



**RTO No. 52853**

# **STUDENT HANDBOOK AND CODE OF CONDUCT**

Blue Horse Truck Driver Training  
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## **Welcome to Blue Horse**

Thank you for enrolling with Blue Horse Truck Driver Training (*referred to as **Blue Horse***). We hope you find your time with us challenging, rewarding and fun.

The course will provide you with a variety of experiences and challenges provided through a mix of theory and practical training.

Once you enrol with us, you will have rights and responsibilities related to your training, many of which are outlined in this Handbook. Please ask us for further information if you have questions that are not covered here.

The quality of your experience with the Blue Horse Truck Driver Training depends largely on your motivation and commitment.

We wish you every success.

**Malkeet Singh**

**Chief Executive Officer**

**BLUE HORSE TRUCK DRIVER TRAINING**

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# STUDENT HANDBOOK

## Introduction

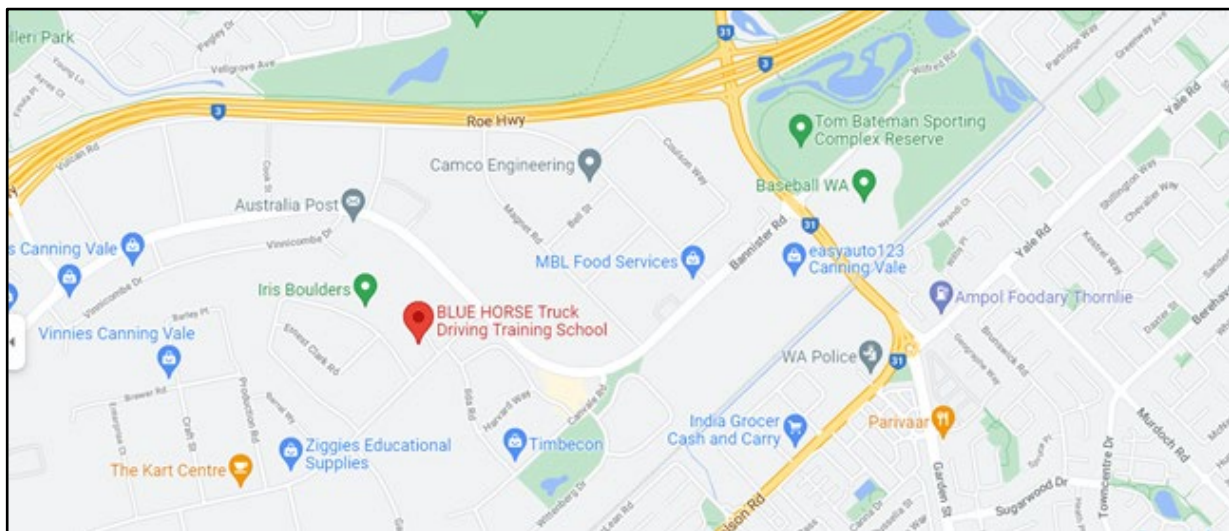
Blue Horse WA Pty Ltd, RTO code **52853**, is an approved training provider for nationally recognised TLI Transport and Logistics Driver Training package/s. The courses will provide you with the essential industry skills and knowledge and we will provide you with every assistance to make your course both enjoyable and worthwhile.

This Handbook has information about your rights and responsibilities as one of our students and our rights and responsibilities as your training organisation. If you have any questions, please ask our staff or trainers for assistance.

## Location

**Blue Horse** is located at 4-6 Mcelligott Ct, Canning Vale WA 6155.

Our facility has the capacity to deliver all programs on offer and are fully equipped with industry current resources. Our vehicles are safe, well maintained and risk assessed on a regular basis.



## Parking

There is on-site parking, however if all bays are full, Blue Horse staff will direct you to alternate parking availabilities.

## Eligibility

For this course you need to have basic to intermediate English language skills and an ability to listen and actively participate in the class.

P.S. Our trainers are fluent in English, Punjabi, and Hindi, however all reading and writing tasks are in English.

