

Course Information

Unit Outline

This course delivers the skills and knowledge required to obtain a Victorian 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 on road 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:

Obtain a VicRoads Multi-Combination Licence.

Eligibility and Entry requirements:

Participants require the following:

- Current Australian car licence (held for more than 24 months), a current Australian HC Driver Licence and hold either the Australian 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 read (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 approx. \$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 'Non NRT 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 confirmed. The enrolment form has a short questionnaire to test your basic English and literacy skills, so that we can assess your needs.

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 reversing & 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.

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:
 - o Course changes/cancellations/transfers must be received 7 days prior to the commencement of the course otherwise no refund can be given.
 - o A \$100 Administration fee will be charged on all course cancellations, (even when 7 day's notice has been given).
 - o No refunds will be given once a course has commenced.
- 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.

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 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, Manager or the Website. A complaint or appeal must be made within one (1) month of completion of the course.

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 Yugo Driving School 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 Staff and Trainers and abide by the Yugo Driving School 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 Yugo Driving School 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. 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

Office hours 8:30am to 5pm Weekdays, or Saturday 8:30am to 12pm

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