Roadcraft

DRIVER EDUCATION SPECIALISTS

STUDENT HANDBOOK

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1. About the Handbook

This information booklet is designed to provide you with information about the services provided by Roadcraft Driver Education and our commitment to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by Roadcraft Driver Education. This information is contained in the Course Information/Booking Confirmation supplied separately.

2. About Roadcraft Driver Education

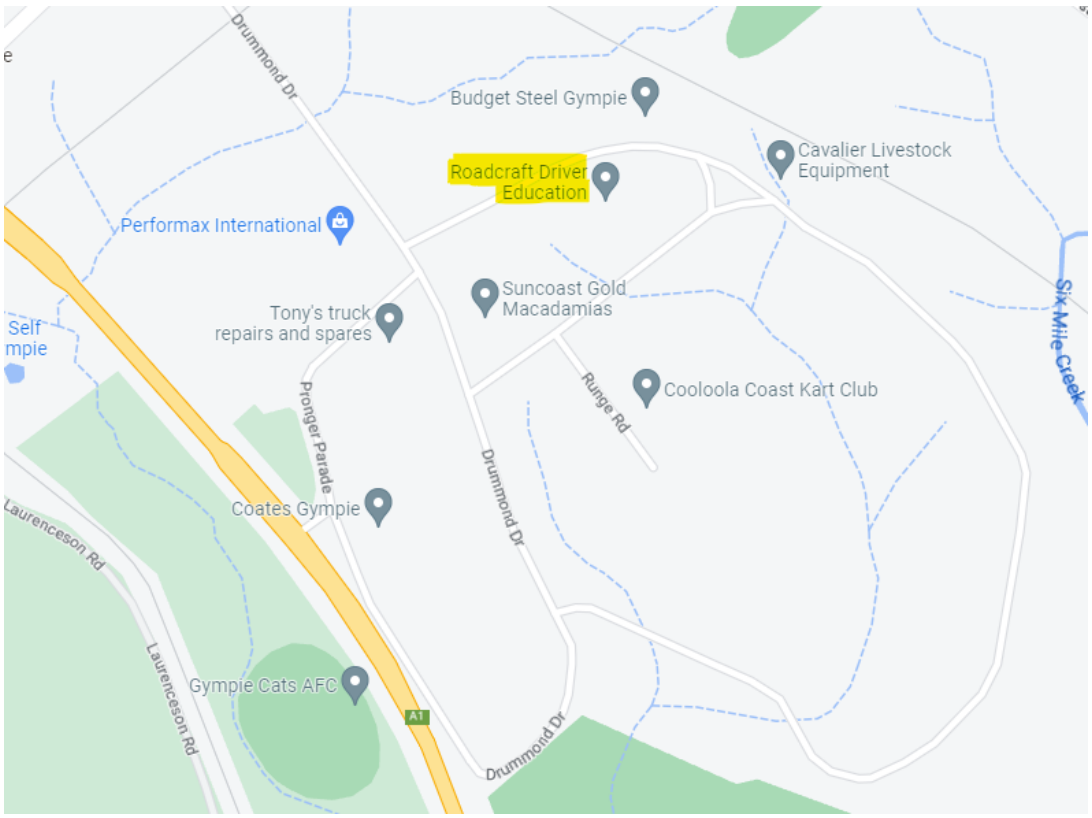
Roadcraft was established by Rotary in 1979. It was created because of the concern generated by the number of teenagers killed on the area's roads. Roadcraft was officially opened by Peter Brock in 1980 and incorporated in 1984. Since then, Roadcraft has been providing education to road uses of all ages. Over time, we have developed courses that truly are effective. Corporate clients who have fully embraced Roadcraft's training programs have consistently given excellent feedback on how these courses positively enhance their safe driving practices. We can also adapt our courses to suit individual requirements, eg include a component for driving on rough, unsealed country roads. Our overall aim is to improve individual's attitudes regarding risk-acceptance and provide the knowledge and techniques required to become safer, more aware and attentive drivers.

3. Our Mission

To prevent road trauma by providing effective road safety education to road users of all ages.

