

WESTERN ROADTRAIN DRIVER TRAINING

RTO Number 52682



Heavy Rigid Vehicle

Automatic

Student Information

Welcome to Western Roadtrain Driver Training. The following information is provided to assist you as a student in our Registered Training Organisation (RTO). We aim to provide you with a quality outcome for your investment in your future.

Western Roadtrain will provide you with personal tuition (driving lessons) and assess your capabilities against the **TLIC3004 Drive heavy rigid vehicle** unit of competency.

Recognition of Prior (RPL) learning available upon request

Once assessed as competent we will issue you a Statement of Attainment for the unit of competency which will then qualify you to apply for a Heavy Rigid Vehicle Driver's License. In addition, the unit of competency can also be used as credit towards other nationally recognised qualifications.

If you have any queries, we encourage you to contact us. We are here to help you achieve your goals.

Enrolment Process

Once you have determined you are ready to commence your training with Western Roadtrain we will forward an Enrolment Form for you to complete along with other relevant information such as the need for a unique student identifier number, a HR learners permit and evidence of your having a C class driver's license as a minimum.

The enrolment process is necessary so that Western Roadtrain can include your required information in the data that it is required to report about student participation and outcomes in Vocational Education and Training.

Completed enrolments forms are forwarded to the RTO and you will be required to pay your program fees prior to commencing. Given that your program involves the driving of a vehicle (truck), you will need to provide a current drivers licence and agree to not use drugs or alcohol in the 24 hours prior to you participating in driving activities.

Fees, Charges and Refunds

Full detail of our fees charges and refunds are provided on the enrolment form or in our policy documents.

Fees are required to be paid at the time of booking. Students can pay by electronic funds transfer or cash. If the fees are being paid by an employer, students must have authority from them to enroll under 'Employer payment' options and provide details of the employer's name, contact details and address for payment processing.

- Statements of Attainment will not be issued until such time as all fees have been paid in full.
- Invoices will be issued for all nationally recognised training programs, setting out the components of the fees (where costs other than course fees are charged). GST is not payable on nationally recognised training program course fees or education materials

Refunds will be paid to students according to the following schedule:

- 100% refund - Should WRDT cancel the delivery of services
- 95% refund – Cancellation for any reason, outside of 3 business days
- 95% refund – Cancellation for any reason, outside of 3 business days
- 00% refund - Cancellation for any reason, inside of 3 business days.
- Any courses or lessons being booked in will need 3 business otherwise you will forfeit all fees If you started you training and you are not ready for your test, we can post pone it and you will keep your test entitlement, however the test fee is not refundable.
- Variations to these refund conditions may be made by the Director where exceptional circumstances occur.
- All refunds will be processed within 5 working days of the advice of withdrawal, using the same method for refund as was used for payment (i.e. credit card to credit card etc).

Western Roadtrain
239 Gngangara Road, (entry via
Callaway Street)

E: westernroadtrain@gmail.com

M: 0414688538



STUDENT RESPONSIBILITIES

Once enrolled you will be provided with details of your participation - time and venue. You are required to advise us if you are unable to meet any of your scheduled sessions. In undertaking training and assessment with WRDT you must:

- provide your Unique Student Identifier number upon enrolment;
- tell us if there is anything that you believe will affect your ability to safely participate in training and assessment activities or operate equipment, or if you require support to undertake your assessments;
- complete the pre-reading of the WRDT Heavy Vehicle Driver Handbook and answer the review questions prior your first driving lesson;
- complete the knowledge and practical assessment tasks as per your agreed training schedule;
- tell us if your license becomes suspended while you are enrolled as a student with WRDT;
- provide us with correct personnel details including your address;
- wear appropriate work clothes and closed in shoes/boots. and
- comply with all applicable regulations & legislation as advised by the RTO.

We also request you treat RTO staff and others associated with the RTO in a courteous and respectful manner.

WRDT RESPONSIBILITIES

Our responsibilities to you require us to assist you in all reasonable ways to obtain the nationally recognised training program in which you enroll. In doing this we will:

- ensure that our environments are safe and relevant for the program needs
- provide you with the relevant PPE for use during your training sessions
- provide you with information that explains the assessments you will participate in and the outcomes of these assessments
- ensure we meet the obligations of the services that are included in your enrolment form
- provide you with advanced notice of any changes that may occur
- respect the privacy of information you provide us
- provide you with support that assist you to undertake your program

Grievance Policy

While WRDT will work with you to ensure that your experience and outcomes meets your expectations, we understand that sometimes differences do occur that need to be resolved.

Students who feel aggrieved about any matter to do with their experience or our services, or their assessment outcomes should raise their concerns with the RTO so that it can be addressed.

If you at any time have an issue, please discuss it with us (Director or Administrator) and we will work with you to resolve it. If this does not happen, you will be asked to put your issues in writing so that they can be addressed in accordance with the RTO Complaints and Appeals Policy. A copy of our policy is available from the Administrator.

Issuance of Qualifications

Statements of Attainment will be issued within 5 days of your assessments being completed.

TLIC 3004 Drive a Heavy Rigid Vehicle

(Automatic Transmission)

- \$120 per hour
- \$640 package: 1-day course consists of 2 hours of theory and 3 hours of practical training and assessment at the end. \$120.00 per hour for additional driving lessons.
- \$999 package: 2-day course 2 hours of theory + 3 hours of practical training on day 1 and 3 hours of training and assessment on day 2.
- \$120.00 per hour for additional driving lessons
- RPL \$360 for Unit of Competency outcome plus \$280 for DoT assessment

**“YOUR SATISFACTION IS OUR GOAL,
PLEASE TELL US HOW WE DID!”**