift licences.

Barkly Driving School has the following Licence Only and Nationally Accredited Training on its Scope or Registration:

NON-ACCREDITED TRAINING (LICENCE ONLY)	NATIONALLY ACCREDITED TRAINING
Licence to drive a Light Rigid vehicle	TLILIC2014 - Licence to drive a Light Rigid vehicle
Licence to drive a Medium Rigid vehicle	TLILIC2015 - Licence to drive a Medium Rigid vehicle
Licence to drive a Heavy Rigid vehicle	TLILIC2016 - Licence to drive a Heavy Rigid vehicle
Licence to drive a Heavy Combination vehicle	TLILIC3017 - Licence to drive a Heavy Combination vehicle
Licence to drive a Multi Combination vehicle	TLILIC3018 - Licence to drive a Multi Combination vehicle
	TLILIC2001 - Licence to operate a Forklift Truck

## Training Guarantee

Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant licence/course they are undertaking.

### **Student Attendance and Behaviour**

Students are required to follow all Barkly Driving School rules and regulations, as well as follow instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course.

Students are responsible for notifying their Trainer and/or the Barkly Driving School's Administration Department if they are unable to attend a training session for whatever reason.

Students are also required to adhere to Barkly Driving School's academic rules and regulations.

If a student is found to have acted in a way that Barkly Driving School deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment, with no refund of any fee's paid.

### **Language, Literacy and Numeracy**

Barkly Driving School recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, the student will need to complete a Language, Literacy and Numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required before booking in for a course and/or training.

We do encourage students with Language Literacy or Numeracy concerns to undertake training (once a LLN test has been completed). A range of support services can be provided for the student upon request.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.

### **Occupational Health and Safety**

Barkly Driving School complies with all relevant Occupational Health and Safety legislation (Occupational Health and Safety Act 2004).

Trainers will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the trainers will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

### **Enrolment Process**

Prior to enrolment, students are required/able to access course information, including content and vocational outcomes.

Please refer to individual Student Course Outline Brochures for course details, entry requirements, tuition fees, the enrolment process and related information.

The enrolment process is completed by following the steps outlined below:

- Read and understand the information contained in the Student Information Booklet
- Select the course of study you wish to undertake and complete the Enrolment Form
- Sign/declare online on the Enrolment Form to show that you understand all of the information provided, and return the Enrolment Form and return to Barkly Driving School
- Complete a Language, Literacy and Numeracy test
- Provide Barkly Driving School with all licence details and the tuition payment required

(Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.)

### **Privacy**

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the AQTF Essential Conditions and Standards for Continuing Registration (the AQTF Standards) and VRQA Guidelines 2016, Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student.

Relevant legislation includes:

- Privacy Act 1988 (Cth)
- Privacy and Data Protection Act 2014 (Vic)

### **Access to Student Records**

Access by students to their personal records is available upon request to Student Administration. Students may contact Student Administration Manager to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification.

Student Access to the file will be granted only once written notification is received and the Student Administration manager has validated the student's identification.

Access shall be provided within 2 days of confirming the student's identification.

*(Please note Barkly Driving School only hold student records for 6 months as it is sent to VicRoads for archiving. VicRoads have the right to request any student documents at any given time, in which Barkly Driving School must supply. Therefore, if VicRoads have a student's record, they will be required to apply to VicRoads to access their records.)*

### **Student Support Services**

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at Barkly Driving School will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by the RTO has the responsibility to provide support to all students, the RTO shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard RTO hours of business.

Students can access the student support officer directly or via student administration and an appointment will be organised as soon as practical.

Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below:

<b>NAME AND POSITON</b>	<b>CONTACT DETAILS</b>
Craig Green Director	03 9361 2000 admin@barklys.com.au

The student support officer is able to provide links to external sources of support where the staff at Barkly Driving School are not qualified or it is in the student's best interests to seek professional advice.

In the case of an emergency the student must contact '000' via telephone to report the emergency to appropriate authorities.

### **Barkly Driving School Equity Commitment**

All Barkly Driving School staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination.

Barkly Driving School has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the 'Complaints and Appeals' policy).