4. Contact Information

Registered Name:	Roadcraft – Queensland Driver Training Complex Inc
Trading Name:	Roadcraft Driver Education
Postal Address:	22 Dennis Little Drive, Glanmire, QLD, 4570
Site Address:	22 Dennis Little Drive, Glanmire, QLD, 4570
Phone:	(07) 5482 8833
Email:	enquiries@roadcraft.org.au
Website:	www.roadcraft.org.au



5. Our Objectives

In recognition of our mission, our objectives are:

- **People** – We strive to attract, recruit and retain talented, qualified, competent and committed people. We promote excellent performance through professional development.
- **Safety and equality –** We are committed to providing an environment which is safe, equitable and which promotes a positive, supported and productive training and assessment environment.
- **Integrity and ethics** – We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed** – We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred** – We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement** – We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and experience.

6. Our Expectation of You

Roadcraft Driver Education expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Roadcraft Driver Education.
- To be honest and respectful, this includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To utilise facilities and Roadcraft Driver Education publications with respect and honour to our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and Roadcraft Driver Education staff members and their right to privacy and confidentiality.
- To always respect Roadcraft property including the fleet of training vehicles.

7. Your Safety

Roadcraft Driver Education is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the staff.
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment.
- Keep training and assessment areas neat and tidy at all times.
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area.
- Observe hygiene standards particularly in eating and bathroom areas.

  Electrical Equipment
- Electrical equipment that is not working should be reported to staff.

- Electrical work should only be performed by appropriately licenced or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Roadcraft Driver Education will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event (see appendix A for site map).
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devise.

First Aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the Incident Register.

Computer Facilities

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current occupational health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercise as appropriate.
- Posture can be improved by adjusting chair height to that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Roadcraft Driver Education unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and Study Areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.

8. Unique Student Identifier

The Unique Student Identifier (USI) Scheme, enabled by the Student Identifiers Act 2014, allows learners to access a single online record of their VET achievements. The Scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

The online system provides each learner with a USI, which is a randomly generated alpha-numeric code that is available online and at no cost to the student. The USI number will remain with that individual student for life and be recorded with any nationally recognised VET course that is undertaken from 2014 onwards. The USI will seamlessly link information about a student's VET achievements, regardless of where they studied, enable

students to access secure digital transcripts of their achievements and give students access to, and more control over, their educational information.

Roadcraft Driver Education will adhere to all legislative requirements under the USI legislation and regulations (2014 and any amendments; this includes all Privacy requirements. Storage and security of student related documents and confidentiality of student information is documented in Roadcraft's Administration and Records Management Policy (RC301).

Roadcraft will follow the procedure as outlined in the policy:

1. All students will be required to provide their USI on enrolment.
2. Information regarding how students can obtain a USI will be published on the Roadcraft website and also in the Student Handbook.
3. Student consent is obtained in the Enrolment Application (or subsequently) to provide personal information to the Student identifier Registrar (via the USI website). Written consent is obtained at enrolment (included in the student hand book the Student Handbook).
4. It is expected that most students will be able to obtain and/or manage their own USI through the USI website, however where a student is unable to obtain their own USI, Roadcraft Compliance and/or Administration staff will assist with direction to the correct website and the required process. However, Roadcraft staff will not apply for a USI on a student's behalf.
5. All USIs, including pre-existing USIs, will be verified at enrolment by the Roadcraft Compliance Officer. USI verification is imperative prior to Roadcraft issuing a qualification.
6. The Compliance Officer will ensure that no AQF certified documentation is issued to a student who does not have a verified USI number, unless an exemption applies under the Student Identifiers Act 2014.
7. The Compliance Officer will ensure that, where an exemption described above in point 6 applies, he/she will inform the student prior to either the completion of the enrolment or commencement of training, whichever comes first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.
8. The privacy of the USI will be protected as per the processes outlined in Roadcraft's Administration and Records Management Policy

Should you require further information, please ask the administration staff for a copy of the full policy.

9. Consumer Rights

Roadcraft Driver Education will inform learners as soon as practicably possible to any changes of ownership to Roadcraft Driver Education, changes to, or new third party arrangements, and changes to any delivery of the services we are providing.

