



**OAKAJEE TRAINING**  
**MAKING THE CONNECTION**

**KEEN BROS.**  
**DRIVER TRAINING**

**CARS - BIKES - TRUCKS**



## **Student Handbook**

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## 1. GENERAL ADMINISTRATION

### 1.1 Safety and Health

Students are expected to act in a safe manner at all times. You should report any incidents you have as soon as possible after the incident. If unsure, talk to your trainer in the first instance.

If you see any hazards which arise during the course of your training bring it to the trainer's attention straight away. Hazards are to be fixed wherever possible and then reported. If they can't be fixed they are to be barricaded and reported after ensuring the area is safe.

### 1.2 Induction Procedures

GRACE RESOURCES aims to provide students with information that will assist them in all aspects of their training and to make the transition into a training environment an easy and enjoyable one.

Training staff will be responsible for ensuring that:

- All students are provided with an electronic copy of this handbook by email prior to beginning their training.
- Students attending training at GRACE RESOURCES premises are inducted onto our site. Our induction identifies the training environment, housekeeping standards and occupational health and safety requirements, facilities and amenities.
- All course content and assessment requirements and conditions are discussed with all students prior to the commencement of each course. Students are advised that if they require additional assistance, to discuss any requirements with the course trainer or manager.

### 1.3 Information when undertaking training on GRACE RESOURCES premises

It is important that you read and understand the following safety information:

- The maximum speed limit for all vehicles on site is **10 km** per hour.
- Whilst on site everyone should recognise and understand that heavy vehicles such as trucks and cars may be in the vicinity.
- All students involved in training should ensure they are wearing *enclosed* footwear. This does not include thongs/sandals/crocs.
- Please do not lean/rock on seating provided.
- Students who feel, that they are not fit or capable to undertake training for whatever reason should inform the trainer immediately.
- Under no circumstances is alcohol or any illegal drugs to be consumed whilst on site.
- Students using prescription medication should inform their trainer immediately. This may affect their ability to perform tasks in a safe manner.
- In the event of an emergency, all staff and students shall proceed in an orderly manner to the emergency assembly point, located in the rear car park and wait for further instructions.

- In the event of an accident/incident occurring, this should be reported as soon as possible to your trainer, or to the main office if this is not practicable.
- In the event of a hazard being identified, this should be reported as soon as possible to your trainer or to the main office, if this is not practicable.
- First aid facilities are available in the trainer's offices and in the main office.
- Smoking is only permitted outside and in no circumstances within any buildings or vehicles.

#### **1.3.1 Car parking**

Please park across the road on the verge at the western end of the yard.

#### **1.3.2 Tea and Coffee**

Breaks vary by course. Free tea and coffee is available in the lunchroom, along with general kitchen facilities: fridge, microwave available for student use. Lunch bar facilities are available a short walking distance away.

#### **1.3.3 Holidays**

GRACE RESOURCES is not open on public holidays; however, weekend training may be scheduled. Contact during weekday training: If anybody needs to contact you during training they are able to leave a message at reception on 9923 1088. It will be communicated via your trainer when there is an appropriate break. In the event of an Emergency, messages will be relayed immediately. Contact during weekend training: The main office is not manned on a weekend and phones will not be answered.

#### **1.3.4 Mobile Phones**

We request that all mobile phones are turned off or on silent. If you are expecting an important call, please discuss this with the trainer, prior to the class commencing.

### **1.4 Access and Equity**

GRACE RESOURCES is committed to the principle of promoting equal opportunities. GRACE RESOURCES accepts responsibility as an employer and training provider to take active steps to eliminate discrimination in all aspects of GRACE RESOURCES's work and expects employees to maintain these standards at all time.

### **1.5 Fees and Charges**

#### **1.5.1 Notification of Fees and Charges Prior to Enrolment**

Students will be notified of all relevant course fees and charges prior to enrolment by email or by collection from GRACE RESOURCES which are open between the hours of 8am to 5 pm, Monday to Friday. Relevant course fees and charges are also available on the Keen Bros. website

[www.keengeraldton.com.au](http://www.keengeraldton.com.au)

### **1.5.2 Deposits**

A deposit of 20% of the total course fees may be requested at the discretion of the General Manager. Where training is to occur over multiple days, GRACE RESOURCES may request that a percentage of the total course fees are paid pro rata prior to the start of each days training.

### **1.5.3 Holding of Deposit Fees**

GRACE RESOURCES will hold deposit and/or pro rata fees in a nominated bank account separate from consolidated revenue.

### **1.5.4 Full Payment Required**

Prior to the issuance of a Statement of Attainment, GRACE RESOURCES may request full payment of all outstanding course fees and charges.

