



## Four Wheel Drive Queensland Training

# Welcome to 4 Wheel Drive Training

The aim of this booklet is to explain the training that is being offered by your 4WD Club. This training is conducted on behalf of Four Wheel Drive Queensland Training and consists of a partial completion of the Certificate III in Outdoor Recreation. This Certificate forms part of the National Outdoor Recreation Industry Training Package SR0903, and is Nationally Accredited. We will attempt to make this training as enjoyable as possible, however your participation and input is essential to make it so. Your training experience will be of greater value to you if you are aware of what is expected of you.

Remember, we want you to learn and enjoy this training. Should you have any questions or comments before completing the application form attached, please do not hesitate in discussing them with your club's Course Coordinator or Course Administrator. If you have any questions or comments during the training sessions, please ask or mention them at the appropriate time. We're only too glad to help.

The Competency Units chosen for this course have been designed to equip 4 Wheel Drive owners with the necessary skills to be able to competently and safely perform:

- Trip preparation checks on a vehicle.
- Basic vehicle recovery
- Negotiate a variety of moderate terrains.
- Have a basic understanding of environmental issues.
- Be able to plan an outdoor activity at a personal level.

## Welcome to Competency-Based Training

For those not familiar with competency-based training (CBT), let's try to explain how it works:

CBT implies that competency is reached for a particular task, knowledge or procedure. When you have demonstrated that you can repeatedly carry out a task successfully, you can be classed as competent in that task or skill.

The assessment of these tasks and skills is carried out to National Standards. That is how you get a nationally recognised award. Everyone being assessed for that task is playing on a level field.

Under CBT you have certain rights and these are outlined in the following pages. It is not a pass or fail situation. If you do not achieve competency in a skill, you are deemed to be "not competent" at that particular time. However, after further training and practice you may re-attempt the task for re-assessment. Fees may apply.

A Statement of Attainment will be issued by Four Wheel Drive Queensland Training for Units of Competency successfully achieved.

Should you have any questions or concerns about the above, please raise them with your Course Coordinator immediately.

## Mandatory Safety Equipment

The following Mandatory Safety Equipment must be available either fitted to or available inside your vehicle for the duration of the course. You will need some of this equipment during your assessment.

- A Snatch Strap, 2 rated bow shackles and an air brake. An air brake is a piece of strong material (e.g. blanket, carpet, Hessian bag, etc.) that is placed over the snatch strap during recoveries to prevent the strap rebounding.
- A First Aid Kit,
- A Fire extinguisher.
- A Shovel.

The vehicle must be fitted with front and rear recovery points suitable for the mass of the vehicle. The vehicle must also contain the standard jack, a jacking plate, a spare wheel and basic vehicle tools (e.g. wheel brace).



## Four Wheel Drive Queensland Training

### Code of Practice

#### **EDUCATIONAL STANDARDS**

Four Wheel Drive Queensland Training will adopt policies and management practices which maintain high professional standards in the marketing and delivery of education services, and which safeguard the educational interests and welfare of participants.

#### **MUTUAL RECOGNITION**

As a Registered Training Organisation, Four Wheel Drive Queensland Training will operate within the Principles and Standards of the Australian Qualifications Framework (AQF) and the Australian Quality Training Framework (AQTF). This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

#### **THEORY SESSIONS**

All theory sessions will be conducted at a suitable site, where the emphasis will be on a calming and relaxed atmosphere. All practical sessions will be conducted on training tracks that have been judged to have conditions appropriate to the different elements of competency.

#### **LEGISLATIVE REQUIREMENTS**

Four Wheel Drive Queensland Training will meet all legislative requirements of the State and Federal governments. In particular, Workplace Health and Safety, Workplace Relations, Vocational Placement and Copyright Standards will be met at all times. All legislative requirements are available from Four Wheel Drive Queensland Training or at the government web site on [www.legislative.qld.gov.au](http://www.legislative.qld.gov.au).

