

Course Information Outline

Unit Outline

This course delivers the skills and knowledge required to obtain a Victorian licence to drive a Multi-Combination Vehicle and a nationally recognized unit of competency *Licence to drive a multi-combination 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 in line with VicRoads licencing requirements.

Delivery Information

Courses are conducted one on one with a qualified, VicRoads approved trainer/assessor in an Automatic gearbox. The course duration consists of approximately 60% training and 40% assessment. The HC/MC Handbook must be read online or collected from our office after confirmation of course booking and read after enrolment but prior to commencing assessment. This is to ensure the student understands the theory component and road law prior to commencing training and assessment. The course also includes; cabin drill and inspection, load restraint and skill maneuvers. The licence can be delivered over 1 day, normally 10 hours depending on the individual student's needs. VicRoads Certificates of Competence will be issued to the student upon successful completion of all assessment requirements.

The Assessment Tasks to complete this unit are;

- Completed Mandatory VicRoads theory assessment (must be passed prior to practical assessment)
- Completed Mandatory VicRoads practical assessment (containing on road and off road skills and knowledge)

If a student is assessed as being not yet competent a retraining and reassessment process can take place at a cost of \$165 per hour. Further details are available from the Yugo Fee Schedule or Admin staff.

Benefits of this training:

Yugo Driving School is an AQSA Registered Training Organisation (RTO) and maintains compliance with the VET Quality Framework this enables you to receive a nationally recognised Statement of Attainment together with the VicRoads Multi-Combination Licence.

Pathways:

This unit of competency can also contribute to Certificate II qualifications from the Transport and Logistics Training Package or other similar qualifications. Obtaining this licence will allow individuals to be eligible to work in the transport industry and other industries where trucks are used.

Eligibility and Entry requirements:

Participants require the following:

- Current Australian car licence (held for more than 24 months), a current HC Driver Licence & hold either the HR/HC or a combination of both for more than 12 months) to be sighted by Yugo staff prior to commencing the training and/or assessment.
- Course Handbook must be rread (approx 35 hours) after enrolment but prior to commencing the course, available online or hard copy to be collected from office.
- Communication skills at a level to communicate with other road users
- Pass eye sight test and meet VicRoads eligibility requirements
- Provide evidence of identity as required by VicRoads
- Over 18 years old
- Suitable footwear (closed shoes –no thongs/sandals) and safety vests (supplied by Yugo) must be worn during the course.

Course Fees:

The cost* of the course is \$1450 depending on experience, 1:1 Training & Assessment. Training outside of course hrs is charged at \$165 per hour; Assessment is charged at \$595 per attempt, unless a course has been attempted - students can be charged then at the hourly rate of \$165 for re assessments. 5% Discount applies to multiple course bookings, see reception on enrolment.

*These figures were accurate at the time of printing however please see the Yugo Fee Schedule for up to date information.

Enrolment Process, testing and establishing individual needs

You can enroll at any time. Complete the Enrolment Form online, or submitted by email/mail/fax or deliver in person to Yugo Driving School (details on page 2) along with your payment of the course fee. We take payment over the phone with Amex/Visa/Mastercard and EFT. Once your enrolment and payment is processed 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.

Refund Policy

- 3.1 A full refund of enrolment fees will be made if a course is cancelled by Yugo Driving School 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.
 - A \$100 Administration fee will be charged on all course cancellations, (even when 7 day's notice has been given).
 - No refunds will be given once a course has commenced.
 - In the event the training is being paid for by an employer course fees are transferable to other employees of the company.
- 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 the Course Information outline and at payment.

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 possibly gain credit towards the unit of competency. However in the case of a Victorian multi-vehicle licence VicRoads requires the candidate complete a "Competency Test". This is a similar mandated assessment process as noted above and takes approximately 4 hours. Prior to assessment students will be required to undertake Pre Course Assessment to determine eligibility that ensures the safety of the assessor, other road users and Yugo vehicles.

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. However transfer of any credit must fall within the limitations of the VicRoads licencing process. Students should contact the General Manager for assistance or further information.

Complaints and Appeals

While undertaking the course 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), an informal resolution is recommended. In the first instance please talk to your trainer/assessor or RTO management. Should the complaint or appeal not be able to be resolved satisfactorily, Yugo Driving School has a formal Complaints and Appeals Procedure which is available from your trainer, RTO Manager or the RTO Website. A complaint or appeal must be made within one (1) month of completion of the course.

Access, Equity, Privacy and Safety

Yugo Driving School and its employees embrace the principles of Occupational Health and Safety and strive to ensure access and equity for all students. You must obey all OH&S procedures while training at Yugo's including following all signage with regard to safety and security. Yugo Driving School will ensure that any person who meets the entrance criteria has appropriate access and assistance to achieve a positive outcome. For further information please ask at reception for a copy of the Access, Equity and Diversity Policy.

Yugo Driving School also respects individual's right to privacy and will meet all requirements of the Privacy Act when dealing with student information and records.

As per VicRoads Regulations, **all practical driving assessments** will be recorded on camera, with audio, and stored at Yugo Driving School or given to VicRoads upon request. This is mandatory and the assessment footage is used for VicRoads auditing purposes.

Client Services

Any students requiring counseling or support services should discuss the matter with their trainer. The trainer will assist where possible, but 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.

VicRoads has mandatory requirements for reasonable adjustments to the assessment process; these are verbal and /or interpreter assistance for the theory test only. Talk to your trainer/management if you need 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, date and reason for the access. A nationally recognized Statements of Attainment will be posted to the applicant within 21 days of successfully completing the course and providing a USI number. 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 with written authorization from VicRoads 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.

YUGO Driving School contact details

Registered Training Organisation No: 22 356

Office hours 8:30am to 5pm Weekdays, or Saturday 8:30am to 5pm

79-85 Hallam-Valley Road

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

Australian Passport

Certificate Of Registration By Descent

Citizenship Certificate

Visa (with Non-Australian Passport) for

international students

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.

Important:

If you do not supply Yugo Driving School Pty Ltd with a USI number by the time you successfully complete your assessment, you will not receive a Statement of Attainment or the VicRoads Certificate of Competency which allows you to obtain the Licence.