### **1.5.5 Refund Policy**

- Where a student is unable to attend due to hospitalisation prior to course commencement – Full Refund.
- Cancellations can be made by phone, mail, e-mail or in person.
- If a cancellation is received three (3) or more working days prior to course commencement, the full amount will be refunded.
- If no cancellation is received at least three (3) working days prior to course commencement, full course cost will be charged.
- GRACE RESOURCES reserves the right to cancel any course if insufficient bookings are received. Should this occur, those who registered will be informed and their course fees refunded in full or credited to the next scheduled course

### **1.5.6 Full refunds**

Students who withdraw are entitled to a full refund of fees and charges where:

- a course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student;
- a student is not given a place due to maximum number of places being reached.

Accountable officers can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

### **1.5.7 Pro rata refunds**

Accountable officers can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- serious illness resulting in extended absence from class;

- injury or disability that prevents the student from completing their program of study; or other exceptional reasons at the discretion of the accountable officer.

In all cases, relevant documentary evidence (for example, medical certificate) is required.

Details of all refunds should be retained for audit purposes, and the enrolment form annotated to show that a refund has been given.

#### **1.5.8 Security of deposits exceeding \$1500.00**

Grace Resources has an established unique bank account separate from consolidated revenue for the specific purpose of storage of all student deposits exceeding \$1500.00. These funds are kept in the account until after the student has commenced training.

### **1.6 Client Support (External agencies)**

Students with special needs are advised to speak to a staff member to arrange an appropriate referral where external support is required, prior to the commencement of training.

The resources are available at:

The Language, Literacy & Numeracy Program, this is run by:

Mission Australia  
Level 1 103 Marine Terrace  
Champion Heights  
Geraldton WA 6530  
Phone: 9921 1544

If students are not registered with a Network Agency / Centrelink:

Reading Writing Hotline  
<http://www.readingwritinghotline.edu.au>  
Phone: 1300 655 506

Disability Services Commission:

78 Forrest St. Geraldton WA 6530.  
08 9921 6423

### **1.7 Welfare and guidance services**

GRACE RESOURCES has staff available for student counselling. Please speak to your trainer, Training Manager or enquire at Reception.

### **1.8 Disciplinary Procedures**

GRACE RESOURCES does not tolerate:

- Aggressive behaviour whether physical or verbal;
- Theft or property damage

- Unsafe actions including speeding or driving recklessly on or in GRACE RESOURCES property.
- Substantiated instances may result in suspension or termination of the student's training.

GRACE RESOURCES considers it an unacceptable risk for staff, clients, student or visitors to be affected by alcohol or other substances and the person affected will be asked to leave the premises.

### **1.9 Lateness Policy**

All students are required to begin their training on time as per booking details. Late attendance may result in the refusal of course entry and course fees will be forfeited.

### **1.10 Change of Contact Details**

If you have changed your address or telephone number, please inform your trainer or reception as soon as possible.

### **1.11 Dress Standards**

Some courses will have specific dress requirements including but not limited to work boots and long pants. Enclosed footwear is essential for all training at GRACE RESOURCES premises. It is your responsibility to ensure you are suitably dressed for both on and off the job training.

## **2. TRAINING INFORMATION**

### **2.1 Provision of Training and Assessment Resources**

GRACE RESOURCES will provide the student with all necessary resources to complete their training and assessment. This could include safety glasses, safety helmets, hearing protection, hand protection, paperwork, writing equipment etc.

Students are to present themselves on course with closed-in footwear and clothing appropriate for the course. For example, high visibility clothing with long sleeves where required. Specific clothing requirements for the course will be indicated to the student prior to the course commencement day.

### **2.2 Flexible Learning and Assessment Procedures**

GRACE RESOURCES is committed to "flexible delivery" and is working toward providing greater options to our clients in terms of modes of delivery. We currently provide options such as:

- Optional times and venues where possible
- On-site training – remote and regional areas

Our courses have been designed to be flexible and fair to all students. We have ensured that we use a range of activities, teaching techniques, technology and ensure the use of relevant materials and resources.

### **2.3 Recognition of Prior Learning (RPL)**

RPL is the process of collecting evidence about previous training and life experience. A qualified trainer/assessor then makes a judgement about whether competency has been attained through previous knowledge, activities and life experience. Students who believe that they have the skills and knowledge to either partially or fully satisfy the requirements of their training and assessment may apply for RPL before commencement of training. This application can be made directly to the OAKAJEE TRAINING/KEEN BROS Manager using the form RPL\_Application\_Form\_v1.0\_Aug\_2015 which is available from reception.

### **2.4 National Recognition/Credit Transfer**

Under the National Standards GRACE RESOURCES is obligated to recognise the Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Students wishing to apply for National Recognition must provide evidence in the form of original Statements of Attainment.

National Recognition is where the unit of competency enrolled in is the same or equivalent to the unit of competency for which a Statement of Attainment has been issued.

