

Basic 4WD Skills Course



Induction Handbook



Course Induction Booklet

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Four Wheel Drive Queensland Training

THE PURPOSE of this BOOKLET

This booklet is intended to explain additional information and policies not included in the initial Basic Information Handbook. You will have received this booklet upon payment of the fees quoted by your Four Wheel Drive Club, most likely at your first training activity.

The training that you will be participating in is part of the National Outdoor Recreation Industry Training Package SRO03

The Competency Units from that package that are being offered are–

- **SRODRV001B** Drive & recover a four-wheel drive vehicle
- **SROODR002A** Plan outdoor recreation activities
- **TDTB497B** Carry out vehicle inspection

These are part of SRO30299 Certificate III in Outdoor Recreation.

In conjunction with this booklet you will also have received

- A Trainee Manual.
- A Personal Competency Assessment Record included with the Training Manual.
- An Outdoor Activities & Environmental Checklist.
- A Basic Course Induction Checklist
- An Assessment Guide (included in the Training Manual)
- A Course Critique

The Outdoor Activities & Environmental Impact Checklist needs to be completed and handed to the assessor at the assessment site. Some additional reading and investigation will be necessary to complete the checklist. Take special note that the units listed in this handout are assessed at the same time as the elements of the 4WD units.

The Manual contains the technical 4WD data and is recommended reading for the course. Assessors make their determination of your competence during assessment by comparing your skills to those skills and techniques outlined in the Manual.

Included in this booklet is a Training and Assessment Program that lists the elements of each competency unit and you, the learner, should make yourself familiar with these requirements.

There are any number of four-wheel drive magazines that can add to your knowledge and probably make the assessment process a lot easier.



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Integrated Assessment Outline

Your assessments cover material from different units that are identical or very similar to each other. The assessment is designed to be conducted as you proceed through the tasks required for the base unit of SRODRV001B – Drive and Recover a Four Wheel Drive Vehicle. This is known as integrated or holistic assessment. The following table indicates where parts of each unit are assessed.

Base Unit - (SRODRV001B) Drive and Recover a Four Wheel Drive Vehicle.

SRODRV001B ELEMENTS	INTERGRATED ASSESMENTS	ASSESSMENT METHOD
Identify four wheel drive specific terms, terminology and techniques.	N/A	Practical by observation; questioning
Plan for minimal environmental impact	\$ Identify land management agencies & strategies.	Practical task setting, observation & questioning \$ <i>Integrated assessment</i>
Perform pre-departure checks.	* Check the vehicle	Observation & questioning. * <i>Integrated assessment</i>
Use the features of a four wheel drive vehicle to drive in a variety of terrain types.	N/A	Practical task setting, observation & questioning
Use a single snatch strap to recover a vehicle.	N/A	Practical task setting, demonstration, observation & questioning Group participation
Perform maintenance and minor repairs on four wheel drive vehicles.	* Complete documentation	Demonstration, task setting, observation. * <i>Integrated assessment.</i>
Logistical arrangements	\$ Site, hazards & measures to reduce, minimal impact, land management agencies & strategies. Safety aspects.	Checklist, question & answer, task setting. \$ <i>Integrated assessment.</i>
Suitable outdoor equipment	\$ Suitable for the task, inspected for damage & repaired, correct storage.	Checklist, question & answer, task setting. \$ <i>Integrated assessment.</i>
Food, water & clothing requirements.	\$ Identify needs & plan, food & fluid intake, clothing suitable for the task & air temperature, be aware of heat loss & heat exhaustion. Safety aspects.	Checklist, question & answer, task setting. \$ <i>Integrated assessment.</i>
Non-routine situations	\$ Improvise resources & equipment, modify as necessary.	Checklist, question & answer, task setting. \$ <i>Integrated assessment.</i>
Monitor & review	* Modify environment impact, food & water needs. Safety aspects.	Checklist, question & answer, task setting. * <i>Integrated assessment.</i>



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The key for the previous table is:

- * - TDTB497B Assessment towards “Carry out vehicle inspection”.
- \$ - SROODR002A Assessment towards “Plan outdoor recreation activities”.

This means that as you are assessed in the elements of “Drive and Recover a 4WD Vehicle”; you will also be assessed in areas that are relevant to other units of Competency.

You are to complete, to the best of your ability, the Outdoor Activities & Environmental Impact Checklist that covers your understanding of environmental issues during your training activities. The checklist is to be handed to the assessor at the training / assessment venue.