10.Access, Equity and Privacy

Roadcraft Driver Education is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Roadcraft Driver Education training staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the even that discrimination and harassment is found to have occurred, disciplinary action will be undertaken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Roadcraft Driver Education staff members and we apply complaint handling procedures advocated by the Australian Human Rights Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Roadcraft Driver Education that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a

student wishes to report an instance of discrimination or harassment to an agency external to Roadcraft Driver Education, they are advised to contact the HREOC Complaints Info-Line on 1300 656 419.

a. Access to your Records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Roadcraft Driver Education you are welcome to have access anytime and request a copy. If you require access to your records, ask your trainer and it will be organised immediately.

b. Your Privacy

Roadcraft Driver Education takes the privacy of students very seriously and complies with all legislative requirements. Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request. In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases, Roadcraft Driver Education will seek the written permission of the student for such disclosure.

c. Document Retention

Roadcraft Driver Education is required to securely retain, and be able to produce in full at audit if requested to do so, all completed student assessment items for each student for a period of six months from the date on which the judgement of competence for the student was made. Where training and assessment is conducted under government-funded agreement or contract, Roadcraft Driver Education must consider the record-keeping requirements of that agreement or contract.

Should you require further information, please ask the administration staff for a copy of the full Administration and Records Management Policy (RC301) policy.

11.Fees and Charges

In accordance with applicable legislation, Roadcraft Driver Education in entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials, text books, student services and training and assessment services.

a. Fees Payable

Course fees are payable when the student has received notification of enrolment. Fees must be paid in full within 7 days of receiving invoice from Roadcraft Driver Education, or prior to commencement of course. Roadcraft Driver Education may discontinue training if fees are not paid as required.

b. Refund Policy

We understand that sometimes, even with the best intentions, the best laid plans go awry. However, from the time the student books for the course, the place in the said course is held for them. Late cancellations cause difficulties in our endeavours to fill the course so, with the exception of certain contractual arrangements with some clients, the following will apply:

- In the case of cancellation more than 14 days before the course commencement date, alternative course dates will be offered. If none of the suggested alternate dates are suitable, then 100% course fee refund will be given within 7 days of cancellation.
- Cancellations less than 14 days before the course commencement date may result in no refund, but Roadcraft guarantee enrolment in a future course with a vacancy, at no extra cost, including administration charges.

Regardless of notice time of cancellations, full or partial refunds may be considered in the following circumstances:

- Clients who have overpaid the tuition/administration fee.
- Roadcraft cancels the course.
- If a client's/clients' application for enrolment is refused.
- In Roadcraft's opinion, the client would be unreasonably disadvantaged if not granted a refund, for example, a client meets with a serious misadventure and is unable to continue their enrolment.
- Roadcraft will refund the client for the hours granted where Recognition of Prior Learning has been conducted and therefore reduced the number of scheduled training hours.

Should you require further information, please ask the administration staff for a copy of the full policy.

c. Payment Methods

Roadcraft Driver Education accepts payment for fees using:

- EFTPOS (Credit Card upon request)
- Electronic Funds Transfer (account details included on invoice)
- Cash
- Cheque (made payable to Roadcraft Driver Education)

e. Our Guarantee to Clients

If for any reason Roadcraft Driver Education is unable to fulfil its service agreement with a student, Roadcraft Driver Education will issue a full refund for any services not provided. The bases for determining "services not provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

12.Language, Literacy and Numeracy Skills

A literacy, language and numeracy (LLN) assessment is mandatory during the enrolment phase to ensure a student has adequate knowledge and skills to complete the course. Should a student have deficiencies with language, literacy or numeracy skills, strategies will be adopted to support the student to progress in their desired training program. These strategies will be discussed with the student prior to commencing training.

To support this approach, Roadcraft Driver Education will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.
- Support the students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Roadcraft Driver Education and where this level of support is assessed as necessary.
- Negotiate an extension of time to complete training programs if necessary.

Any costs incurred for LLN support will be the responsibility of the client.

13.Recognition of Prior Learning

In accordance with the requirements of the standards for NVR Registered Training Organisations, Roadcraft Driver Education provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

a. What is Recognition?