#### **QUALITY MANAGEMENT FOCUS**

Four Wheel Drive Queensland Training is committed to providing a quality service and a focus on continuous improvement. We value feedback from participants, staff and clubs for incorporation into future programs. Courses will be continually reviewed and amended when necessary to ensure continual improvement in training efficiency with the overall aim of producing safer and more competent drivers.

#### **PARTICIPANT SERVICE**

Four Wheel Drive Queensland Training has sound management practices, which ensure effective participant service. Qualifications are appropriate to competence achieved and are issued in accordance with national guidelines.

Our participant service quality focus includes an RPL Policy, a Refund Policy, Complaints, Grievance and Appeal Policies and an Access and Equity Policy. Where necessary, arrangements will be made for those participants requiring Literacy and Numeracy Support or Special Needs Access programs. We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and trainees.

Our participant information will ensure that before enrolment, you know all fees and charges, program contents are explained and that vocational outcomes are outlined.

At all times the interest, your safety and welfare will be paramount.

#### **MANAGEMENT AND ADMINISTRATION**

Four Wheel Drive Queensland Training has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards participant's fees until used for training/assessment. We have a Refund Policy that is fair and equitable. Participant records are managed securely and confidentially and are available for participant perusal on request. Two backup copies will be maintained, each stored at different locations.

Management of complaint and appeals will be in accordance with the Complaint Policy & Process and Appeals Policy & Process. Refunds will be in accordance with the Refund Policy.

Four Wheel Drive Queensland Training has adequate Public Liability insurance policies.



## Four Wheel Drive Queensland Training

### MARKETING AND ADVERTISING

Four Wheel Drive Queensland Training will market its educational product with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

### TRAINING AND ASSESSMENT STANDARDS

Four Wheel Drive Queensland Training has personnel with appropriate qualifications and experience to deliver the training and conduct the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including RPL and credit transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of participants.

Four Wheel Drive Queensland Training trainers and assessors

- Will possess minimum qualifications as required by the AQTF or the relevant training package.
- Will ensure that courses meet the minimum human and physical resource requirements of the Department of Training, Queensland.
- Will, during course periods, be neat, tidy and professional at all times.

All instruction, advice and demonstrations will be directed towards you reaching a level that will help satisfy the attainment of competency. Each competency will be delivered and assessed in accordance with the stated and / or implied standard from the relevant National Training Package.

### GUARANTEE

Four Wheel Drive Queensland Training will honour all guarantees outlined in this document. Four Wheel Drive Queensland Training understands that if the obligations of the Code of Practice and supporting regulatory requirements are not met, Four Wheel Drive Queensland Training's RTO status may be withdrawn.

## Refund Policy and Procedure

### POLICY:

Once the training dates have been agreed upon and booked; and fees paid there will be a binding contract between you and the club; and all rules of the code of behaviour then apply to the trainee.

Fees are to be paid at least seven days prior to the commencement of the course or prior to the start of course. Other arrangements may be made if deemed suitable by the Club concerned.

If you have an extenuating circumstance, for example a major unforeseen hospitalisation, then a refund as listed below will apply.

#### Before the start of the course:

- Full refund

#### After course commenced with training manuals issued:

- Full refund minus cost of manual and any proportional venue hire + 10% for administration.

A full refund may be granted for other circumstances; but only if approved by the both the Course Coordinator and the Club concerned.

If you fail to attend without prior notice, you are liable for payment in full. Prior to the commencement of a training course you can, by arrangement with the club, arrange to transfer to the next available training course.

The Clubs reserve the right to cancel courses where necessary and also reserve the right to change dates, programs and venues.



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Full refunds apply where:

- the course is cancelled or
- the participant is unable to attend due to changes caused by the Club. Monies received may be applied to another course, of the trainee's choice, within a period of twelve months.

The refund is to be paid within two months directly to the person who had entered into the contract with the club.

The club will ensure that all fees collected from you are available to be refunded if you are entitled to a refund. This refund will only be paid to the person who originally paid the fee.

### **REFUND PROCEDURE**

If you feel that you are entitled to a refund, you should apply to the club concerned in writing stating why you feel you are entitled to the refund. The request will then be considered using Four Wheel Drive Queensland Training guidelines.