The course trainer/manager will review the evidence against the competency requirements for the unit/course. GRACE RESOURCES will require a copy to be kept on the student record. Credit for the National Recognition may be used towards any appropriate unit/course offered by GRACE RESOURCES. There is no cost for National Recognition.

### **2.5 Unique Student Identifier (USI)**

Unless exempt under the *National VET Provider Collection Data Requirements Policy* available at: <https://www.education.gov.au/national-standards-and-reporting> , GRACE RESOURCES must only issue a qualification or statement of attainment to a learner after:

- the learner has provided a verified USI, or
- GRACE RESOURCES has applied for a USI on behalf of the learner.

See document: Student-Information-for-the-USI available at: <http://www.usi.gov.au/Training-Organisations/Pages/student-information-for-the-unique-student-identifier.aspx>

### **2.6 Provision of Language, Literacy and Numeracy Assistance**

Some of the courses run by GRACE RESOURCES assume a base level of literacy and numeracy skills as required in industry. Please contact the Training Manager through reception if assistance with training and assessment services is required.

### **2.7 Application for Construction Industry Training Fund Assistance**

Applications for the grant to fund part of a training course under this scheme may be made through GRACE RESOURCES reception. Eligibility for this scheme can be verified by accessing the document: Levy & Program Guidelines July 2015. The document can be downloaded from: [https://bcitf.org/upload/documents/DL20\\_Guidelines\\_July\\_2017.pdf](https://bcitf.org/upload/documents/DL20_Guidelines_July_2017.pdf)



## **2.8 Assessments**

A request to re-mark an assessment should be within four (4) weeks of the publication of the results. A \$50.00 charge for re-assessment and/or remarking is not refundable. Certificates/Statements of Attainment will not be issued while fees are left outstanding.

### **2.8.1 Re-Assessment Policy**

Students are able to appeal the recording of an 'NYC' for any Unit of Competency or learning outcome provided they had good attendance for that subject and had reasonable participation in all assessments. If a student is deemed NYC for part or all of a theory or practical assessment, reassessment must be offered in accordance with the requirements of the Unit(s) of Competency/Licence Requirements. Reassessment will be conducted in consultation with the Learner and Assessor.

### **2.8.2 Assessment Only**

Grace Resources will offer the opportunity to undertake 'assessment only' through a Recognition of Prior Learning (RPL) process. A student may also apply for RPL at anytime during their program of study. Evidence considered inferring competence or meeting learning outcomes in an RPL assessment process must incorporate a component that determines the person is currently competent in the area being assessed.

## **2.9 Criterion for Appeal against Assessment Decision**

Students may appeal against an Assessment decision under special criteria.

- Criterion 1:** Subject requirements and assessment procedures were not published /told or were changed without notification in the beginning of subject.
- Criterion 2:** Student claims that a mistake has been made in the assessment for the subject. An appeal under this criterion does NOT normally mean that a complete re-mark of a candidate's work will be made. It is a detailed check to ensure that no part of a student's performance has been overlooked.
- Criterion 3:** Student has verifiable information regarding relevant and unavoidable circumstances, which directly and significantly affected student's performance in a subject. As a consequence, student believes that the result does not fairly reflect student's academic competence.

### **2.9.1 Procedure for making Appeals of Assessments**

#### ***Stage 1 – Initial and informal appeal***

This stage involves a direct communication between student and assessor with the purpose of discussing the matter openly to resolve the problem without further formality.

The appeal should be made and discussed within 10 Working days of the resulting. Student is entitled to put the appeal in writing at this stage or request and receive from the assessor a written response to the appeal. This response should clearly state the outcome of the appeal in terms of decisions or actions taken, together with a full explanation of these.

### ***Stage 2 – Formal complaint or appeal***

If the student is not satisfied with the outcome of Stage 1 or with the length of time taken to respond to the appeal then he/she may submit the appeal in writing to the Manager. The Training Manager will respond to the appeal within a reasonable time, normally within 10 working days of receipt of the appeal, and will respond to the student in writing, clearly stating the outcome of the appeal with a full explanation of any decisions/actions taken.

### ***Stage 3 – Appeal to State Regulator***

If the student is not satisfied with the outcome of stage 2 or with the length of time taken to respond to the appeal then he/she may submit the appeal in writing to the Training Accreditation Council of Western Australia. The contact details are:

9/20 Walters Drive, Osborne Park WA 6017

(08) 9441 1910

[www.tac.wa.gov.au](http://www.tac.wa.gov.au)

## **2.10 Complaints And Appeals**

GRACE RESOURCES acknowledges that it is the right of clients/students to complain. GRACE RESOURCES's Complaints and Appeals Procedure is underpinned by an understanding that responding to client/student concerns and appeals will result in the delivery of a higher standard of service to all clients/students. The objective of the procedure is to reach a satisfactory solution for all parties involved. Appeals may involve complaints regarding trainer(s), training materials, facilities, administration, a result of Not Yet Competent post assessment, or any other aspect of GRACE RESOURCES operations.

