



STUDENT HANDBOOK AND CODE OF CONDUCT

BLUE HORSE TRUCK DRIVER TRAINING RTO. 52853

4-6 Mcelligott Ct, Canning Vale , WA, 6155



Welcome to Blue Horse

Thank you for enrolling with Blue Horse Truck Driver Training (referred to as *Blue Horse*). We are pleased to welcome you and trust that your time with us will be challenging, rewarding, and enjoyable.

Your course has been designed to provide a range of learning experiences through a structured combination of theory and practical training, supporting the development of safe, competent, and job-ready skills.

Once enrolled, you have both rights and responsibilities in relation to your training. Many of these are outlined in this Student Handbook and Code of Conduct, which is intended to help you understand what you can expect from Blue Horse and what is expected of you as a learner. If you require further information or clarification on any matter not covered in this handbook, please speak with our staff — we are here to support you.

The quality of your experience with Blue Horse will depend largely on your commitment, motivation, and active participation throughout the course.

We wish you every success in your training journey and look forward to supporting you along the way.

Malkeet Singh
Chief Executive Officer

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TITLE: Student Handbook and Code of Conduct

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Introduction

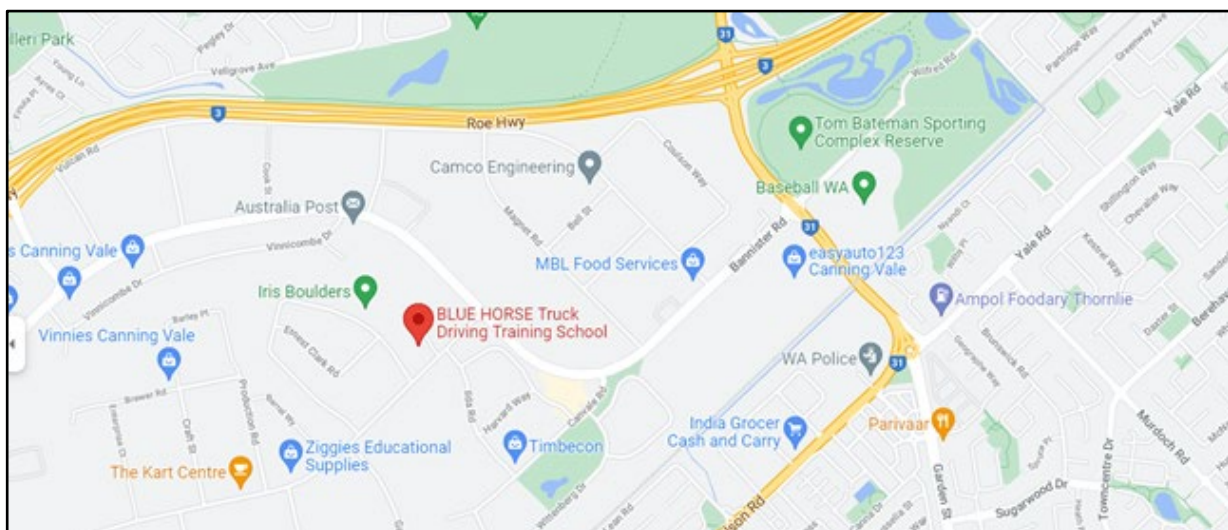
This document forms part of the learner agreement and outlines behavioural expectations while undertaking training with Blue Horse Truck Driver Training.

Welcome to Blue Horse Truck Driver Training, RTO 52853. This Student Handbook provides important information about enrolment, training, assessment, fees, refunds, student rights and responsibilities, and support services. It is designed to help you make informed decisions and understand what is expected of you during your training. 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 is equipped with industry current resources. Our vehicles are safe, well maintained and risk assessed on a regular basis.



Parking

Visitor parking is available across the road from the office. Please follow the signage.

Eligibility

To participate in this course, you must have basic to intermediate English language skills, including the ability to listen, understand instructions, and actively participate in both theory and practical training.

While our trainers are fluent in English, Punjabi, and Hindi, please note that all reading, writing, and assessment tasks are conducted in English.

Dress and Personal Hygiene

Participants are required to wear comfortable, practical clothing suitable for training activities, including closed-in shoes.

As training involves working in close proximity with others, all students are expected to maintain an appropriate standard of personal hygiene, including clean clothing and appropriate grooming. Where required by health or operational guidelines, students may also be required to wear a mask during training.

Language, Literacy and Numeracy (LLN) Support

If you feel you may need assistance with reading, writing, or basic maths skills prior to attending a course, support services are available:

- **Reading Writing Hotline**
Visit: www.readingwritinghotline.edu.au
for free information on LLN support services in your area.
- **Read Write Now (WA)**
Visit: www.read-write-now.org and select *Find Help*
to be connected with volunteer tutors who support adults to improve reading, writing, spelling, maths, or computer skills.

Course Information

Training is delivered during the following hours:

- **Monday to Friday:** 6:00 am – 4:00 pm
- **Saturday:** 8:00 am – 12:00 pm

Training and assessment methods include:

- One-on-one instruction with a qualified trainer
- Online, open-book Theory assessment
- Practical on-road training and assessment

Practical Requirements

Practical on-road training and assessment involves learning, practising, and safely operating a heavy vehicle. Activities may include (but are not limited to):

- Preparing to drive
- Managing accelerator, brakes, steering, and gears
- Coordinating vehicle controls
- Applying safe driving procedures
- Reversing and manoeuvring

Units of Competency and Course Duration

To receive a Statement of Attainment, you must successfully complete all required assessment tasks as per the Theory and Practical Assessments within your enrolled course.