Recognition of Prior Learning (RPL) involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect to both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that RPL is just another form of assessment.

b. Recognition Guidelines

The following guidelines are to be followed when an application for RPL is received:

- Any student is entitled to apply for RPL in a course or qualification which they are currently enrolled.
- Students may not apply for RPL for units of competence or a qualification which are not included in Roadcraft Driver Education's scope of registration.
- Whilst students may apply for RPL at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for RPL in that program at no additional charge.
- Assessment via RPL is to apply principles of assessment and the rules of evidence.

c. Forms of Evidence

Like assessment, RPL is a process whereby evidence is collected and a judgement is made by an assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence may include:

- Work records
- Records of workplace training
- Assessments of current skills
- Assessments of current knowledge
- Third party reports from current and previous supervisors or managers
- Evidence of relevant unpaid or volunteer experience
- Examples of work products
- Observation by an assessor in the workplace
- Performance appraisal duty statements

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Roadcraft Driver Education reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

14.Credit Transfer

Roadcraft Driver Education acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications. If you are seeking credit you are required to present your statement of attainment or qualification for examination by Roadcraft Driver Education.

These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copy of the original.

a. Credit Transfer Guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in Roadcraft Driver Education's scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and Roadcraft Driver Education does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek RPL.

15.Complaints and Appeals

Roadcraft Driver Education is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary (see Appendix B for a copy of the Complaints and Appeals Form).

a. What is a Complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Roadcraft Driver Education in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

b. What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Roadcraft Driver Education within 28 days of the student being informed of the assessment decision or finding.

c. Early Resolution of Complaints and Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

d. Complaint and Appeals Handling

Roadcraft Driver Education undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals will be kept by Roadcraft Driver Education including all details of lodgement, response and resolution.
- A complaint or person lodging an appeal will be provided an opportunity to formally present his or her case at no cost.

- The handling of a complaint or appeal will commence within 10 working days of the lodgement of the complaint/appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal will be provided with a written statement of the outcome, including details of the reasons for the outcome, within 21 days.

Complaints and appeals will be handled in the strictest of confidence. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur. Complaints and appeals will be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

e. External Complaints or Appeals

An external complaint or appeal can be lodged with Australian Skills Quality Authority (ASQA): 1300 701 801 or by emailing complaintsteam@asqa.gov.au

16.Issuing Certificates

AQF certification documentation (statement of attainment) will be issued to the learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to Roadcraft Driver Education have been paid. Roadcraft Driver Education will issue a certificate of completion for non-accredited training.

17.Continuous Improvement

Roadcraft Driver Education is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

a. Suggesting Improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Operations Coordinator and/or Chief Executive Officer. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Roadcraft Driver Education so we can improve our services in the future.

b. Learner Satisfaction Survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Roadcraft Driver Education for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

18.Legislative Requirements

Roadcraft Driver Education is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as an RTO, obligations to students, and relates to the industry in which training is conducted. The legislation includes (but is not limited to):

Commonwealth:

- National Vocational Education and Training Regulator Act 2011
    - https://www.legislation.gov.au/Details/C2011A00012
- Legislative Instruments Act 2003
    - https://www.legislation.gov.au/Details/C2010C00009

- Occupational Health and Safety Act 1991
    - https://www.legislation.gov.au/Series/C2004A04105
- Human Rights and Equal Opportunity Act 1986
    - https://www.legislation.gov.au/Series/C2004A03366
- Age Discrimination Act 2004 (Cwth)
    - https://www.legislation.gov.au/Series/C2004A01302
- Disability Discrimination Act 1992
    - https://www.legislation.gov.au/Series/C2004A04426
- Disability Standards for Education 2005
    - https://www.legislation.gov.au/Details/F2005L00767
- Racial Discrimination Act 1975
    - https://www.legislation.gov.au/Series/C2004A00274
- Racial Hatred Act 1995
    - https://www.legislation.gov.au/Details/C2004A04951
- Sex Discrimination Act 1984
    - https://www.legislation.gov.au/Series/C2004A02868
- Privacy Act 1988 and National Privacy Principles 2001
    - https://www.legislation.gov.au/Series/C2004A03712
- Workplace Relations Act 1996
    - https://www.legislation.gov.au/Details/C2006C00104
- Skilling Australia's Workforce Act 2005
    - https://www.legislation.gov.au/Details/C2010C00164
- Child Protection Act 1999
    - https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/ChildProtectA99.pdf
- Copyright Act 1968
    - https://www.legislation.gov.au/Series/C1968A00063
- Trade Practices Act 1974
    - https://www.legislation.gov.au/Details/C2004A00109