## Dress and hygiene

Comfortable clothing is generally considered appropriate with closed-in shoes.

You will be in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is required as well as wearing a mask at all times.

## Help with literacy and numeracy

If you need to improve your reading, writing or basic maths skills before attending one of our courses, you can visit the Reading Writing Hotline website at [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au) to find out where you can find help in your area to improve your language, literacy or numeracy skills.

Or in WA you can contact *Read Write Now* to be connected with one of the volunteer tutors who assist adults who want to improve their reading, writing, spelling, maths, or computer skills. Visit <http://www.read-write-now.org> and click on *FIND help*.

### Course Information

All our courses are delivered between 6am—4pm Monday to Friday and 8am -12pm Saturdays

The following training and assessment methods are used during the course:

- One on one learning with a trainer
- Written assessment of your knowledge
- Practical on-road training and assessment.

### Practical requirements

The practical on-road training and assessment of the course involves learning, practising, and driving a heavy vehicle (included but not limited to: *Prepare to Drive, Manage the Accelerator, Manage the Brakes, Manage the Steering, Manage the Gears, Use and Coordinate Inputs (Vehicle Controls), Use Safe Driving Procedures, Reversing*).

### Required units and course duration

You need to satisfactorily complete all the assessment tasks (*outlined in the Theory and Practical Assessment booklets*) within the enrolled course to receive your Statement of Attainment.

- TLIC3004 – Drive a heavy rigid vehicle  
(4 – 6 hrs one-on-one training / 1 hr Assessment(PDA))

**OR**

- TLIC3005 – Drive a heavy combination vehicle  
(10 hrs or 2 days one-on-one training/ 2 hr Assessment(PDA))

**OR**

- TLIC4006 – Drive a multi combination vehicle  
(10 hrs or 2 days one-on-one training/ 2 hr Assessment (PDA))

### Licensing

To enrol in any of the Driver Training courses, you will need to meet the minimum eligibility requirements of the Department of Transport (DoT):

*HR licencing requirements:*

- A valid **WA** C class licence for a minimum of 2 years or a LR/ MR licence for at least 1 year
- Be at least 18 years of age

*HC licencing requirements:*

- A valid **WA** C class licence for at least 3 years
- A HR or MR licence for at least 1 year

*MC licencing requirements:*

- A valid **WA** C class licence for at least 3 years
- A HR or HC licence for at least 1 year

For further information about licensing requirements visit

<https://www.transport.wa.gov.au/licensing/upgrade-add-a-licence.asp>

## **Enrolment**

### **Unique Student Identifier**

Prior to enrolling and attending a course all students MUST have a Unique Student Identifier (USI) number. We cannot issue your Statement of Attainment unless you have a USI no. If you do not have a USI visit [www.usi.gov.au](http://www.usi.gov.au) for details on obtaining your USI.

### **Pre-enrolment Information**

All applicants speak to a staff member before enrolling in the course, this is an important part of the process as it ensures that this is the right course for you. At enrolment you will be required to fill in a written enrolment form with your personal and other details. You will also need to inform us if you have any short/ long term medical or mental health issues which could affect your ability to undergo truck driver training, if need be, these issues will be disclosed to the DoT, and you may have to undergo further medical testing to deem your fitness to operate a heavy vehicle.

### **Fees**

Check the latest schedule of fees and charges available from our office and/or on our website for the current course fees. A 50% deposit is required to secure your booking with the remainder to be paid on or before the course commencement. Payment may be made by EFT, BPay, Cash or Credit Card. Credit card payments can be made over the phone. If your employer or a job network provider is paying your fees, please notify our office as soon as possible so we can arrange an invoice for payment prior to your course commencement. A Statements of Attainment will not be issued until all fees have been paid in full.

### **Overdue Invoices and Debt Collection**

All invoices must be paid in full by the due date specified on the invoice. Failure to make payment within the agreed timeframe may result in additional late fees and interest charges.

