

## Course Information Outline

### Unit Outline

This unit outcome requires the operation of a powered industrial truck equipped with a mast and an elevating load carriage to which is attached a pair of fork arms or other attachment, for licensing purposes. This definition also includes a truck on which the operator is raised with the attachment for order-picking. This unit requires the operator to be able plan the work, conduct routine checks on the order picker, 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

Two or three day courses are offered by Yugo Driving School.

The two day course is for applicants with order picker experience (or recent LF course completion) and can substantiate this experience by having more than 30 hours recorded in a support letter from the Employer. The 2 day course has minimal time allowed for knowledge development, questions, discussions and driver practice on the order picker. Students will receive a 2 day Session/Assessment Plan.

Courses require the 'Forklift Safety and Licence Guide Book' to be read prior to course start and the 'Forklift Learner Workbook' to be completed before course commencement and Review Questions to be read and the questions completed (approx 32 hours) after enrolment but prior to commencing the course. 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 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:

- One day - 50% classroom and 50% practical depending on the needs and experience of the students
- 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 7:30am/8:30am to 4:30pm.

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

Completed the Nationally WHS endorsed 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 \$150 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 an order picking forklift. Yugo 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 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 order pickers 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)
- Proof of Victorian Residence
- Age Requirement of 18 yrs –Photo Proof required
- 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: \$450 per person, 3 day course \$550 per person

A discount is available for a group booking; 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 12 noon

79-85 Hallam-Valley Road

PO Box 4435

Tel: 9794 0040

Dandenong South VIC, 3175

Dandenong South VIC, 3164

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.