Where the student wishes to make a complaint or request an appeal, the student will be offered a copy of the Grace Resources Complaint Form.

At all stages of the grievance procedure, records of discussions and outcomes with reasons for decisions will be kept confidential by storing in a secure location accessible only by the Manager of Grace Resources.

If the matter is not resolved within five (5) working days, to the satisfaction of all parties an appointment should be arranged with the client/student, his/her support person, any staff members directly involved in the grievance with the GRACE RESOURCES General Manager. The complainant will then be informed in writing of any progress or outcomes of their complaint within five (5) working days.

Where GRACE RESOURCES considers more than 60 calendar days are required to process and finalise the complaint or appeal, GRACE RESOURCES will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.

In the event of a grievance not being resolved internally, the student or parent if they are under 18 years of age may make a complaint to the Training Accreditation Council (TAC). To lodge a complaint with TAC, complete the complaint form available from:

[www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx](http://www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx)

Complaint forms should then be emailed to: [tacomplaints@des.wa.gov.au](mailto:tacomplaints@des.wa.gov.au)

### **2.11 Workplace Arrangements**

Grace Resources does not engage in workplace training agreements with other organisations for the purposes of issuing Statements of Attainment for Nationally Recognised Training. Where Grace Resources is engaged to deliver training for the purposes of non-accredited Verification of Competency, the procedures of the external organisation will be followed except where these procedures would result in illegal or dangerous practices.

### **2.12 Issuing of Awards**

Grace Resources is responsible for the quality of training and assessment in line with the Standards for Registered Training Organisations (RTO's) 2015. Following successful completion of Nationally Recognised Training the student will be issued with a Nationally Recognised Statement of Attainment within 30 calendar days of the completion of their successful assessment. This Statement of Attainment is recognised by all other RTO's within Australia.

### **2.13 Changes to Agreed Services**

Grace Resources reserves the right to cancel any course if insufficient bookings are received. Should this occur, those who registered will be informed by telephone or email and their course fees refunded in full or credited to the next scheduled course. Please see section 1.5.5 Refund Policy for more information.

## **3. SPECIFIC COURSE INFORMATION**

### **3.1 Heavy Vehicle Driver Training**

The following licences require successful completion of Nationally Recognised Training prior to application for the appropriate licence through Department of Transport (DoT):

TLIC3004 Drive heavy rigid vehicle (Release date: 29 February 2016);

TLIC3005 Drive heavy combination vehicle (Release date: 29 February 2016);

Multiple Combination (TLIC4006 Drive multi-combination vehicle [Release date: 29 February 2016], TLIB2004 Carry out vehicle inspection [Release date: 29 February 2016], TLIB2008 Carry out inspection of trailers [Release date: 29 February 2016]).

GRACE RESOURCES will issue a Statement of Attainment to the student following successful completion of training and assessment of the Unit(s) of Competency. One of GRACE RESOURCES assessors will then conduct a DoT Practical Driver Assessment (PDA) using the appropriate assessment tool.

*N.B.*

*All students must hold and present the valid pre-requisite drivers licence prior to beginning training for all heavy vehicle training. Relevant pre-requisite licence information can be found at:*

<http://www.transport.wa.gov.au/licensing/heavy-rigid-licence-hr.asp>

<http://www.transport.wa.gov.au/licensing/heavy-combination-licence-hc.asp>

<http://www.transport.wa.gov.au/licensing/multi-combination-licence-mc.asp>

*Completion of training does not guarantee a student being granted a decision of competent leading to a Statement of Attainment being issued.*

*Successful completion of the Unit of Competency does not guarantee being issued a driver's licence.*

*Successful completion of training or gaining a licence does not guarantee a student any particular employment outcome.*

### **3.2 Dangerous Goods Training**

This Unit of Competency (UOC) is offered to enable the student to obtain a Statement of Attainment (SoA) which is recognised nationally. Obtaining this SoA is a necessary requirement for obtaining a Dangerous Goods Driver Licence. However, it is only one of several criteria for obtaining the licence.

To be eligible to apply for a licence the applicant must:

- be resident of Western Australia
- hold a current Motor Vehicle Driver's Licence appropriate to the class of vehicle being used
- pass a medical assessment against the standards in Assessing Fitness to Drive – Medical Standards for Commercial and Private Vehicle Drivers
- pass an approved training course
- demonstrate a suitable driving history

Note: If the applicant is the subject of a court order prohibiting transport of dangerous goods by road, the applicant may not be granted a dangerous goods driver licence.

Refer to: <http://www.dmp.wa.gov.au/Dangerous-Goods/Applying-for-a-dangerous-goods-8428.aspx> for more information on obtaining a Dangerous goods drivers licence.