The following units are offered:

- **TLIC3004 – Drive a Heavy Rigid Vehicle**
(4–6 hours one-on-one training / 1-hour PDA assessment)
- **TLIC3005 – Drive a Heavy Combination Vehicle**
(10 hours or 2 days one-on-one training / 2-hour PDA assessment)
- **TLIC4006 – Drive a Multi-Combination Vehicle**
(10 hours or 2 days one-on-one training / 2-hour PDA assessment)

Licensing Requirements

To enrol in a driver training course, you must meet the minimum eligibility requirements set by the Department of Transport (DoT).

HR Licence

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

HC Licence

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

MC Licence

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

For the most up-to-date licensing requirements, please visit:

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

Enrolment and Entry Requirements

Unique Student Identifier (USI)

All students must have a valid USI before commencing training.

Statements of Attainment cannot be issued without a verified USI.

To create or locate your USI, visit: www.usi.gov.au

Enrolment Information

During enrolment, you will be required to:

- Provide accurate personal information
- Declare any medical or health conditions that may affect your ability to safely participate in training

Some medical conditions may need to be disclosed to the Department of Transport (DoT), and further medical clearance may be required to determine fitness to operate a heavy vehicle.

Fees, Payments and Charges

Course Fees

- Current fees are outlined in the Schedule of Fees and Charges, available on our website or on request.
- A deposit is required at the time of booking.
- The balance must be paid on or before course commencement.
- Statements of Attainment will not be issued until all fees are paid in full.

Payment Methods

Payments may be made via:

- EFT
- Online payment
- Credit card (over the phone or on the day of training)
- Cash (where applicable)

If your employer or a job network provider is paying your fees, please notify us as early as possible so invoicing can be arranged.

Overdue Invoices

Invoices must be paid by the due date. Overdue accounts may:

- Incur additional fees or interest
- Be referred to a debt collection agency
- Result in suspension of training services or cancellation of future bookings

Cancellations, No-Shows and Refunds

Cancellations and refunds are managed in accordance with our Fees, Charges and Refunds Policy and Cancellation & No-Show Policy, available on our website.

Key Points

- 5 or more working days' notice may be eligible for a refund (less \$100 admin fee) or rescheduling
- Late cancellations, no-shows, or failure to meet course requirements on the day may result in the full course fee being charged
- A course may be postponed once only, with sufficient notice, and must be rebooked within 3 months

Employer-paid bookings remain payable regardless of attendance outcomes.

Attendance and Punctuality

Training commences on time. Late arrival may:

- Reduce your allocated training time
- Impact other students
- Affect your ability to complete the course

Regular attendance and punctuality are required.

Training, Assessment and Recognition

Assessment-Only Pathway

If you already hold relevant skills and competencies, you may be eligible for an Assessment-Only option. This may allow you to proceed directly to assessment with a one hour lesson to familiarize yourself with the vehicle used for the assessment.

Credit Transfer

Blue Horse recognises AQF qualifications and Statements of Attainment issued by other RTOs in accordance with national recognition arrangements.

Trainers and Assessors

Our trainers and assessors:

- Hold required qualifications and credentials
- Maintain current industry experience
- Are approved and accredited by the Department of Transport
- Deliver training aligned with industry and safety requirements

Student Rights and Responsibilities

Your Rights

You have the right to:

- Accurate and timely information
- Fair and respectful treatment
- A safe and supportive learning environment
- Training and assessment that meets your needs
- Privacy and confidentiality of records
- Access your personal records
- Lodge complaints or appeals
- Provide feedback on your training experience

Your Responsibilities

You are expected to:

- Attend training and participate fully
- Treat others with respect
- Follow safety instructions
- Not engage in harassment, discrimination, or disruptive behaviour
- Not attend training under the influence of drugs or alcohol
- Complete assessments honestly and without plagiarism
- Notify us if you are unable to attend or experience difficulties

Behaviour, Discipline and Misconduct

Inappropriate behaviour may result in suspension or removal from training without refund.

Misconduct includes (but is not limited to):

- Violence or threats
- Discrimination or harassment
- Theft or fraud
- Drug or alcohol use
 - Management reserves the right to refuse or discontinue training if it is suspected that the student may register a blood alcohol reading greater than the legal limit or is under the influence of drugs
- Serious safety breaches
- Cheating, plagiarism, or collusion

Complaints and Appeals

If you have a concern, complaint, grievance or disagree with a decision, you have the right to lodge a complaint or appeal. We will:

- Apply procedural fairness
- Acknowledge complaints in writing
- Resolve matters as promptly as possible
- Provide access to independent review if required

Complaints and appeals records are maintained securely.

Student Support

We are committed to supporting your success. Support may include:

- One-on-one assistance
- Additional time or clarification
- Referral to external support services where needed

Support needs are identified during enrolment or early in training.

Work Health and Safety

You must:

- Follow WHS instructions
- Use equipment safely
- Avoid behaviour that risks your safety or others
- Not attend training under the influence of drugs or alcohol

Blue Horse has a zero-tolerance policy for drugs and alcohol.

Privacy

We comply with the **Privacy Act 1988** and protect your personal information.

Information is collected, stored, and disclosed only as required by law and in accordance with our Privacy Policy, available on our website.

Marketing Consent

Photos, videos, or testimonials are only used for marketing purposes with your consent, which is captured during enrolment.