

Course Information Outline

Unit Outline

This unit outcome requires the skills and knowledge required to obtain a licence to drive a Medium Rigid Vehicle. It includes systematically and efficiently controlling all vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, and effectively managing hazardous situations. Assessment of this unit will be undertaken within a licencing examination conducted by, or under the authority of, the relevant state/territory driver licencing authority.

MR Truck/Bus Licence

This unit applies to driving that is carried out in compliance with the licence requirements and regulations of the relevant state/territory driver licencing authority pertaining to Medium Rigid vehicles.

Delivery

Courses are available for 1 day, 1:1 Training & Assessing. The course consists of approximately 60% Practical/Theory Training and 40% Practical & Theory Assessing. Nominal hours for this unit is 40 hours however as the Course Handbook must be purchased and read (approx 33 hours) after enrolment but prior to commencing the course so that the back ground theory has already been covered the unit can be adequately delivered in a 1 day course, with the average ranging from 7~10 hrs, depending on the individual's needs. The course is conducted b/w 7am to 6pm Weekdays, or Saturday 7am~5pm. All VicRoads Certificates will be issued to the student upon completion of all requirements, during office hours 8:30am~4:30pm Weekdays, or Saturday 8:30am~11:30am. Statements Of Attainment will be posted to the applicant on successful completion of the course, within 21 days.

The Assessment Tasks to complete this unit are;

- Completed Mandatory VicRoads theory questions
- Completed Mandatory VicRoads practical tasks
- Completed the Practical tasks as per the unit.

If a student is assessed as being not yet competent a retraining and reassessment process can take place at a cost of \$130 per hour. Further details are available from Management.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is a process by which a prospective student can demonstrate knowledge and competencies currently held, as a result of past experience or training, and through this, possibly gain credit towards a qualification. RPL for this unit of competency requires evidence to be completed in the workplace. Further details are available from Yugo Driving School. Assessment via RPL will incur a fee of \$150 per hour. To apply for RPL complete the enrolment form, indicating RPL is requested by ticking the box and hand to the trainer or General Manager. Payment of a non-refundable \$150 is required to begin the process. The remainder will be billed at the end of the RPL. As this unit is associated with the issuing of a licence the assessment process is mandatory and must be successfully completed and will be charged at \$150 per hour for assessments.

Benefits of this training: Obtain a Nationally Recognised Statement of Attainment together with the Medium Rigid Licence .

Pathways: This unit of competency can contribute to Certificate II qualifications from the Transport and Logistics Training Package.

Eligibility and Entry requirements:

Participants require the following:

- Basic English and literacy skills at a level sufficient to read and interpret workplace documentation & Road Signs (tested on enrolment).
- Current Australian Car Driver Licence, held for more than 12 months & VicRoads Eligibility Check approval prior to practical assessment – Victorian Driver Licence required for sighting, or Interstate Licence plus Roads Authority Currency print out from that state.
- Course Handbook must be purchased and read (approx 33 hours) after enrolment but prior to commencing the course; Theory Test must be passed before practical test can commence.
- Suitable Footwear (closed shoes –no thongs/sandals) & Safety Vests must be worn during the course (supplied by Yugo).

Course Fees: The cost of the course is \$790~\$990 depending on gearbox, or \$130 per hour training; \$395 per assessment, per person + \$20 Study handbook (or available for free online). A discount is available for more than 2 course bookings; see Management on enrolment. Please see Fee Schedule for more information.

Enrolment Process

You may enroll at any time. Complete the Enrolment form (by email/fax/mail/in person) and send to Yugo Driving School along with your payment of the course fee to the Dandenong address in person or email/mail/fax to: PO Box 4435 Dandenong south 3164 / fax 9791.9903. You may make payment over the phone by card: 9794.0040; Visa/Mastercard/Eft; Amex payments attract an additional 2% fee. Once your enrolment and payment is processed, all course materials will be issued and your course date can be booked. The enrolment form has a short questionnaire to test your basic English and literacy skills, so that we can assess your needs.

National Recognition and credit transfer:

As an RTO, Yugo Driving School will recognise credentials issued by any other RTO in any State/Territory of Australia. If you can demonstrate that you have completed, or partially completed, relevant unit of competency through another RTO Yugo Driving School will recognise and grant credit transfer for all relevant prior learning encompassed in these credentials. Students should contact the General Manager for assistance or further information.

Refund Policy

3.1 A full refund of enrolment fees will be made if a course is cancelled by Yugo Driving School Pty Ltd for any reason.

3.2 An application for refund under any other circumstance must be made in writing to Yugo Driving School Pty Ltd clearly outlining Name, address, contact details, Course details and the reason a refund is being requested.

3.3 In all cases, refunds are at the discretion of the General Manager/Office Manager and may be negotiated on an individual case-by-case basis.

3.4 Refund conditions:

- Course changes/cancellations/transfers must be received 7 days prior to the commencement of the course otherwise no refund can be given.
- In the event the training is being paid for by an employer course fees are transferable to other employees of the company.
- No refunds will be given once a course has commenced.
- Management has the right to charge \$100 Administration fee on all course cancellations, even when 7 days notice has been given.