Barkly Driving School acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Equal Opportunity Act 2010 (Victoria)  
This Promotes recognition and acceptance of all people and to eliminate all forms of discrimination as far as possible
- Privacy and Data Protection Act 2014 (Victoria)  
This promotes the responsible and transparent handling of personal information
- The Privacy Act 1988 (Cth)  
The Australian privacy principles sets out guidelines on how information must be collected, stored, used and destroyed with particular reference to use of information for direct marketing
- Racial and Religious Tolerance Act 2001 (Victoria)  
This promotes racial and religious tolerance by prohibiting conduct involving the vilification of persons on the ground of race or religious belief
- Charter of Human Rights and Responsibilities Act 2006 (Victoria)  
The Charter of Human Rights and Responsibilities Act 2006 (the Charter) is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It is about the relationship between government and the people it serves.  
The Charter requires public authorities, such as Victorian state and local government departments and agencies, and people delivering services on behalf of government, to act consistently within the human rights in the Charter.
- The Age Discrimination Act 2004 (Cth)  
This prohibits age discrimination in many areas including employment, education, accommodation and the provision of goods and services.
- The Disability Discrimination Act 1992 (Cth)  
This provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.
- The Racial Discrimination Act 1975 (Cth)  
This aims to ensure that everyone is treated equally, regardless of their race, colour, descent, national, or ethnic origin.
- The Sex Discrimination Act 1984 (Cth)

This prohibits discrimination on the basis of sex, marital or relationship status, actual or potential pregnancy, sexual orientation, gender identity, intersex status.

Barkly Driving School fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All Barkly Driving School staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff. If you believe you have been treated unfairly by a Barkly Driving School Representative, please contact the Director.

### **Training Evaluation**

Barkly Driving School fully appreciates and acts accordingly to any feedback that you give us. Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability for the RTO to address any immediate areas of concern. Please be assured that all feedback remains confidential and is only used for the purpose of improving the quality of our service to students.

Feedback shall be gained from the student at various points throughout the program at an informal level. The RTO shall also conduct formal feedback at two (2) occasions throughout the student course (midpoint and completion):

#### **Completion Feedback:**

Students are also asked to complete a 'Learner Questionnaire' upon completion of their course of study. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

This evaluation requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Training Staff
- Facilities
- Resources

### **Fees, Charges and Refunds**

For up to date information relating to course dates and fee schedules please refer to our course fee list and course brochures. Please note that Barkly Driving School may update fees and charges from time to time and it is recommended potential students contact Barkly Driving School to ensure the most up to date information is obtained.

#### **Course Fee Refunds**

Barkly Driving School have a 7-day cancellation policy. If you require to change, reschedule or cancel your course we must be notified a minimum of 7 days prior to the commencement of your course. Failure to do this will result in all fees paid being lost, fees will also be lost if you fail to turn up for your course.

All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to student administration. Approved applications will be processed within 5 days from the date of application.

Students have two options to retrieve their refund;

- Students are able to come directly to Barkly Driving School (55-59 Westwood Drive, Ravenhall Victoria, 3023) to retrieve a refund application form, and Student Administration will process the refund which is paid as an Eftpos or Electronic Funds Transfer refund
- Students are able to phone the office and send an email directly to Student Administration (admin@barklys.com.au) confirming the students name, date of the course and their banking details for Student Administration to complete the refund by Electronic Funds Transfer
- The student cannot send a person on their behalf to retrieve a refund
- The student must have photo ID to confirm their identity

#### **Extenuating circumstances**

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Family Issues that affect your ability to come for your course
- Serious illness
- Other extraordinary reasons

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with the Director and shall be assessed on a case by case situation. Please note; where the Student breaches the conditions of enrolment no refund is payable.

All clients have the right to appeal a refund decision made by Barkly Driving School by accessing the Complaints and Appeals Policy and Procedure.