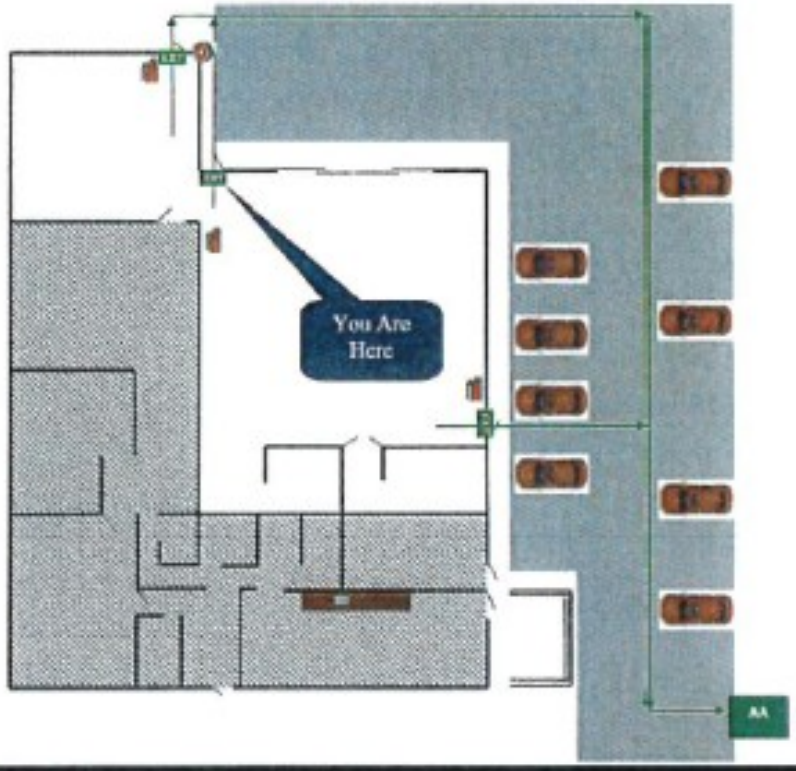
Queensland:

- Further Education and Training Act 2014
    - https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTrngA14.pdf
- Vocational Education, Training and Employment Regulation 2000
    - https://www.legislation.qld.gov.au/LEGISLTN/REPEALED/V/VocEdTrEmR00_130101.pdf
- Work Health and Safety Act 2011
    - https://www.legislation.gov.au/Details/C2011A00137
- Worker's Compensation and Rehabilitation Act 2003
    - https://www.legislation.qld.gov.au/legisltn/current/w/workerscompa03.pdf
- Child Employment Act 2006
    - https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/ChildEmpA06.pdf
- Child Protection Act 1999
    - https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/ChildProtectA99.pdf
- Fair Trading Act 1989
    - http://legislation.qld.gov.au/LEGISLTN/CURRENT/F/FairTradA89.pdf

Appendix A

EVACUATION SIGN & DIAGRAM

Roadcraft Driver Education Specialists
22 Dennis little drive, Glenmire, QLD, 4570



Dennis Little Drive

EVACUATION PROCEDURES

STAGE 1:- Removal of people from the Immediate Danger Area
Occupants and staff in the immediate danger area are to assemble a safe distance away from the fire and smoke. When the area has been evacuated all doors and windows should be closed to contain fire.

STAGE 2:- Removal to a Safe Area
If the severity of the smoke or fire warrants further evacuation, occupants should be moved through fire / smoke doors to a safe area.

STAGE 3:- Complete Evacuation of Entire Complex
Should the emergency necessitate evacuation of the whole building, the Manager or the Fire Service will direct occupants from the safe place to the **ASSEMBLY AREA.**

STAGE 4:- Roll Call.
To be conducted as soon as possible and to ensure all persons are accounted for. Report all missing persons to **FIRE OFFICERS.**

STAGE 5:- ASSEMBLY AREA

SAFETY MEASURES

- Always turn off all electrical appliances and shut all doors.
- Your first role is life safety. Only attempt to extinguish fire **IF SAFE TO DO SO.**

Mobility impaired persons should evacuate immediately on hearing the fire alarm assisted by a nominated person.

