



POLICY DOCUMENTS

OCCUPATIONAL HEALTH & SAFETY POLICY	3
CODE OF CONDUCT POLICY	4
ACCESS AND EQUITY POLICY	5
RECOGNITION OF CURRENT COMPETENCY AND CREDIT TRANSFERS POLICY	6
DELIVERY AND ASSESSMENT OF TRAINING POLICY	7
PROFESSIONAL DEVELOPMENT OF TRAINERS POLICY	9
CONFLICT OF INTEREST POLICY - TRAINERS	10
FEE REFUND POLICY	12

ISSUANCE OF QUALIFICATIONS POLICY	13
QUALITY MANAGEMENT SYSTEM / PROCEDURES POLICY	14
MAINTENANCE OF TRAINING RECORDS POLICY	15
SELECTION OF TRAINING STAFF POLICY	16
CUSTOMER COMPLAINTS AND APPEALS POLICY	17

Occupational Health & Safety Policy

Overview

The health and safety of staff and customers is critical to the effective operation of training and premises of Out of Town 4WDriver Training Pty Ltd. All staff and customers either use their vehicles for work or recreational purposes, so we are mindful that any accident or injury incurred will have a significant effect on their lifestyle and the well being of their families.

As a training organisation, we have a commitment to our customers to ensure a safe environment to ensure quality of lifestyle.

Policy

Out of Town 4WDriver Training Pty Ltd is committed to ensuring the highest level of health, safety and welfare of employees and course participants in all training activities.

Out of Town 4WDriver Training Pty Ltd will comply with all relevant Acts and Regulations to ensure that the workplace is safe and without risk to health.

Occupational health and safety is a shared responsibility for all people within our courses. The following responsibilities are critical to the success of the policy:

Managing Director: Will ensure that the policy is effectively implemented through support of trainers and course participants and ensuring accountability for their individual responsibilities.

Trainers: Will ensure that training facilities, sites, activities and equipment used under their control are maintained in a healthy and safe condition and that the behaviour of trainers and course participants is in accordance with the principles of occupational health and safety.

Course Participants: Are required to cooperate with the trainer and actively contribute to maintain and enhance the safety during training activities.

Out of Town 4WDriver Training Pty Ltd will promote a safe training environment through the appropriate use of trainers, inspection of the training sites prior to use, signage, and detailed training and / or instruction in occupational health and safety as the foundation unit of competence within the training course.

Managing Director

____/____/____

Date

Code Of Conduct Policy

Mission

Out Of Town 4WDriver Training Pty Ltd will be acknowledged as the industry leader in Four Wheel Drive driver training.

Operational Code of Conduct

All trainers, assessor and representatives of Out Of Town 4WDriver Training Pty Ltd will:

Comply with all Commonwealth & State Legislation & Regulations.

Respect all course participants for their abilities and their individual differences.

Respect the right of participants who seek advice in confidence.

Maintain fair and transparent dealings and opportunities for all participants within courses.

Monitor progress of all participants to ensure that they are provided with opportunities for practice and the acquisition of competence.

Promote a safe training environment through the removal of hazards and the adoption of safe work practices.

Regularly review the services provided for quality, timeliness and effectiveness.

Access and Equity Policy

Overview

Out of Town 4WDriver Training Pty Ltd is committed to the safe and responsible use of 4WD vehicles and to the development of competencies within course participants to achieve this goal.

Policy

Out of Town 4WDriver Training Pty Ltd will provide training opportunities that will ensure access and equity to all participants licensed to drive motor vehicles within Australia. This will include making provision for persons with language, literacy or numeracy difficulties as well as those from various cultural backgrounds.

Participants will be referred to the anti discrimination website www.lawlink.nsw.gov.au/adb and www.austlii.edu.au.

Training participants under the age of 18 years will be required to be under the direct supervision of a responsible adult to comply with relevant child protection requirements

Procedure

All applicants for course will be provided with course information including course dates, duration, qualifications to be gained and prerequisites (licenses, motor vehicle registration and insurance, safety).

All staff will be provided with course outlines and applications for enrolment.

Selection criteria for eligibility to attend courses will be applicants who meet the prerequisites for the course.