These refund arrangements and the availability of the complaints and appeals processes, does not remove the client's right to act under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

The assessment of refund applications shall be granted as indicated below:

REFUND REASON	TYPE OF REFUND
BDS is unable to commence or complete a course due to unforeseen circumstances	Full refund or alternative placement offered in placement of course on student agreement
Cancellation or rescheduling of course prior to BDS 7-day cancellation/rescheduling policy	Full refund
Cancellation or rescheduling of course during BDS 7-day cancellation/rescheduling policy	No refund applicable (Rescheduling may be accepted if extenuating circumstances occur, see below)
Withdrawal during BDS 7-day cancellation/rescheduling policy due to providing false or misleading information	No refund applicable (Under no circumstances will BDS allow entry to course if a student has provided false or misleading information)
Withdrawal due to not meeting eyesight test requirements during BDS 7-day cancellation/rescheduling policy	No refund applicable (It is BDS policy that all students are required to attend the office to complete this test prior to course dates)
Withdrawal after course commencement	No refund applicable

### Academic Misconduct

Students at Barkly Driving School are expected to maintain the highest standards of academic conduct.

We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct:

#### Plagiarism:

It is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings are of another person

Specifically, it occurs when:

- Other people's work and/or ideas are paraphrased and presented without a reference;
- Other students' work is copied or partly copied;
- Phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

#### Cheating:

To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

To avoid plagiarism and/or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material
- You should name sources for any graphs, tables or specific data, which you include in your assignment
- You must not copy someone else's work and present it as your own
- During an online booking, you must complete a Language, Literacy and Numeracy Test. The student must complete this test on their own and not have any help. The student must complete this test on their own and not have any help, the student is also required to declare that they are the person to complete the

test. Barkly Driving School have the right to request the student to complete the Language, Literacy and Numeracy test again at the beginning of the students' course to confirm the student's LLN ability.

Trainers and Assessors will check students work for any plagiarised content or cheating that has occurred. Please uphold the integrity of the RTO and avoid cheating or plagiarising.

### **Terms and Conditions of Courses at Barkly Driving School**

A deposit/payment is required to confirm all bookings: All enrolments into a Heavy Vehicle Licencing course require a deposit to make a booking, deposits include a \$100.00 administration fee which is non-refundable if course is cancelled. Saturday courses require payment upfront, in full before a course enrollment can be confirmed.

How to make a booking: Bookings at Barkly Driving School can be made in person at 55-59 Westwood Drive, Ravenhall Victoria 3023 or by phone or the online booking portal. Students who made a phone or online booking are required to attend the office outside the 7-day cancellation policy to complete all enrolment processes (such as: A Language, Literacy and Numeracy test, provide a copy of their licence, sign the application/enrolment forms and complete a VicRoads eye sight test.

Licencing Fees: All students completing a Heavy Vehicle Licence course will be required to apply to VicRoads for their official licence after successfully completing the training and pay a VicRoads Licence fee of \$31.50. (Note this is payable by the student to VicRoads on successful completion of the course.)

#### **Cancellation Policy:**

We have a FULL 7-day cancellation/change of date policy. If you require to change, reschedule or cancel your course we must be notified a minimum FULL 7 day prior to the commencement of your course. Failure to do this will result in all fees paid being lost, fees will also be lost if you fail to turn up for your course. Please note all courses include a non-refundable \$100.00 administration fee.

Late Policy: Students who arrive late for their course will have that time deducted from the overall training time. Example: if you run 1 hour late, your course will be cut short by 1 hour and missed time will require to be made up on the next available booking date which could be up to a 4-week waiting time; depending on current course bookings. If you run more than 2 hours late for your course, this is considered as a 'no-show' and all course fee's paid will be forfeited. Language, Literacy & Numeracy Testing: Before any training can commence with Barkly Driving School, each applicant must successfully complete a Language, Literacy and Numeracy test. If an applicant cannot pass the Language, Literacy and Numeracy test as per the marking guidelines, a booking cannot be made.

Theory Testing Light Rigid/Medium Rigid/Heavy Rigid: Before any training can commence with Barkly Driving School, each applicant must successfully complete a VicRoads theory test, this theory test is based on the Victorian Bus & Truck Handbook. This theory test is composed of 32 multiple choice questions. Failure to pass this test will result in further charges and a delay to your course. The Victorian Bus and Truck handbook can be either downloaded for free from our website or it can be purchased for \$25 from our office or VicRoads. This handbook must be studied prior to the commencement of your course. Link for Victorian Bus & Truck Handbook: <http://www.barklys.com.au/video-downloads.html>

Theory Testing Heavy Combination/Multi Combination: Before any training can be commence with Barkly Driving School, each applicant must successfully complete a VicRoads theory test, this theory test is based on our Barkly Driving School Student Manual, this manual relates directly to Heavy Combination and Multi Combination vehicles. All Heavy Combination applicants are required to sit this test. Multi Combination applicants are required to sit for this test if their Heavy Combination licence was obtained prior to 2013. If you are unsure, please contact VicRoads directly.