FIRE EXTINGUISHER OPERATION

- Stand well back from fire (3 M)
- Always face the fire with your back to a clear doorway
- Always be in pairs
- Use the PASS method
  - P - pull the pin
  - A - aim at edge of fire
  - S - squeeze the handle
  - S - sweep the fire

As the fire diminishes, slowly move closer towards the FIRE staying 1 m

FIRE FIGHTING EQUIPMENT

Installed in this building are:

Dry Powder Extinguishers (red with white band)

Check the Extinguisher label for instructions.

Under no circumstances should you use water on or near live electrical equipment.

HOSEREEL
EXTINGUISHER
EXIT — EXIT SIGN
PATH OF EXIT
MAIN PATH
ALTERNATE
AA — ASSEMBLY AREA

IN CASE OF FIRE

FIRE / EVACUATION PROCEDURES

R EMOVE PEOPLE
IF IN DANGER TO THE ASSEMBLY POINT

A LERT THE FIRE SERVICE
NEARBY RESIDENCE AND MEMBERS OF THE PUBLIC

C ONFINE FIRE & SMOKE
CLOSE ALL WINDOWS & DOORS (IF SAFE TO DO SO)

E XTINGUISH
AND CONTROL THE FIRE (IF SAFE TO DO SO)

Achieve Safety Training and Consulting - Mobile: 0417607422

Appendix B

Roadcraft
DRIVER EDUCATION SPECIALISTS

COMPLAINTS FORM

Any time a trainer or staff person receives a verbal complaint the learner should be directed to complete this form if the complaint cannot be resolved immediately. If the person with the complaint requires help to complete this form then find an impartial person to help with the form. Resolve complaints as soon as possible.

Complainant Name: Date:

Provide full details of complaint (i.e. date, time, place, people involved, background information, attach any relevant documents if required)
What outcome(s) are you seeking from this complaint?
Have any action(s) been taken to resolve complaint? (provide details and include, who, what and when)
To be signed by complainant that the information provided is true and accurate
Signed: Date:

Resolution sought		
Refund ☐	Meeting with OC ☐ CEO ☐	Other outcome (*please specify*) ☐_____
Outcome(s) from action(s) taken:		
Was the complaint resolved? Yes ☐ No ☐ If No, detail any follow up actions		
Detail date and how the learner was advised of the outcome(s) from this complaint?		

When the complaint has been resolved, or no further action is needed or can be taken, this complaints form must be signed by the complainant to indicate that they have been advised of the outcome and by the CEO to state that the complainant has been informed.

Complainant

Signed:	Date:

CEO

Signed:	Date:

Appendix B (Con't)

Roadcraft
DRIVER EDUCATION SPECIALISTS

APPEALS FORM

Any time a trainer or staff person receives an appeal the learner should be directed to complete this form to make a formal appeal. If the person requires help to complete this form then find an impartial person to help with the form. Resolve appeals as soon as possible.

Appellant Name:	Date:

Provide full details of appeal (i.e. unit title and code, assessment details, name of assessor, date of assessment date, attach any relevant documents if required)
What outcome(s) are you seeking from this appeal?
Are there any extenuating circumstances that you believe affected the outcome of the assessment? (please provide details or leave blank)
To be signed by appellant that the information provided is true and accurate
Signed: Date:

Resolution sought		
Re-assessment ☐	Meeting with OC ☐ CEO ☐	Other outcome (*please specify*) ☐_____
Outcome(s) from action(s) taken:		
Was the appeal resolved Yes ☐ No ☐ If No, detail any follow up actions		
Detail date and how the learner was advised of the outcome(s) from this appeal?		

When the appeal has been resolved, or no further action is needed or can be taken, this appeals form must be signed by the appellant to indicate that they have been advised of the outcome and by the CEO to state that the appellant has been informed.

Complainant

Signed:	Date:

CEO

Signed:	Date:

Page intentionally left blank

Student Declaration (detach this page)

Student Details (please print)	
Student Name	
Student Number	
Course Date/s	

Declaration

By signing the below, I _____ declare that:

- I have received the Student Handbook from Roadcraft Driver Education
- I have read the Student Handbook
- I have asked for any copies of policies I require
- I have asked for any further information I require

Student Signature:		**Date:**	