3.5 In the event a refund is given a note with the following detail will be entered into the student file stating date of refund, amount of the refund and the reason for the refund being granted

3.6 Staff are advised of the refund policy through Induction and students are advised in this Course Information outline and at payment.

Complaints and Appeals

If you wish to make a complaint about anything related to Yugo Driving School or appeal any decisions made by Yugo Driving School (including assessments) while undertaking the course, an informal resolution is recommended so in the first instance talk to your trainer or the RTO Management. Should the Complaint or Appeal not be resolved satisfactorily, Yugo Driving School has a formal Complaints and Appeals procedure which is available from your trainer, RTO Manager or RTO Website.

Access, Equity, Privacy and Safety

Yugo Driving School and its employees embrace the principles of Occupational Health and Safety and strive to ensure that all potential and current students receive Access and Equity into all organized courses. Yugo Driving School will ensure that any person who meets the entrance criteria has appropriate access and assistance to achieve a positive outcome. Yugo Driving School also respects individual's right to Privacy and will meet all requirements of the Privacy Legislation when dealing with Student information and records. Students must follow all signage at the RTO with regard to safety and security. Once at Yugo's Premises, applicants are required to wear Safety Vests & suitable footwear (closed shoes; no sandals or thongs).

As per VicRoads Regulations, all student's Practical road assessment will be recorded on camera (including audio) and stored at Yugo or VicRoads for auditing purposes. Students will not be expected to attend classes for more than 10 hours a day and classes will not be held outside 0700hrs to 2200 hrs on any day.

For further information please ask at reception for a copy of the Access, Equity and Diversity Policy. Students will not be expected to attend classes outside of 0700hrs to 2200 hrs on any day. Students must follow all signage at the RTO with regard to safety and security.

Client Services

Any students requiring counseling or support services should discuss the matter with their trainer. The trainer will assist where possible, and in the event that the issue is outside the trainer's area of expertise the trainer will refer the student to an appropriate resource. A list is prepared in the Student Support Services Policy. Speak to your trainer or contact the RTO for this policy.

To meet VicRoads requirements, the reasonable adjustments to the assessment process allowable are verbal & /or Interpreter adjustments to the Theory testing. Talk to your trainer/management if you need this assistance.

Student Conduct, cheating and plagiarism.

Yugo Driving School is committed to ensuring a safe and productive educational environment. Students will be required to behave in a safe, mature and respectful manner. Students are expected to cooperate with all RTO Staff and Trainers and abide by the RTO Operating procedures. Cheating and plagiarism is not acceptable at Yugo Driving School and a signed assessment coversheet to state that this is your own work will be required for each assessment tasks. If cheating or plagiarism is identified consequences will occur. Details of these consequences are available in the Discipline Policy and can be obtained by contacting the RTO however a repeat offence may result in the student being expelled from Yugo Driving School with NO REFUND.

Student records:

Student participation and progress will be monitored by Yugo Driving School trainers during the course. Students are encouraged to talk to their trainer to obtain an indication of how they are going with the course. Should individuals require access to their student files they must apply in writing to the General Manager stating full name, the reason for the access, and dated. If a student should require a re-print of a credential issued

there is a Certificate Reprint procedure, this will incur a cost of \$50 and the appropriate form is available from the RTO. Re-issuing of VicRoads Assessment paperwork and Certificate of Competence can only be done within 12 months of the original paperwork, and has an admin cost of \$50.

Continuous Improvement

Yugo Driving School is committed to continuous improvement of its operations and will therefore require you (and if relevant your employer) to complete feedback questionnaires at the end of the training. These will be simple and short and we encourage honesty in your comments so that we have opportunity to improve our training services. By signing the declaration on the enrolment form you are agreeing to provide this feedback.

Whom do I contact for further information?

YUGO Driving School, 79-85 Hallam-Valley Rd, Dandenong South, VIC 3175; PO Box 4435 Dandenong South VIC 3164
Tel: 9794 0040 Fax: 9791 9903 Email: info@yugodrivingschool.com.au

Unique Student Identifier

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). The USI gives you access to your online USI account which looks something like this: 3AW88YH9U5. A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

To get your USI follow these steps.

Step 1: Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Birth Certificate (Australian)
- Immi Card
- Medicare Card
- Certificate Of Registration By Descent
- Visa (with Non-Australian Passport) for international students
- Australian Passport
- Citizenship Certificate

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

If you do not have proof of ID from the list above, use one of the forms of USI contact details below.

Step 2: Have your personal contact details ready (e.g. email address, or mobile number, or address).

Step 3: Visit the USI website at: usi.gov.au.

Step 4: Select the 'Create a USI' link and follow the steps.

Step 5: Agree to the Terms and Conditions.

Step 6: Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 7: You should then write down the USI and keep it somewhere handy and safe.

For more information please visit: usi.gov.au, email: usi@industry.gov.au or phone the Skilling Australia Information line on 13 38 73.

If you don't supply Yugo Driving School Pty Ltd with a USI number within 14 days of completing your training, you may not receive the Statement Of Attainment. This will be at the discretion of the RTO.