



Learner Information

Code of Practice – Terms & Conditions

The objective of the *Code of Practice* is to highlight the details of how we aim to safeguard the interests and welfare of our students to ensure they receive the highest standard of VET delivery within Australia. **Miro Training Centre (MTC) Code of Practice** is issued in the *Learner Information Pack* and available in the reception area of our Office and/or upon request.

This *Code of Practice* is to provide the student with relevant and accurate information regarding our business, the driver training courses we offer and services in place to assist the learning process and safeguard learner interests and welfare.

It is our aim to ensure that everyone who enrolls with us receives the highest standard of driver training in Western Australia.

MTC is registered to deliver a number of programs on scope, however our key focus is the provision of training and assessment in the following units of competency:

- TLIC4006 Drive multi-combination vehicle
- TLIC3005 Drive heavy combination vehicle
- TLIC3004 Drive heavy rigid vehicle

Course Information

Course information specific to each individual program is provided in the form of the *Learner Information & Enrolment Brochures*. This is designed to provide the student with information prior to deciding whether to enrol in training or attend a course. All students have the right to receive clear, comprehensive and up-to-date information on our course options.

Course Pre-requisites

Each course we offer has different pre-requisites which are detailed on the individual *Learner Information & Enrolment Brochures* and verbally communicated to students at first point of contact.

Training & Assessment Delivery

We use current; industry developed and supported learning resources and methodologies to ensure each student receives quality training and assessment. The one-on-one individual driving instruction is designed to guide students through all necessary skills and knowledge required to become a competent driver. We strive to maintain a learning environment that is conducive to student success. All training and assessments are to the nationally set standard prescribed in the Training Package TLI.

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Assessment of competency is conducted in 2 ways;

- Theory assessment questions and permit application
- Practical assessment of skills via pre-operational vehicle checks, fault finding checks, mid trip inspections, coupling & un-coupling, post-operational vehicle checks and on-road assessments. (*Dependant on the licence class*).

Once students are successful and deemed competent in the course they will receive a Statement of Attainment (SOA).

On successful completion of the course students are eligible to sit the Dept. of Transport (DoT) Practical Driving Assessment (PDA). The PDA's are assessed using the DoT specific assessment criteria. A DoT requirement is that learners pass an eyesight test at the commencement of their training. If learners usually wear glasses or contact lenses while driving these must be used during the test.

Steps on How to Receive the Truck Licence

Step 1 – On successful completion of the course you will receive a SOA from the RTO. On receipt of the SOA you will only then be eligible to sit the *final practical driving assessment* (PDA) with a DoT approved assessor. The PDA assessment will be completed in situ at the RTO venue by a DoT approved assessor once the SOA has been sighted by the DoT approved assessor.

Step 2 – Once the PDA assessment has met the standards of DoT, on successful completion, you will be issued with a *Certificate of Competency* and a *PDA sheet* along with your *Eyesight Test*.

Step 3 – You are then required to report to a DoT licensing centre taking with your (1) SOA, (2) PDA Sheet and (3) Eyesight Test (3 documents) where DoT they will provide you with the appropriate licence. Please note: DoT will not grant approval if you do not submit all three (3) documents.

#Additional fees will be charged by DoT for the licence.

Training and Assessing Staff

- Training & Assessment is conducted by qualified staff who hold the TAE40116 Cert IV in Training and Assessment
- Assessments are conducted by a qualified assessor who holds the current *Driving Assessor Licence* authorised by WA DoT
- All have extensive experience within the driving and transport industries

Flexible Learning

We offer flexibility in our training & assessment processes to meet the diverse needs of our learners. The training environment, delivery methods and assessment tools can be adapted to accommodate such things as, cultural diversity. Students can identify themselves as requiring additional assistance by disclosing this information on their *Enrolment Form* or informing any MTC staff. Students will then attend a pre-course interview with one of our trainers to discuss the circumstances and determine the best learning method.

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Students who are deemed not yet competent after their training component are encouraged to continue the learning process with additional lessons.

Enrolment & Student Induction

Once a student decides to enrol in training and assessment with MTC, they are required to read and understand the contents provided in the *Learner Information Pack* and complete the *Enrolment Form*. The *Enrolment Form* must be completed in full and returned to MTC on the first day of the training / course. Enrolment can only be finalised upon receipt of the completed *Enrolment Form* with final payment of course fees. For all courses we require a \$990 deposit in order to secure a booking.

A *Learner Information Pack* will be sent to the student, which includes the *Learning Guides* and *Theory Assessment*, as well as providing clear instructions as to what is required before the allocated training and/or assessment date.

On the first day of training students are given a thorough induction brief to ensure they are familiar with the vehicle in which they will be driving and any rules and regulations specific to the site / area where the training and assessing will occur. Students are encouraged to ask questions prior to and throughout the entire course.

Facilities / Resources - Our training venues have 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.

Fees & Charges

A payment of \$990 is required UPON booking with the final payment due on the day of the course. Our fees are inclusive of all industry relevant training material, theory and practical assessments, certification and experienced, qualified facilitators dedicated to assist in those wishing to become a competent truck driver.

Should MTC cease to operate or fail to provide the agreed services, a full refund will be made.

Our fees do not include any of the services provided by the WA DoT, such as the cost to obtain a Learners Permit or the cost to upgrade a WA Driver's License.