Link for Barkly Student Manual: <http://www.barklys.com.au/pdf/Multi-Combination.pdf>

**Prescribed Medication:** If you take any prescribed medication you are required to complete a Medical Form from VicRoads. This must be filled out by your treating doctor and taken to VicRoads directly for a clearance. A booking cannot be made until you receive clearance with VicRoads. Medical conditions that can affect driving ability include (but are not limited to): Hypertension, Diabetes, Sleep Apnoea, Vision Defects, Epilepsy, Hearing Defects, Psychiatric Disorders, Parkinson's disease and/or Multiple Sclerosis. If you are unsure, please contact VicRoads directly on 13 11 70.

**Eyesight Testing:** You will be required to pass a standard eyesight test as per VicRoads requirement, if you have pre-existing vision defects you will be required to complete a VicRoads Eyesight Report. A booking cannot be made until you receive clearance with VicRoads. Failure to pass the eyesight test on the day due to vision defects will result in a loss of fees. If you are concerned about completing this eyesight test, please visit our office outside the 7-day cancellation policy to sit this test.

**Dress Attire:** When completing a course at Barkly Driving School you must be wearing covered shoes, no thongs/sandals/open toed shoes are allowed. If you do arrive for your course wearing either of these, you will be sent home to retrieve suitable footwear and the time taken to do so will be deducted from your course hours. Comfortable clothing is to be worn; Barkly Driving School will provide high-vis vests.

**Phone Usage:** All students are required to keep their phones on silent and are not permitted to use them during training. Any student caught using a mobile phone during any theory testing will have their course cancelled and fees forfeited.

**Re-Assessments:** In the case that the applicant is to fail their driving test, re-tests are free of charge, although there will be extra charges for further training. (Please note retests are not conducted on the same day.) The training charges for each Heavy Vehicle licence category is \$150.00 per hour, the number of hours is depending on how many hours the instructor advises the applicant requires.

**Safety of Instructors and Students:** Barkly Driving School have the right to terminate a course at any time if deemed by the instructor that it is unsafe to continue with any further training, this can be due to the fact that the learner is unable to handle driving a manual vehicle (courses relating to Synchronesh and Non-Synchronesh gearboxes).

**Licence Conditions:** Students who already hold a manual car licence who complete their course in an Automatic gearbox will be issued with a B condition on their licence. This will allow the student to drive both Automatic and Synchronesh gearboxes.

**In Cabin Camera Recording:** All students who complete a course with Barkly Driving School will have to have both On-Road & Off-Road components recording for VicRoads auditing purposes. Each applicant must consent to Barkly Driving School's use of audio & visual camera recording footage of assessments for VicRoads auditing purposes.

## **Complaints and Appeals**

Students have access to Barkly Driving School's complaints and appeals process if required. The complaints and appeals policy and procedure ensure that fair and equitable processes are implemented for any complaints or appeals against Barkly Driving School.

The definition for a complaint and an appeal are as follows:

Complaint - Initial notification of your dissatisfaction or an issue that has occurred

Appeal - Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students are able to submit a formal complaint to Barkly Driving School relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc.) This can be submitted to Student Administration, Operations Manager or directly to the Director of Barkly Driving School. All complaints are handled with confidence and are reviewed by the Operations Manager and/or the Director.

A student may also appeal a decision made by Barkly Driving School in regard to an assessment outcome.

Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form.

Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's cost.

All students have access to the 'Complaints and Appeals Policy and Procedure' and the 'Complaints and Appeals Form' are listed as appendixes to this Student Information Handbook.

Copies can also be produced by the student administration department at any time upon request.

### **Complaints and Appeals Policy & Procedure Policy**

This policy/procedure supports the RTO to provide a process for complaints and appeals to be heard and actioned.