## **Access and Equity**

### **POLICY:**

Four Wheel Drive Queensland Training will meet the needs of individuals and the 4WD community as a whole through the integration of access and equity guidelines.

We will ensure that equity principles are implemented for all people through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for Four Wheel Drive Queensland Training participants to participate in the vocational education and training system, and in associated decisions that affect their lives.

We will implement customer-oriented conservation programs and target the specific needs of our market segment by enhancing the skills development of the members of the organisation.

## **Language, Literacy & Numeracy Policy**

### **POLICY:**

Four Wheel Drive Queensland Training is particularly aware of the requirement to evaluate you in language, literacy and numeracy (LLN) skills.

You will receive a number of reference manuals or forms prior to or during the course. This includes an Outdoor Activities & Environmental Impact Checklist. This checklist refers to units that form an integral part of the 4WD competency unit assessment. You are required to fill in the checklist and hand it to your Assessor at the course venue.

### **Recording**

The information as regards your LLN skills is recorded in the course attendance records if necessary. All information in relation to your LLN skills is considered strictly confidential.

## **Recognition of Prior Learning Policy**

### **POLICY:**

#### **NATIONAL ASSESSMENT PRINCIPLES**

The principles governing the Recognition of Prior Learning (RPL) for Queensland's Vocational Education and Training system are those specified in Standard No 8 of the Standards for Registered Training Organisations (RTO) under the Australian Quality Training Framework (AQTF).

Assessment processes provide for the recognition of Current Competencies regardless of where these may have been acquired.



## Four Wheel Drive Queensland Training

### Access to Assessment – Candidates with Special Needs

#### **POLICY:**

This section sets out Four Wheel Drive Queensland Training general policy regarding variations in arrangements for assessment for candidates with disabilities and learning difficulties. We seek to remove barriers within assessment processes or practices that place candidates with special needs at a disadvantage, without thereby affording them an unfair advantage over other candidates, or without failing to ensure that these candidates satisfy the requirements of the standards against which they are being assessed.

In order to help achieve this aim, we maintain contacts with professional bodies interested in both occupational and educational opportunities for people with disabilities and learning difficulties.

### Complaints Policy

#### **POLICY:**

Any one who feels they have a genuine complaint has the right to a fair hearing at which they may state their concerns.

### Appeal Policy

#### **POLICY:**

Four Wheel Drive Queensland Training is committed to a fair and equitable process for dealing with participant appeals against assessment policies, processes, practices or outcomes. It strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

### Bullying, Harassment and Victimising Policy

#### **POLICY:**

Legislation now prohibits the bullying, harassment or victimisation of fellow participants, trainers, assessors and other staff. Four Wheel Drive Queensland Training and member clubs must provide a learning and assessment environment, which is free from this unacceptable activity. If anyone conducts such activity disciplinary procedures will be taken.



## Four Wheel Drive Queensland Training

### Course Application – Basic 4WD Skills Course

#### Personal Details

Name .....

Address .....

Suburb / Town ..... Postcode .....

Phone: ..... Mobile (if any): .....

#### Vehicle Details

Make: ..... Model: .....

Year ..... Registration No .....

Drivers License No ..... Expiry Date .....

Have you any Special Needs that you wish to be addressed?

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#### Mandatory Safety Equipment (must be available during the course)

- Snatch Strap, 2 bow shackles and an air brake.
- First Aid Kit
- Fire extinguisher
- Shovel
- The vehicle is fitted with front and rear recovery points suitable for recovery,
- The vehicle contains the standard jack, a jacking plate, spare wheel and vehicle tools (e.g. wheel brace)

#### Disclaimer

I certify that:

- the above vehicle is in a roadworthy condition,
- is road registered with the appropriate authorities, if applicable,
- I carry a minimum of third party property insurance,
- If fitted with the above Mandatory Safety Equipment,
- I am licensed to operate the class of the above vehicle.

Signed: ..... Date: .....

#### Office Use only

Accepted [ ] Declined [ ] Receipt Number: ..... Date: .....