Applicants selected shall be notified in writing, whilst a wait list will be established from the applications received so that they may gain access to the course if a participant decides not to attend the course.

Recognition of Current Competency and Credit Transfers Policy

Overview

Out of Town 4WDriver Training Pty Ltd accepts that the acquisition of competence may be through a number of different sources (formal education, work experience, individual hobbies etc). As such, Out of Town 4WDriver Training Pty Ltd is committed to the process of recognition of prior learning and current competency credit transfer through the assessment of course participants against endorsed national competency standards and subsequent issuance of qualifications as well as mutual acceptance of qualifications gained from other registered training organisations.

Policy

Out of Town 4WDriver Training Pty Ltd will provide recognition of current competency and credit transfer services to course participants in accordance with the National Principles endorsed by the NSW Vocational Education and Training Accreditation Board.

Procedure

Participant requesting provision of an RPL assessment or recognition service shall apply to the Managing Director detailing:

Competencies to be assessed.

Qualification to be recognised.

What qualification or part thereof they wish to achieve from the RPL process.

Managing Director to liaise with the participant for collection of all relevant statements, qualifications etc. Where copies of statements of attainment issued by other RTO's are supplied as evidence, these must be certified copies to ensure authenticity.

Where any doubt exists as to the authenticity of documentation supplied, the original issuer will be contacted to confirm the authenticity of the qualifications presented.

Managing Director to assess materials provided and liaise with the applicant for additional information and / or assessment dates and times.

Managing Director or their delegate to assess applicant and / or validate materials provided to ensure compliance with the national competencies associated with the qualification.

Managing Director to discuss assessment results and identify any subsequent training / documentation / assessments required to meet the competency standard being assessed.

Managing Director to issue qualification after successful RPL assessment in accordance with the Issuance of Qualifications Policy.

Delivery and Assessment of Training Policy

Overview

Out of Town 4WDriver Training Pty Ltd is committed to the highest standards of training and assessment to maintain safety and promote the sensible use of 4WD vehicles.

Quality training and assessment is seen as a critical component in the achievement of this objective and is to be achieved through the presentation of quality training and assessment processes that are fair, valid, reliable and consistent with the endorsed assessment principles.

Policy

Out of Town 4WDriver Training Pty Ltd will ensure that training provided is consistent with the endorsed curriculum requirements and that assessment procedures are enacted in accordance with the national assessment framework. To achieve this objective, an accreditation officer is appointed to ensure all requirements are met and implemented.

Procedure

1. Course Delivery shall be in accordance with the accredited course curriculum requirements.

All accredited courses shall be under the control of a Head 4WD Trainer as set out in job descriptions.

All formal training to be provided will be performed at the Out of Town 4WDriver Training Pty Ltd training sites / facility. As such, the training environment will be consistent with curriculum requirements including:

Access - access for participants in courses conducted by Out of Town 4WDriver Training Pty Ltd shall be without hazard and allow for people with disabilities who have current driving licenses in any state or territory within Australia.

2. Equipment - standard equipment requirements will be:

- Recovery Equipment.
- 4WD vehicles that are fully equipped and safety checked.
- Radio Equipment (advanced course).

3. Teaching Aids - consistent with learning outcomes and meeting Occupational Health & Safety guidelines.

- Reference manual.
- Trainer guides
- Assessment guides and associated resources
- Knowledge questions (and associated answer sheet)

4. Human Resources:

Four (4) Trainers / Assessors – Certificate IV in Assessment and Workplace Training
BSZ40198 or TAA10404

Minimum of 5 years industry experience for all trainers and assessors.

5. Training is planned:

A minimum of two months in advance and includes:

- Booking of training venues for proposed dates.
- Publication of course dates three months in advance.
- Planning with course presenter to ensure all equipment, manuals and specialist participant requirements meet quality requirements, attendee needs, competencies to be acquired, timetabling of program and venue bookings.

Assessment requirements are coordinated to support the training program.

Notifications to course attendees of date, venue, travel arrangements, lunch arrangements, course requirements and materials to be taken to the training.

Course presenter preparation for training assessed by the Managing Director to ensure compliance with training requirements previously identified.