All three units have some common criteria and lend themselves to an integrated assessment approach when assessing the common skill areas:

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 learners 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.

PROCEDURE:

1. Ensure the establishment of non-discriminatory participant selection procedures that encourage fair access for trainees from under-represented groups.
2. Ensure access and equity issues are considered during program and curriculum development.
3. Encourage access to staff development to assist assessors/trainers/technical assistants who deliver programs to members of under-represented groups, or who support or assess the work of these people.
4. Any complainant shall be given the opportunity to present their case.
5. Four Wheel Drive Queensland Training will provide a written statement of the complaint outcome including the reason of the decision to the complainant.

For more information, see Appendix A at the rear of this booklet.



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Language, Literacy & Numeracy

POLICY:

Four Wheel Drive Queensland Training is particularly aware of the requirement to evaluate the trainees in their language, literacy and numeracy (LLN) skills, and to provide assistance if requested.

All trainees receive a reference manual and course paperwork 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 units. You are required to fill in the checklist and hand it to the assessor at the course venue.

PROCEDURE:

An Assessor carries out a non-intrusive check on the learner's LLN skills. The Assessor passes the checklist and LLN comments to the Course Coordinator. Action is taken to ensure whatever identifiable shortfall the learner may have is addressed during their training.

The action and adaptation of course materials to suit the LLN needs of a learner is based upon the recommendations and comments of the Assessor. The Course Coordinator ensures literacy and numeracy is rarely a consideration by employing Presentations supported by practical application using the physical resources generally available, i.e. 4wd vehicle, training track, recovery equipment etc.

Courses are conducted using short presentations, demonstrations and question and answer formats.

Written question papers are rarely, if ever, used.

Language problems are a different matter. Language shortcomings of a learner may necessitate the use of a one-on-one scenario, i.e. one trainer to one learner, to ensure the learner absorbs and understands the material being presented. In extreme cases the learner may be advised to use an interpreter, any cost of which is to be borne by the learner.

Four-wheel driving is very much a practical activity. Competency can usually be determined holistically by, but not limited to, learner participation, direct observation of tasks; oral questioning and 'what if' simulated scenarios. From this viewpoint the skills and knowledge that the learner has to demonstrate can be assessed in a practical way.

RECORDING:

Any information as regards a learner's LLN skills is recorded in the course attendance records. All information in relation to a learner's LLN skills is considered strictly confidential.



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Recognition of Prior Learning

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

An explanation of RPL.

Recognition of Prior Learning (RPL) is about recognising the knowledge you have gained through either life or work experiences, as well as any formal training received. The RPL process takes into consideration experience from either of or all three areas just mentioned. That is:

1. **Formal Qualifications** - you may have received from such institutions as school, university, correspondence school, TAFE etc,
2. **Work Experiences** - whether a "tool box" talk, formal "in-house" course or just experience gained throughout the years in your chosen field.
3. **Life Experiences** - being on the local sports committee as secretary or treasurer, able to balance your own or the family budget, travelling overseas etc. Even various sports that you were/are involved with could be used as supporting evidence if they relate to the competencies and learning outcomes.

The whole process focuses on you and the knowledge you have gained. RPL does not exclude you if your evidence does not include a recognised course. In fact, the RPL process is about gathering evidence from the three main areas of formal, work and life experiences to help support your claims.

The evidence may take a variety of forms and could include certification, references from past employees, testimonials from learners and work samples. RPL is about ensuring that training is not repeated and a course participant is not doubling up on information that they already have.

As has been stated, RPL concentrates on evidence gathering which is aligned to the course outcomes, whereas CBT (Competency Based Training) can serve the same purpose by way of pre-testing trainees in the competencies of a course. This will determine how much of that course the participant will need to complete.

Who is involved in the RPL process?

There is the RPL assessor (a trainer who has knowledge of the subject); the RPL facilitator who acts as an impartial party to the whole process and ensures that all procedures are fair; and lastly, yourself, ie. The person applying, who may ask that a "referee" accompanies them who has knowledge of their abilities. This "referee" acts in a support role only and could be, for example, your supervisor/boss from work, or sporting coach etc.

The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.



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You now wish to apply for RPL.