If an invoice remains unpaid beyond 30 days from the due date, Blue Horse Truck Driver Training (BHTDT) reserves the right to refer the outstanding amount to our debt collection agency (EC Credit Control). Any costs incurred in the recovery of overdue payments, including but not limited to collection agency fees, legal fees, and administrative costs, will be added to the outstanding balance and become payable by the debtor.

Additionally, Statements of Attainment (SoAs) will not be issued if payment has not been received in full within the required timeframe. Continued failure to settle overdue accounts may also result in suspension of training services and cancellation of future bookings.

### **Cancellations/ no-show fees**

Cancellations made within 24 hours of the scheduled course or failure to attend on the day of training will incur full cancellation/no-show fee.

- The original booking cannot be rescheduled under the existing cost.
- A new invoice for the full cost of the course will be issued if training is to be rebooked.
- If you are unable to attend due to illness, a valid medical certificate must be provided within 48 hours of the scheduled session - In such cases, rescheduling may be considered at our discretion.

### **Postponement**

- A course can be postponed ONCE only, provided written notice is provided within 5 working days of the scheduled course date, and has to be taken within 3 months of the original date or the fee paid will be forfeited.

### **Other Charges**

If you need a copy of your original SoA, additional fees apply. One assessment (PDA) is included in the course fees. If additional lessons or a PDA re-assessment is required additional fees apply and will be charged accordingly.

### **Refunds**

Refunds will only be reviewed if we receive a written refund request no less than 5 working days prior to the confirmed course booking. The refund will be the fee/ deposit **LESS \$100** administration fee. If you cancel less than 5 working days prior to the course booking no refund will be honoured. No refunds are given if you withdraw from the course once you have commenced training, we cannot refund for hours in credit or the assessment if you have not sat the PDA (this can be kept in credit for a maximum of 3 months).

If Blue Horse cancels a course, the students enrolled will be offered another booking or provided with a full refund. Blue Horse reserves the right to cancel, postpone or re-schedule its courses due to unforeseen circumstances. Any student enrolled will be offered a transfer to a later course date suitable to all parties concerned. In the unlikely event that Blue Horse closes or stops delivering a course, participants will be awarded a Statement of Attainment for all units completed. Participants will also be assisted to transfer their enrolment to another approved training organisation so they can complete their training.

Any student expelled/ dismissed from training for whatever reason will not be entitled to a refund, for any extenuating circumstances, a refund can only be approved at the discretion of the CEO.

### **Class Attendance**

Classes/ training commence on time as scheduled. If you are late this disrupts the flow of the training and could impede on you allocated timeslot and other students' learning, so please ensure you are punctual and committed to your training for the duration of the course.

### **Assessment Only**

If you have substantial experience and the required knowledge and practical skills necessary to meet the competency standards for any of our courses offered, you may choose the *Assessment Only* program, this means that you have completed the written and practical on-road observation assessments to a satisfactory level and have attained a valid Statement of Attainment (SoA) from another RTO. You DO NOT have to complete the assessments again. You are eligible to sit the Department of Transport's PDA without having to receive further training or guidance prior to your assessment, however you can request additional training if you require.

As part of the national recognition agreement, Blue Horse recognises qualifications and Statements of Attainment that have been issued by other RTO's.

### **Trainers and Assessors**

Our trainers and assessors have been chosen for their qualifications and current industry experience, as well as their skills in training and assessing. They have all been accredited by the DoT and meet national requirements, they have a wealth of experience to bring your course to life so you will learn what it means to really work in the industry as well as gaining the knowledge and skills you require to make you a safe and valued industry employee.

### **Rights and Responsibilities**

Blue Horse is responsible for the quality of training and assessment in compliance with the *Standards for RTOs 2015*, and for issuing your AQF certification documents – your Statement of Attainment. We are also committed to protecting your rights as outlined below.

While you are training with Blue Horse you have the right to:



- Be given accurate information about your course, training and assessment requirements and ongoing progress
- Be treated fairly and with respect by our staff, trainers and assessors and other course participants
- Learn in a safe, supportive environment, free of discrimination, harassment, and victimisation
- Receive training, assessment, and support services to meet your individual needs
- Have complaints or appeals dealt with promptly, justly, and confidentially
- Have your personal details and records kept private, confidential, and secure
- Access your own records
- Provide frank and fearless feedback on your training experience with us.