6. Training is delivered to ensure:

Compliance with OH&S requirements.

Compliance with endorsed competency standards.

An activity based learning approach.

Compliance with the agreed program planned.

The delivery style is consistent with audience characteristics.

Materials, equipment and resources used are consistent with organisational and legislative requirements.

7. Assessment processes are performed:

Consistent with the national standards for workplace assessors using assessment tools developed appropriate to the particular competency..

To ensure consistency with the practical application of knowledge, skills and experience required to meet the national standard.

Over time to ensure consistence in competence.

To cover the range of applications and experiences required to demonstrate competence in the unit(s) being assessed.

Assessment results are recorded accurately and processed / attached to the records of the course.

Professional Development of Trainers Policy

Mission

“Out Of Town 4WDriver Training Pty Ltd will be acknowledged as the industry leader in Four Wheel Drive driver training”.

Trainer Development

All trainers will:

Review each course at its completion, by discussing with other Trainers on that course, the quality of the course provided, and how it could be improved for quality, timeliness and effectiveness.

Discuss any recommendations for changes to the training system or programme with the Training Coordinator.

Meet with others involved in the Driver Training programme to:

Review the services provided for quality, timeliness and effectiveness.

Discuss current developments in the 4WD industry, eg. new models of vehicle, new types of 4WD and high / low range operation, developments in braking systems, transmissions, traction control devices etc.

Discuss improvements to the course design, material and method of presentation.

Continue to improve their own four wheel driving and vehicle recovery capabilities through participation in trips and outings, and ongoing training where required.

Conflict of Interest Policy - Trainers

Mission

“Out Of Town 4WDriver Training Pty Ltd will be acknowledged as the industry leader in Four Wheel Drive driver training”.

Overview

To achieve its mission, Out Of Town 4WDriver Training Pty Ltd is committed to ensuring that its policies, procedures, equipment and personnel strive towards continual improvement. An integral component of maintaining its position as industry leader is protection of its training and intellectual property.

Policy

Whilst trainers are contracted to Out Of Town 4WDriver Training Pty Ltd, and are receiving a reasonable amount of work and income as agreed in their contract, and for a reasonable time thereafter, they will diligently protect the interests of Out Of Town 4WDriver Training Pty Ltd, by protecting the company’s intellectual property and details of commercial dealings. Furthermore, they will abstain from entering into training contracts with or carrying out training services, and from using venues, materials, course content or delivery methods derived from their employment with Out Of Town 4WDriver Training Pty Ltd, for the benefit of other organisations or 4WD clubs.

Procedure

Contractual agreements will contain the following clauses:

Out Of Town 4WDriver Training Pty Ltd (the company) will provide to the casual trainer:

Employment as trainer on training courses, trips or other like activities provided by the company.

Training in BSZ 402A – Conduct Assessment, and BSZ 404A – Train Small Groups (if not already qualified to equivalent level) at the company’s expense.

Historical information pertaining to the areas in which training occurs, or through which trips pass.

Opportunity to progress to Certificate IV in Workplace Training and Assessment at the company’s expense, subject to trainer desire, course demand and assessed suitability. Also First Aid training under the same conditions.

The casual trainer will provide to Out Of Town 4WDriver Training Pty Ltd:

Compliance with Copyright regulations pertaining to all teaching materials, assessment and trainer guides and materials, reference manuals, organisational materials and other written, audio or visual material belonging to **the company**. In addition, they will not permit unauthorised persons access to any such materials. Trainers will treat and protect such materials as valuable and confidential information, intellectual property and tools of trade belonging to **the company**.

Upon termination of the contract or when otherwise requested by authorised persons the trainer will return all materials and information belonging to **the company**.

For the period of currency of the contract the trainer will not carry out training activities of the sort provided by the trainer for **the company**, whether paid or unpaid, for themselves or any other organisation. This excludes engaging in safe practices and participating in recovery activities which may occur from time to time in normal activities such as 4WD trips or tours whether or not they are associated with **the company**.

For the period of currency of the contract, and for a period of 12 months following termination of the contract, where trainers have been trained and received Statements of Attainment, Qualifications or other Recognitions of training at the expense of **the company**, these results of such training shall not be used for the benefit of any other organisation without prior written agreement by the Managing Director of **the company**.