The first and most important step is for you to determine exactly what you want to be assessed on. At this stage a decision should be made as to whether you are applying for one or more competencies. Gather as much evidence to support your application. Your evidence must match up with that particular competency. Ask your Course Coordinator for a copy of the Four Wheel Drive Queensland Training RPL booklet. This booklet will provide you with all the necessary information; in a step-by-step format; you need to apply for and complete the RPL process.

Obtaining the competencies.

The competencies for the various units are as listed in Four Wheel Drive Queensland Training RPL booklet. A competency can consist of a number of things that the RTO has deemed as a standard measuring tool on which to assess a person's knowledge. Individual units could possibly have different competencies, or to put it another way, different methods and requirements to show a person has the knowledge to perform the learning outcomes to a competent level. These then are the competencies for that unit. One important point to remember is, if a unit has safety aspects included, it would automatically be the first competency that needs to be satisfied before proceeding to others.

Once you know the competencies, and you believe that you have completed the process and have ample evidence, then notify your Course Coordinator that you have completed.

An assessor will contact you and arrange a suitable time to review the evidence. You will be notified of any feedback as a result of this review.

For more information, see Appendix A at the rear of this booklet.

Candidates with Special Needs

POLICY:

This section sets out Four Wheel Drive Queensland Training's 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 when necessary with professional bodies interested in both occupational and educational opportunities for people with disabilities and learning difficulties.

Please note that no variations in arrangements for assessment will be made that interferes with or contravenes Legislative regulations regarding the safe and legal operation of a motor vehicle.

Process:

Four Wheel Drive Queensland Training assessment processes and practices are developed to standards of competence established by the lead body for the industry, or levels of attainment specified by statutory organisations or special advisory groups. Our assessment processes and practices are designed to assess only the skills, knowledge and understanding, which are expressly required for the demonstration of competence.

One of our responsibilities is to monitor assessment practice and procedures to ensure the required standards are met. Adjustments to assessment processes and practices must continue to satisfy the requirements of these standards so as not to undermine the credibility of the awards. Issues relating to the standards themselves should be referred to the body responsible.



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Variation of Assessment Arrangements

Four Wheel Drive Queensland Training will normally vary assessment arrangements, where the standards permit, for candidates with disabilities and learning difficulties. The nature of the variations depends largely upon the training being conducted and the assessment strategy employed. Arrangements concerning variations to assessment processes and practices must be agreed between the course Coordinator and a Four Wheel Drive Queensland Training approved Trainer / Assessor.

Monitoring

Four Wheel Drive Queensland Training recognises the importance of measuring the effectiveness of this policy. The policy and practices will be monitored when necessary in order to evaluate how far our aims are being achieved. Monitoring the participation and performance of candidates with special needs will help us to identify access and equity issues and enable us to take action as may be required.

PRACTICES:

Hearing Impairment

Arrangements may include the use of a communicator/interpreter, extra time allowance and mechanical/electronic aids. In addition, candidates whose hearing loss results in a possible linguistic disability may be provided with question papers with appropriately modified wording, as recommended by a specialist teacher of the deaf.

Visual Impairment

Arrangements may include the use of a reader, tapes, question papers with large print or Braille, use of a keyboard to produce typescript or raised type responses to a question paper, extra time allowance and mechanical / electronic aids.

Physical Impairment - permanent or temporary

In cases of physical impairment resulting from, for instance, spina bifida, paraplegia or temporary incapacities, arrangements may include an interpreter, extra time allowance and mechanical/electronic aids.

Learning Difficulties

In the case of candidates with literacy or numeracy difficulties, including specific learning difficulties of a dyslexic or similar nature arrangements may include a reader, extra time allowance, and use of taped responses

Medical Conditions

In cases of candidates with medical conditions such as epilepsy, diabetes and respiratory disorders, individual cases will be considered on their merit.

Hospitalisation or Confinement to Home

In such cases, arrangements can normally: be made for an assessment to be made in hospital or at home if applicable. In the case of practical assessment, arrangements for assessment at a later date may be considered.

For more information, see Appendix A at the rear of this booklet.



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Complaint Policy and Procedure

POLICY:

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

COMPLAINT PROCESS:

If participants have a complaint with any aspect of their program, they are encouraged to speak immediately with the Course Coordinator in order to resolve the issue.

If the participant is not satisfied that the issue has been resolved, he/she should forward a written grievance to the RTO Coordinator, setting out in detail the issue(s) of concern. The RTO Coordinator will attempt to resolve the grievance within twenty (20) working days from the receipt by Four Wheel Drive Queensland Training of the written complaint. If necessary, the RTO Coordinator will invite an appropriate Four Wheel Drive Queensland representative to act as an objective party in order to negotiate a satisfactory resolution.