All student, throughout your training and involvement with Blue Horse have the responsibility to:

- Treat others with fairness and respect and not do anything that could offend, embarrass, or threaten them
- Not harass, victimise, discriminate against, or disrupt others during the course. This includes disruption caused by mobile phones and pagers which must be turned off during the course
- Respect the opinions and backgrounds of others
- Follow all safety procedures as directed by Blue Horse staff
- Report any safety risks or unsafe practices as soon as you become aware of them
- Not bring into the course, any articles or items that may threaten the safety of self or others
- Approach the course with personal commitment, integrity and diligence to your learning and assessment tasks
- Complete and sign all assessment tasks, honestly and without plagiarism
- Notify Blue Horse if any difficulties or issues arise during the training course
- Notify Blue Horse as soon as possible if unable to attend the training course for any reason
- Observe basic hygiene practices while on the course particularly in the kitchen and toilets as well as all Covid-19 protocols
- Follow general housekeeping rules
- Do not drink alcohol or use drugs before or during the course
  - If an individual gives probable cause for the Trainer/ Assessor to believe that the person is under the influence of drugs or alcohol, it is within their rights to immediately stop the individual from continuing any further training and/or assessment.
  - Management reserves the right to refuse training if it is suspected that the student may register a blood alcohol reading greater than the legal limit.

**Blue Horse Truck Driver Training has a zero tolerance for alcohol and drug use by students and staff**

**Occupational Health and Safety**

All students must protect their own health and safety and avoid adversely affecting the health and safety of any other person. They must not willfully or recklessly interfere or misuse anything provided by Blue Horse in the interests of health, safety, or welfare.

All students must ensure that they are not, by the consumption of drugs or alcohol, in such a state as to endanger their own health and safety or the health and safety of another person.

Blue Horse recognises the importance of providing a safe and healthy environment for participants, contractors, and visitors during their participation in work and training activities with the organisation. We strive for excellence in workplace health and safety and is committed to providing an environment which is free from risks and conducive to the productivity and efficiency needs of its

participants and others.

### **Student Support**

Being a student is sometimes challenging. Staff and trainers at Blue Horse will assist you with training and other issues whenever possible. If we can help, we will provide professional assistance and do our best to ensure a positive learning experience for you. If you need further assistance, we will assist you to access an external agency for support.

We are committed to providing support that will enable you to be successful in your course. Any specific support needs will be identified during pre-enrolment discussion or on commencement of the course so your trainers can provide the support you need during the course. The most common forms of support provided are one-on-one assistance and additional time to read and practise what is being covered.

### **Compliance with Legislation**

Blue Horse meets the requirements of the OSH Act (WA) 1984 and complies with all other relevant legislation, codes of practice, advisory and best practice standards as well as organisational policies and procedures.

All staff at Blue Horse are committed to the principles and practices of equity in education and training and we have procedures in place to ensure student concerns are dealt with immediately. Our obligations under State and Federal legislation are included in:

- Modern Slavery Act 2018 (Cth)
- The Vocational Education and Training Act (WA) 1996
- The Human Rights Commission Act 1986
- The Age Discrimination Act 2004
- The Disability Discrimination Act 1992
- The Racial Discrimination Act 1975
- The Sex Discrimination Act 1984
- The OSH Act (WA) 1984
- The Privacy Act 1998.

### **Respect for others**

Students are expected to treat Blue Horse team members and fellow participants with respect and observe any conditions which may appear in this information booklet or be raised during the course by a Blue Horse team member.

Inappropriate language and actions will not be tolerated.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, sexuality, religion or age.

Harassment and/or intimidation of staff or fellow students will not be tolerated.

Treat facilities and equipment with care and respect.