Fee Refund Policy

Overview

In our endeavour to be the leader in 4WDriver Training and to maintain a firm business operating practice, while maintaining fairness to customers, Out of Town 4WDriver Training recognise that there are times when a refund of fees paid in advance for Driver Training will be necessary.

This policy is to apply to money paid as deposit on a course, or to full payment for training required.

We recognise this is an integral component of a quality training system that meets the requirements of the NSW Board of Vocational Education and Training and the following guidelines will apply.

Policy

Out of Town 4WDriver Training, will make every effort to offer refund of monies paid in advance where due to circumstances, the customer needs to withdraw from a training course.

We will make every effort to assist the customer in participating in a course conducted on an alternative date.

Procedure

Where more than four (4) weeks notice of cancellation is given, a full refund will be given less an administration fee of \$10.

Where notice of cancellation is less than one (1) week, no refund will be given, unless another person is found by Out Of Town 4Wheel Driver Training to take the place of the person wishing to cancel.

At the discretion of the Training co-ordinator, funds paid in advance **may** be refunded in full, provided the reasons for cancellation of training is deemed satisfactory.

Where a course has been cancelled by Out of Town 4WDriver Training, and the course has been rescheduled for an alternative date, a full refund will be paid if the rescheduled date is unsuitable to the customer

Issuance of Qualifications Policy

Overview

Out of Town 4WDriver Training Pty Ltd accepts that qualifications issued must be such that they indicate a level of knowledge, skills and practical experience that meets the demands of the standards that the qualification represents.

As such Out of Town 4WDriver Training Pty Ltd is committed to maintaining quality standards of training and assessment that will ensure qualifications to be issued meet the curriculum and national standards required for the issuance of those qualifications.

Policy

Out of Town 4WDriver Training Pty Ltd will issue national qualifications consistent with the curriculum and the NSW Vocational Education and Training Accreditation Board requirements generally within two weeks of assessment being completed.

Procedure

Assessment procedures will only be carried out by qualified assessors, using the assessment guides provided.

Assessment results are collated by the Managing Director and reviewed to ensure compliance with the standards required for the issuance of qualifications.

The Head Trainer / Assessor for the course will enter attainment details into course file including date of issue of qualification and sign off to signify appropriate competency has been attained.

The Administrative Assistant will access the template for the qualification and enter applicant and course / qualification details.

As per RTO requirements, only the Managing Director will sign the Certificates of Attainment.

The Administrative Assistant will photocopy the qualification and place on the course file.

Duplicate copies of Statements of Attainment are available on request following payment of a replacement fee of \$25. These copies will be available up to 30 years from the date of the original issue.

Quality Management System / Procedures Policy

Overview

Out of Town 4WDriver Training Pty Ltd is committed to a quality assured system of training for its course participants as defined within the endorsed policies and procedures for training.

Policy

Out of Town 4WDriver Training Pty Ltd will ensure that all training shall be performed, evaluated and reviewed within a quality systems framework based on continuous improvement.

Procedure

All courses presented will include the following post course evaluations:

Completion of Training - Course Attendees (questionnaire)

Three Months after Training - Course Attendees (random phone calls - records of follow-up are to be recorded in appropriate field of customer database)

These evaluations of the course will be based on:

Course Content and Delivery Styles in accordance with curriculum requirements.

Application of Course Content to course competencies.

The Effect of the Training in the use of 4WD vehicles.

Changes / Improvements in Training Delivery / Methods / Documentation.

Review results shall be provided to course convenor / presenters for analysis and changes in delivery style, content, practical exercises and sequence of activities to ensure effectiveness of training delivery and meeting of course competencies.

Where appropriate, proposed changes are communicated to course participants and confirmed to ensure meeting of their requirements for delivery and course outcomes.

Changes made are reviewed during implementation to ensure meeting of the endorsed outcomes arising from the review processes.

Version control shall be in accordance with endorsed quality system procedures.

Maintenance of Training Records Policy

Overview

The maintenance of training records provides an integral component of a quality training system that meets the requirements of the NSW Board of Vocational Education and Training.