If the matter is still not resolved, the complainant will be advised that he/she may pursue the grievance through legal avenues, the appropriate Industry Training Advisory Body (ITAB); the Department of Training; the Anti-discrimination Board, Consumer Affairs; or other legal bodies as appropriate.

- The complainant shall be given the opportunity to present their case.
- A written statement of the complaint outcome including the reason of the decision will be supplied.

Appeal Policy and Procedure

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.

APPEALS PROCESS:

1. A Participant perceives an issue with assessment policies and/or processes and/or practices and/or outcomes and is encouraged to discuss this with the Assessor or Trainer.
2. The Assessor/Trainer discusses the issue with participant and if the issue is resolved the process is complete. If the issue is not resolved then step 3 is put in place.
3. If the appeal is against an assessment outcome, another assessor gives the participant the option of a re-assessment. If the participant is satisfied with the outcome of this second assessment, the issue is resolved and the process is complete. If the issue is still not resolved, step 4 is put in place.

If the appeal is against assessment policies, processes or practices, a Notice of Appeal form is completed by the trainee and step 4 is put in place.

4. The assessor/trainer refers the Notice of Appeal to the Four Wheel Drive Queensland Training RTO Coordinator. This referral may be undertaken on a face-to-face basis or in writing, but all documentation necessary for resolving the appeal must be supplied to the RTO Coordinator. The RTO Coordinator will give a decision within twenty (20) working days of being advised of the details of the appeal.

***ALL APPEALS AGAINST ASSESSMENT OUTCOMES MUST BE LODGED NO LATER THAN FOURTEEN (14) WORKING DAYS FROM THE DATE OF THE PARTICIPANT'S RECEIPT OF THE ASSESSMENT OUTCOME.**



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- The complainant shall be given the opportunity to present their case.
- A written statement of the appeal outcome including the reason of the decision will be supplied.

Bullying, Harassment and Victimisation

POLICY:

Legislation now prohibits the bullying, harassment or victimisation of fellow students, trainers, assessors and other staff. Four Wheel Drive Queensland Training and its 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.

Disciplinary Procedure

Should your behaviour disrupt the learning or assessment process disciplinary procedures such as a request to leave an activity area or refusal of assessment will apply. No refunds will be given because of disruptive behaviour.

The accused person has the right to lodge a complaint or grievance against any Disciplinary Procedure.

For more information, see Appendix A at the rear of this booklet.

Workplace Health and Safety

It is the policy of Four Wheel Drive Queensland Training to provide a safe and healthy work environment for all its trainees, staff and visitors and to conduct its operations so that public health and safety is preserved.

To achieve this policy Four Wheel Drive Queensland Training has a strong commitment to accident prevention, hazard elimination, control and the promotion and preservation of health.

Workplace Health and Safety is a significant responsibility of Four Wheel Drive Queensland Training and its entire staff, regardless of their role. Trainees and Visitors are also to comply with Four Wheel Drive Queensland Training Health and Safety policies, and to ensure compliance with legislative obligations.

Additionally, the following areas of responsibility are essential to the success of the policy

Four Wheel Drive Queensland Training is to actively pursue the goals set out in the first paragraph of this policy by:

- Establishing and maintaining an action plan which promotes workplace health and safety, incorporates consultative processes and provides information and training for all involved;
- Providing and maintaining safe and healthy conditions in accordance with legislative obligations;
- Reviewing this policy and monitoring its operation to ensure that the appropriate standards are being met.

Assessors/Trainers are required to ensure that:

- Information for all persons involved in Four Wheel Drive Queensland Training sponsored Training and Assessment activities is provided to increase an awareness and understanding of workplace hazards and safe work practices;
- Conditions under their control are maintained to the standards laid down by the QAFWDC;



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Four Wheel Drive Queensland Training Staff are required to:

- Work in a safe manner by following safe work practices, observing all workplace health and safety rules and where required;
- Maintain a safe and healthy workplace by eliminating potential hazards or unsafe practices or conditions which come to their attention; and
- Ensure that by their actions or omissions that they do not wilfully cause themselves or another person to be endangered.
- Four Wheel Drive Queensland Training requires the cooperation and participation of everyone in maintaining the highest standards of workplace health and safety, ensuring that this forms an integral part of club training activities.

