

## Course Information Outline

### Unit Outline

This unit will teach you the skills and knowledge for the operation of a industrial truck equipped with lifting media made up of a mast and an elevating load carriage to which is attached a pair of fork arms or other arms that can be raised 900 mm or more above the ground, but does not include a pedestrian-operated truck or a pallet truck. This unit requires the operator to be able plan the work, conduct routine checks on the forklift, shift loads in a safe manner, and shut down and secure the equipment after the completion of operations. Assessment of this unit will be undertaken in line with WorkSafe licensing requirements and result in a HRW license.

### Delivery Information

One, two or three day courses are offered by Yugo Driving School.

The two day course is for applicants with forklift experience and can substantiate this experience by having more than 30 hours recorded in a support letter from a manager/supervisor. A schedule and outline of the day is provided to students in the Session Plan.

The three day course is an extension of the two day course allowing more time for knowledge development, questions and discussion. Students will receive a 3 day Session/Assessment Plan.

Two and three day courses require the FORKLIFT SAFTY AND LICENCE GUIDE BOOK to be read, the FORLIFT LEARNER WORKBOOK to be completed before commencement and the FORKLIFT REVIEW QUESTIONS to be read before course commencement, approx. 32 hours. This ensures the back ground theory has been covered so that the unit can be adequately delivered in the specified timeframe. If the pre-reading and questions are not completed and the student does not pass the theory assessment they will forfeit their fee.

All courses consist of theory training in the classroom (minimal for the 2 day course) and practical training in a simulated "on the job" situation in the Yugo purpose designed warehouse. The classroom activities are delivered face to face with the trainer and cover knowledge and calculations. The practical activities and student practical assessment are conducted in the Yugo warehouse. The course is approximately:

- Two day - 60% classroom and 40% practical depending on the needs and experience of the students
- Three day - 70% classroom and 30% practical depending on the needs and experience of the students.

Courses are run by Yugo on an as needs basis. All courses are conducted from 8:30am to 4:30pm, 7:30am start on testing day.

### The Assessment Tasks to complete this unit are;

Complete the Nationally WHS endorsed HRW assessment instruments

- Knowledge Assessment
- Calculation Assessment
- Performance Assessment (practical)

If a student is assessed as being not yet competent a retraining and reassessment process can take place at a cost of \$140 per hour. Worksafe have defined time constraints on the re-assessment process. Further details are available by contacting Yugo Driving School.

### Benefits of this training

This unit is based on the National Standard for Licensing Persons Performing High Risk Work (HRW) and meets state and territory licensing requirements for operating a forklift. Yugo is an ASQA 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 HRW Licence.

### Pathways

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

### Eligibility and Entry requirements:

Participants require the following:

- Basic English, literacy and numeracy skills at a level sufficient to read and interpret workplace documentation (tested on enrolment)
- Age Requirement of 18 yrs –Photo Proof required
- Proof of Residency in Victoria
- Wear appropriate clothing and appropriate covered in robust footwear. Other PPE (high visibility vest will be provided for use in the course).

### Course Fees

The cost\* of the courses are;            2 day course: \$420 per person,            3 day course \$470 per person

A 5% discount is available for group bookings of 2 or more licence course bookings; Contact Yugo Driving School management for details. All learning resources are supplied as part of the course cost.

\*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 Visa/Mastercard and EFT. Note: Amex payments attract an additional 2% fee. 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, and through this, possibly gain credit towards a qualification. The Worksafe mandated tool allows for RPL of training but not assessment therefore all applicants will be required to undertake the 3 mandated assessment instruments described above. The Yugo RPL process for determining RPL of training involves the completion of a Self assessment Checklist based on the critical aspects of evidence of the unit of competency. Based on the response to these documents prior learning will be taken into account by enrolling in a shorter course most suited to the student.

### 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 competencies, qualifications or other formal learning pathways 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.

### 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 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.

### 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.

It is a WorkSafe requirement that the only reasonable adjustment to the assessment process allowable is verbal assessment. Talk to your trainer at enrolment if you think 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, date and reason for the access. A nationally recognized Statement of Attainment will be posted to the applicant within 21 days of successfully completing the course and having provided 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 WorkSafe Notice of assessment (NOA) paperwork within the required 60 day period, will incur a 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: 22356

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

79-85 Hallam-Valley Road  
Dandenong South VIC, 3175

PO Box 4435  
Dandenong South VIC, 3164

Tel: 9794 0040

Email: [info@yugodrivingschool.com.au](mailto: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	Medicare Card	Citizenship Certificate
Birth Certificate (Australian)	Australian Passport	Visa (with Non-Australian Passport) for international students
Immi Card	Certificate Of Registration By Descent	

**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](http://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](http://usi.gov.au), email: [usi@industry.gov.au](mailto:usi@industry.gov.au) or phone the Skilling Australia Information line on 13 38 73.

If you **do not** 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.