Policy

Out of Town 4WDriver Training Pty Ltd will maintain training records in a secure and integrity maintained environment ensuring confidentiality of participant records, and meeting the requirements of the NSW Board of Vocational Education and Training.

Procedure

Administrative Assistant to establish course files based on course dates. Refer **Form 00-3**

Course applicants, enrolment forms and confirmations shall be placed in the course file for that course.

Applicant details and course lists will be provided to the trainer for the recording of assessment results.

Details of assessment results and training performed are collated into course files and provided to the Administrative Assistant at the completion of each course. Refer **Form 4wdtcf10.doc**

Statements of Attainment shall be produced and records of issuance entered into the database on file for the course (by the Admin Assistant).

Course evaluation feedback (participant and trainer) will be collated by the Administrative Assistant and summary provided to the Managing Director for review at regular review meetings and any necessary changes enacted.

Records of statements of attainment issued shall be retained for thirty (30) years in accordance with statutory requirements. Other records (assessment instruments and associated evidence) need to be retained for three (3) years after assessment.

A copy of training records is retained off site to ensure reliability of records in case of fire or flood. Training Data is routinely backed up by automatic process, along with other company files, to a location off site. Annual backups of data are retained on CD and archived.

The responsibility for the integrity of records lies with several staff across the company.

The Manager Manufacturing is responsible for ensuring routine backup occurs.

The company Accounts clerk is responsible for maintenance of Training database

Selection of Training Staff Policy

Overview

Out of Town 4WDriver Training Pty Ltd is committed to the quality of training provided and safety of staff and course participants to ensure that the quality standards of training are enhanced and continually improving.

Policy

Out of Town 4WDriver Training Pty Ltd will ensure that all staff involved in the presentation of training programs shall be suitably trained and possess the necessary vocational experience to ensure a quality of training delivery consistent with the specified requirements as defined within the course curriculum.

Procedure

All staff will be provided with course information and trainer requirements including course dates, duration, essential qualifications of trainers and associated work experience.

All staff wishing to be a trainer in the course shall provide a CV with details of qualifications held and work experience.

Selection criteria for staff providing training will be:

Staff who meet the trainer prerequisites for the course as specified within the course curriculum,

Staff who possess significant work experience and who are deemed to possess significant expertise in the curriculum being presented,

Currency of knowledge of best practice in the curriculum being presented,

Selected trainers will be notified and briefing sessions arranged to ensure that trainers are aware of course dates, resources available, course participants, presentation and assessment requirements.

All staff shall assist in at least three courses conducted by the Head 4WD Trainer, including the presentation of selected modules of the course, prior to being appointed as the course convenor.

Customer Complaints and Appeals Policy

Overview

Out of Town 4WDriver Training Pty Ltd is committed to the quality of training provided and safety of staff and course participants to ensure that the quality standards of training are enhanced and continually improving.

Policy

Out of Town 4WDriver Training Pty Ltd welcome customer complaints and appeals where the customer feels there is due reason for such complaint or appeal.

Procedure

Assessment Procedures - All nationally recognised training requires participants to be assessed over time.

During the training there will be activities / competencies that you will be required to complete several times so that a qualified assessor may verify that you meet the standards required. Assessment tasks will need to be completed several times to meet the requirements of competency being observed on a number of occasions over time.

Assessment Appeals - If you feel that you have not been assessed in the way that has been explained, or you feel that the conditions of assessment are unreasonable, you may notify the trainer in charge that you wish to appeal against the assessment decision. In this case a discussion will be held with the assessor and the participant (separately) to identify the reasons for the appeal. Due to the nature of the activities, in most cases the participant will simply have to redo that component of the assessment with the trainer in charge or another assessor.

Complaints Procedures If you feel that you have not been treated fairly in the training, that the training unfairly disadvantaged you or you have some other complaint relative to the training, you may express a complaint through the use of the post training evaluation form or by contacting the Managing Director on 02-4953-3288. Complaints and assessment appeals will be dealt with promptly and reasons for decisions and outcomes will be given in writing.

Incidents and Accidents

Where accidents or incidents occur involving injury to persons or damage to vehicles, details of such incidents will be recorded on the Incident Report form. Such details will be retained as evidence for future reference.