For more information, see Appendix A at the rear of this booklet.



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APPENDIX A - Legislation Reference

Under the **AQTF standard 2 - compliance with commonwealth, state/ territory legislation and regulatory requirements**, Four Wheel Drive Queensland Training must assist you by identifying where to find the legislation that relates to many of the Four Wheel Drive Queensland Training Policies that we outline in this Booklet. Below is the name of the applicable legislation or Regulation, a brief description the purpose of the legislation and a web site to visit if you want more information. If you find any more websites of interest, please advise Four Wheel Drive Queensland Training so they can be added to this list.

Occupational Health & Safety.

- Is covered by the **Queensland Workplace Health and Safety Act 1995**
- It is implemented by the **Workplace Health and Safety Regulation 1997**

The **Workplace Health and Safety Act 1995** is about making workplaces and work practices safer for everyone. The Act sets out the laws about health and safety requirements affecting most workplaces, work activities and specified high risk plant in Queensland. It seeks to protect your health and safety and the health and safety of everyone at a workplace, while undertaking work activities or using specified high risk plant. It specifically seeks to reduce the risk of a person's death, injury or illness as a result of a workplace or work activity.

Workplace Health & Safety - <http://www.dir.qld.gov.au>

Workplace Harassment, Victimization and Bullying.

- Is also covered by the **Queensland Workplace Health and Safety Act 1995**.
- It is implemented by **Prevention of Workplace Harassment Advisory Standard 2004**.

If a person is subjected to 'workplace harassment' if the person is subjected to repeated behavior, other than behavior amounting to sexual harassment, by a person, including the person's employer or a co-worker or group of co-workers of the person that -

- is unwelcome and unsolicited; and
- the person considers to be offensive, intimidating, humiliating or threatening; and
- a reasonable person would consider to be offensive, humiliating, intimidating or threatening.

This definition is intended to cover a wide range of behaviors that can have an adverse impact on the workplace health and safety of workers and other persons. Harassing behaviors can range from subtle intimidation to more obvious aggressive tactics.

Privacy

- Is covered by the **Federal Privacy Act 1988**.

The **Federal Privacy Act 1988** deals with how any personal details collected from you are stored and used by organisations. The Act is administered by the Office of the Privacy Commissioner, whose purpose is to promote an Australian culture that respects privacy.

Office of the Privacy Commissioner - <http://www.privacy.gov.au/>



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Anti-Discrimination,

- Is covered by the **Queensland Anti-Discrimination Act 1991**.

The **Queensland Anti-Discrimination Act 1991** is an Act to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct

Anti-Discrimination Commission Queensland - <http://www.adcq.qld.gov.au/>

Equal Opportunity,

- Is covered by the **Queensland Anti-Discrimination Act 1991**.

The **Queensland Anti-Discrimination Act 1991** is an Act to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

Anti-Discrimination Commission Queensland - <http://www.adcq.qld.gov.au/>

Racial Vilification

- Is covered by the **Queensland Anti-Discrimination Act 1991**.

The **Queensland Anti-Discrimination Act 1991** promotes fairness by protecting people against a range of unfair treatment. One sort of unfair treatment is called vilification (the others are discrimination and sexual harassment), and the Act includes two types - racial and religious. At its simplest, vilification is a public act of racial or religious hatred, and the law says that such acts may be unlawful.

Anti-Discrimination Commission Queensland - <http://www.adcq.qld.gov.au/pubs/racialvil.html>

Disability Discrimination.

- Is covered by the **Queensland Anti-Discrimination Act 1991**.

Disability (or impairment) discrimination is simply treating someone unfairly or badly because of their impairment. Sometimes, this unfair treatment can be against the law. The law covering this in Queensland is the Anti-Discrimination Act 1991, which promotes fairness for everyone by protecting them against discrimination, sexual harassment and vilification in some parts of their lives.

Anti-Discrimination Commission Queensland - <http://www.adcq.qld.gov.au/pubs/impairment.html>

Vocational Education and Training.

Is covered by the **Vocational Education, Training and Employment Act 2000**

The **Vocational Education, Training and Employment Act 2000** was introduced by the Queensland Government to provide a legislative foundation for flexible high quality training to support Queensland's workforce, both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government.

Department of Employment and Training -

http://www.trainandemploy.qld.gov.au/learner/about_us/legislation/training_emp_act.html