### **Behaviour**

Students are expected to participate in all theory and practical training activities and carry out any task/s within reason that are part of the training course requirements. You should complete all tasks to the best of your ability. Failure to complete any task/s or attend scheduled training may result in suspension/ cancellation of your training, the outcome will be discussed with you with either your trainer or the RTO CEO.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the course. You should behave in a way that reflects

workplace/classroom standards at all times. Students are required to be punctual to all training sessions. If you are late this may have an impact on your scheduled training allocation.

### **Disciplinary Procedures**

Where your behaviour is affecting the learning process, you will be asked to leave, re-entry to the training program will be at the discretion of the CEO and in consultation with the trainer.

Any misconduct (as per below) or incidents will result in immediate termination from the course without refund.

### **Misconduct**

Misconduct includes but is not limited to;

- Theft
- Fraud
- Violence/ assault
- Discrimination, harassment, intimidation or victimisation of staff or other student/s
- Serious negligence including OSH noncompliance
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- Being affected by alcohol and/or drugs

### **Cheating**

Blue Horse is committed to upholding standards of student integrity and honesty in regard to the assessment of your work and places value in the declarations of authenticity made by students. Plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by Blue Horse.

*Plagiarism: "the practice of taking someone else's work or ideas and passing them off as one's own"*

*Collusion: secret or illegal cooperation or conspiracy in order to deceive others*

Plagiarism and collusion are both forms of cheating (to act dishonestly or unfairly in order to gain an advantage).

Students are expected to always act with integrity and only submit work that is their own. Blue Horse has put in place several mechanisms in order to reduce occurrences and likelihood of plagiarism, cheating and collusion amongst participants including:

- Student declaration of authenticity of work submitted
- Clear assessment task guidelines;

If a claim of cheating is substantiated by the RTO, the assessment result will be recorded as 'Not Yet Competent' and you will be advised of disciplinary procedures to be taken if required. If you are unhappy with the result, you can lodge an appeal using the appeals procedure.

### **Complaints and Appeals**

If you have a complaint or grievance Blue Horse has a policy and procedure in place to address your concerns. You also have the right to appeal any decision made by Blue Horse including decisions relating to a complaint or grievance you have made. There is also a specific type of appeal you can make if you disagree with an assessment decision that has been made. This is sometimes referred to as an academic appeal to distinguish it from other types of appeal.

In summary, we will manage and respond to complaints involving the conduct of:

- Blue Horse Truck Driver Training.

- its trainers, assessors, or other staff; or
- another student at Blue Horse.

We will manage requests for a review of our decisions, including our assessment decisions.

We will ensure that we:

- apply the principles of natural justice and procedural fairness at every stage of the complaint and appeal process (i.e., the right to be heard, the evidence rule, and the rule against bias),
- make our complaints and appeals policy publicly available through our website,
- provide the procedure for making a complaint or requesting an appeal,
- acknowledge complaints and appeals in writing and finalise them as soon as possible; and
- provide for a review by an independent party agreeable to both of us if you request this because our processes failed to resolve your complaint or appeal.

If we think that more than 60 calendar days will be needed to process and finalise a complaint or appeal, we will inform you in writing, including the reasons why more than 60 calendar days are needed; and we will regularly update you on the progress we are making.

We will:

- securely maintain records of all complaints and appeals and their outcomes; and
- identify potential causes of complaints and appeals so we can take corrective action to make sure they don't recur.

### **Privacy**

We understand and respect the importance of protecting the privacy of individuals. We adhere to and complying with the Privacy Act 1988 (Cth) (Privacy Act).

As a Registered Training Organisation and DoT provider we must collect and report student information to the Training Accreditation Council, National Centre for Vocational Research (NCVER) and Dept. of Transport.

Student information collected will not be used or disclosed other than in accordance with the Privacy Policy (*provided as a declaration to read and sign*) on the enrolment form, and for the purposes for which the information was collected.

### **Course Marketing Permission**

Blue Horse may take photographs or videos during our courses and collect feedback and testimonials from our students to use in the marketing of future courses. We will only include images and written materials from you if you have provided permission for us to use the material/s. The enrolment form includes a checkbox section at the end of the document, you can tick the box if you agree to have your image/s and/or written comments used in this way.