This includes any allegations involving the conduct of

- the RTO, its trainers, assessors or other staff;
- a third-party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- a learner of the RTO

All complaints and appeals received by Barkly Driving School will be viewed as an opportunity for improvement. Despite all efforts of Barkly Driving School to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution.

The following procedures provide students and clients the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved.

This complaints and appeals process will be at no cost to the student or client (unless referred to a third party; see procedure for more details).

The complaints and appeals policy and procedure and applicable form is made available to all students, potential students, and clients by directly contacting the RTO, through the RTO's website, and within the student information handbook.

### **2.1 General Complaints**

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Any staff member can be involved in

this informal process to resolve issues but once a complainant has placed a formal complaint / appeal the following procedures must be followed:

- Any student, potential student, or third party may submit a formal complaint to Barkly Driving School with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the Director.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration at the RTO, or through the RTO website.
- All formally submitted complaints or appeals are submitted to Student Administration or directly to the Director. Complaints are to include the following information:
  - Submission date of complaint
  - Name of complainant;
  - Nature of complaint;
  - Date of the event which lead to the complaint
  - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the Director regularly. The information within the register to be contained and updated by student administration and/or the Director is as follows:
  - Submission date of complaint
  - Name of complainant
  - Description of complaint/appeal
  - Determined Resolution
  - Date of Resolution
- The complainant shall be notified in writing that their complaint has been received and registered with the RTO.
- A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- The Director shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- As part of the process of investigating the complaint the Director shall ensure the principles of natural justice and procedural fairness are maintained at all times. This includes informing and involving all parties involved in the allegations or cause for the complaint. There will be opportunities provided to all parties to provide their version of the event(s) or action(s) that have caused the complaint. The collection of information and details regarding the complaint will be conducted in a manner that ensures the privacy and confidentiality of all parties involved.
- To ensure the fairness of the complaints system, the complaints resolution process (investigation and determining outcomes of a complaint) must be completed by a person independent of the complaint. In other words where the complaint is in relation to the Director actions, the complaint shall be referred immediately to the external and independent mediator listed below.
- In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided reasons for the delay, and will be regularly kept informed and updated of the progress of the matter.
- Once a decision has been reached the Director shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.

- The Director shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by Student Administration and on the student's file/complainants file.

## 2.2 Appealing a Decision

All complainants have the right to appeal decisions made by Barkly Driving School where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by Barkly Driving School may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by Barkly Driving School in the first instance.
- All appeals must be lodged within 30 days of the issue occurring/ decision being made.
- To activate the appeals, process the complainant is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administration Department.
- The complainant shall be notified in writing that their appeal has been received and registered with the RTO.
- The Director shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The Director shall ensure that Barkly Driving School acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed.

### General appeals

- Where a complainant has appealed a decision or outcome of a formal complaint, they are required to notify Barkly Driving School in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through Student Administration and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The Director shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify Barkly Driving School if they wish to proceed with the external appeals process.

### Assessment appeals

- Where a student wishes to appeal an assessment, they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer & Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- Note: A student undertaking a Worksafe Licencing Unit of Competency (*TLILIC2001 – Licence to Operate a Forklift*) the student must follow the designated 'Re-assessment of Worksafe HRW courses' process documented within the *Conducting Assessment Policy and Procedure* prior to accessing this appeals process. An applicant who receives a notice of unsatisfactory assessment may apply to Barkly Driving School or the

license assessor for re-assessment within 60 days after the initial assessment and that the student may request a different licence assessor to complete the re-assessment.

- If this is still not to the student’s satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the ‘Complaints and Appeals Register.’
- The Training Manager shall be notified and shall seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a ‘third party’. The third party shall be another Trainer & Assessor appointed by Barkly Driving School.
- The student shall be notified in writing of the outcome with reasons for the decision, and the ‘Complaints and Appeals Register’ updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Barkly Driving School if they wish to proceed with the external appeals process.

### 2.3 External Appeals and Further Information:

#### External Appeals:

In addition to the above internal processes, if the processes fail to resolve the complaint or appeal, or the complainant or appellant is still dissatisfied with the decision of the RTO, an application with an independent and external dispute resolution body can be submitted to allow for any decisions made by the RTO in relation to the complaints and / or appeals process to be reviewed independently of the RTO. (See below for contact details).

