

## Heavy Rigid Vehicle

### ROAD RANGER TRANSMISSION

#### Student Information

Welcome to Western Roadtrain Driver Training (WRDT). The following information is provided to assist students through the processes within our Registered Training Organisation (RTO). We aim to provide you with a quality outcome for the investment you have made into 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 is available upon request.

Once assessed as competent, WRDT will issue you with a Statement of Attainment for the unit of competency. This 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.

#### Contact Details

239 Gnangara Road, Wangara 6065  
(entry via Callaway Street)

**W:** [www.westernroadtrain.com.au](http://www.westernroadtrain.com.au)

**E:** [contact@westernroadtrain.com](mailto:contact@westernroadtrain.com)

**M:** 0414688538

#### Enrolment Process

Once you have determined that you are ready to commence your training with Western Roadtrain, we will forward you an Enrolment Form to complete. Included in this communication will be other relevant information such as the need for a USI (Unique Student Identifier) number, a HR learner's permit, and evidence of you 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 required data reporting about student participation and outcomes for Vocational Education and Training.

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

#### Fees, Charges, and Refunds

Full detail of our fees charges and refunds are provided on the enrolment form and 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
- 90% refund – Cancellation for any reason, outside of 7 days.
- 00% refund - Cancellation for any reason, inside of 7 days.
  
- Any courses or lessons being booked in within 7 days will require attendance otherwise you forfeit all fees.
- If you started you training but you are not ready for your test, we can postpone it and you will keep your test entitlement for when you are ready. 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.).

## STUDENT RESPONSIBILITIES

Once enrolled, students will be provided with details of their participation – e.g., time and venue. Students are required to advise us if they are unable to meet any of their scheduled sessions.

In undertaking training and assessment with WRDT, you must:

- provide your Unique Student Identifier number upon enrolment.
- advise us if there are any factors that may affect your ability to safely participate in training and assessment activities and operate equipment, or if you require additional support to undertake your assessments.
- complete the pre-reading for the WRDT Heavy Vehicle Driver Handbook and answer the review questions prior to 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 personal details including your address.
- wear appropriate work clothes and closed in shoes/boots.
- comply with all applicable regulations & legislation as advised by the RTO.

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

## WRDT RESPONSIBILITIES

Our responsibilities 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 the information you provide us.
- provide you with support that assists you to undertake your program.

## Grievance Policy

While WRDT will work with you to ensure that your experience and outcomes meet 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, 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 (Directors or Administrators) 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 (Road Ranger Transmission)

- **\$1400 package:**
  - 2-day course consists of 2 hours of theory and 8 hours of practical training (split across two days), and an assessment at the end.
- **\$1900 package:**
  - 3-day HR Road Ranger course consists of 2 hours of theory on day one, **12 hours** of practical training **split across three days**, and your assessment.
- \$140.00 per hour for additional driving lessons if required.
- RPL \$750 for Unit of Competency outcome plus \$300 for DoT assessment.

**CREATING SAFE DRIVERS FOR**

**OUR WESTERN ROADS**