It should also be noted that any complaints about the Director will be automatically be dealt with by this external and independent mediator in the first instance of the complaint being received.

Where the RTO is informed that the student has accessed external appeals processes:

- The RTO will maintain a student’s enrolment until the external appeal process is finalised.
- The RTO will comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the complainant, Barkly Driving School shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the student’s grievance as soon as practicable.  
The decision of the independent mediator is final and any further action the student wishes to take is outside the RTO’s policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the Director.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the ‘Complaints and Appeals Register’ and the student file for a minimum of 5 years.

#### Independent Mediator:

The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Further details and office locations for this service are available from <http://www.disputes.vic.gov.au/>

<b>ORGANISATION</b>	Disputes Settlement Centre of Victoria <a href="http://www.disputes.vic.gov.au">www.disputes.vic.gov.au</a>
<b>CONTACT POINT</b>	1300 372 888

### **Further information**

If, after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to VRQA by doing one of the following:

- completing an online complaint form
- filling out the printable complaint form and posting or faxing it to the VRQA
- writing a letter and posting or faxing it to the VRQA

Further information can be found on the VRQA website:  
<http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

Contact details for VRQA are as follows:

Victorian Registration and Qualifications Authority (VRQA).  
Address: Level 4 Casselden Place 2 Lonsdale Street, Melbourne Victoria 3000  
Postal Address: GPO Box 2317, Melbourne Victoria 3001  
Phone: (03) 9637 2806  
Website: [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)

### **National Training Complaints Hotline (Nationally Accredited Training Only)**

Alternatively, students are able to contact the National Training Complaints Hotline which is designed to protect the interests of students and employers. The contact details are as follows:

Website: <https://www.education.gov.au/NTCH>  
Phone: 13 38 73

### **Unique Student Identifier (Nationally Accredited Training Only)**

It is a requirement that all learners must provide a Unique Student Identifier (USI) to Barkly Driving School before a Qualification or Statement of Attainment can be issued (unless a USI Exemption has been granted by the Department of Education and Training).

Barkly Driving School will include provision for the USI on the Enrolment Form and encourage all students to generate their own USI. The RTO will also provide information on the Enrolment Form on how to apply for a USI exemption, and inform students that if a USI exemption is granted then the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

USI Exemption; a person with a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. To apply for an exemption, the student must complete the Commonwealth Statutory Declaration Form found at: <https://www.usi.gov.au/documents/usi-statutory-declaration>

The student must send it to the register at the following address:

Student Identifiers Registrar  
C/- Department of Education and Training  
GPO Box 9880  
Canberra ACT 2601

If a USI exemption is granted then the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

### **USI Privacy Notice (Nationally Accredited Training Only)**

Consent for collection, use or disclosure of personal information: the following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- Is collected by the Registrar as authorised by the *Student Identifiers Act 2014*.
- Is collected by the Registrar for the purposes of:
  - Applying for, verifying and giving a USI;
  - Resolving problems with a USI; and
  - Creating authenticated vocational education and training (VET) transcripts;
- May be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - The purposes of administering and auditing VET, VET providers and VET programs;
    - Education related policy and research purposes; and
    - To assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - Researchers for education and training related research purposes;
  - Any other person or agency that may be authorised or required by law to access the information;
  - Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

#### **USI Privacy Policies and Complaints (*Nationally Accredited Training Only*)**

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on [usi@education.gov.au](mailto:usi@education.gov.au) or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with. You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the *Privacy Act 1988*, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

#### **Training & Assessment (*Nationally Accredited Training Only*)**

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

It should be noted that Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

The RTO will ensure the following definition of Credit Transfer is implemented:

Credit Transfer: Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Barkly Driving School. To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course students applying for RPL must provide evidence to the satisfaction of Barkly Driving School. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all students upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the Director by following the 'Complaints and Appeals Policy and Procedure.'

#### **Statements of Attainment**

All learners will be issued with a Statement of Attainment within 30 days of completion of their course provided that the student successfully completed all required assessment tasks, full payment of fees has been received by the RTO, and the student has a USI number (unless a USI exemption applies for the student).

#### **Further Information**

Barkly Driving School is registered under the VRQA. See VRQA website for further information:  
<http://www.vrqa.vic.gov.au>