Refunds, Cancellations and Transfer of Date

Our refund policy is that once a learner has commenced their training or assessment, there is no refund of the course, training or assessment fees.

A full refund is provided where cancellations occur within five (5) days.

If learners wish to cancel their enrolment in one of our courses, they must inform MTC no less than 5 working days prior to course commencement. MTC will refund fees and/or deposits paid in advance (less \$60 administration fee) if received within this timeframe.

Refunds are not permitted when cancellation occurs less than 5 days prior to course commencement and all fees paid are non-refundable.

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Extenuating circumstances: Refunds may be requested out of the above timeframes should there be a valid extenuating circumstance, this will be assessed on a case by case basis. Extenuating circumstances may include but are not limited to; major illness, accident or disability, death of an immediate family member (parent, sibling, spouse, child), death of the student, political or civil unrest or a natural disaster. All refunds are approved at the discretion of the Director.

Further details regarding refunds are detailed in the RTOs *Refund Policy*.

- There is no refund to students who do not obtain their qualification after assessment.
- There is no refund for students who are removed from the program due to disciplinary actions, drugs or alcohol related issues.

Cooling off Period

A five (5) day cooling off period applies for all enrolments. However, this cooling off period is deemed to be waived if the learner commences training. By this action they are deemed to have entered fully into a contract service provision with the RTO.

Assessment Only

If a student considers they already have substantial experience, the required knowledge and practical skills necessary to meet the competency standards for any of our courses they may choose the *Assessment Only* Program. This means the student chooses to complete the assessments only (written and practical) and will not receive any training or guidance prior to assessments.

National Recognition

We will abide by the national recognition agreements formed between all states/territories of Australia, in the recognition of other RTO's training and certification therein awarded. Therefore, MTC recognises qualifications and SOA that have been issued by other RTOs, which meet the requirements of the AQF. Students who present a SOA from another RTO deeming they are competent in the specific vehicle class will be eligible to sit a Dept. of Transport Practical Driving Assessment.

Unique Student Identifier

As of the 1 Jan 2015, every person studying in Australia must have a personal Unique Student Identifier (USI) number.

This USI number will record all training and results together in an online account controlled by the student. Students will not be permitted to receive a Statement of Attainment certificate unless the training provider has a copy of their USI number.

Students have the option of creating their own USI number before they enrol, or they may authorise permission for MTC to create a USI on their behalf.

To create a USI number, a student will log onto www.usi.gov.au and click on 'Create USI'. The student will be required to enter personal details and must provide one form of ID,

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(Driver's License is recommended). A USI number will be issued and will remain with the student forever. This number must be supplied to each training organisation at enrolment.

If a student chooses MTC to create a USI on their behalf, they will be required to complete the authorising permission slip on the Enrolment Form. MTC will create the USI number and return this information to the student. MTC records the student's USI on the Student Management System only and does not disclose the number to any other third party.

Disciplinary Policy – To ensure all learners are provided with an equal opportunity to learn and achieve dysfunctional or disruptive behaviour will not be tolerated. Any Learner who exhibits such behaviour risks foregoing all rights to complete their training and assessment. **If an individual acts in an unusual manner that gives probable cause for a Trainer/Assessor to believe that the person is under the influence of drugs or alcohol, it is within their authority to immediately stop that individual from participating in any further training and assessment.**

Please Note: Any person expelled from training for disciplinary reasons will not be entitled to a refund.

We enforce a strict zero tolerance with alcohol for both Learners and staff alike.

We fully support any and all decisions made by training staff that uphold the Disciplinary Policy. Further detail regarding disciplinary action and the possible right of appeal available to Learners can be found in the *Code of Practice*.

Unacceptable behaviour may include but not limited to;

- continuous interruptions to the trainer whilst delivering the course content
- being disrespectful of other students
- attending MTC under the influence of alcohol or drugs
- using offensive language
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- smoking in non-smoking areas
- continued absences at required times

Please Note: Any person expelled from training for disciplinary reasons will not be entitled to a refund.

We enforce a strict zero tolerance with alcohol for both students and staff alike.

MTC fully supports decisions made by training staff that uphold the Disciplinary Policy.

Students may submit a formal complaint if they disagree with enforcement of the Disciplinary Policy.

Complaints Policy

All complaints and appeals will be handled fairly, effectively, efficiently and quickly. MTC will act to remedy all complaints and attempt to prevent them from reoccurring. If at any time

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during the course a student is dissatisfied with any facet of the service provided, MTC request that the issue is raised immediately with a member of our staff. MTC will attempt an informal resolution, however, at any stage the student can formalise the issue on a *Complaints & Appeals Form*.

Formal complaints will be handled by the MTC management team who will meet with the complainant to discuss the issue and attempt an amicable resolution. If dissatisfied with this outcome the complainant may lodge an appeal with an independent party who will consider the matter and make a final judgement. Our *Complaints Policy* is provided on our website.

Appeal on Assessment

If a student is dissatisfied with the outcome of an assessment a *Complaints & Appeals Form* must be lodged within 5 days of the final assessment. MTC will assess the appeals request and inform the student of the result in writing within 5 days. If dissatisfied with this outcome the student may lodge an appeal with an independent party who will consider the matter and make a final judgement.

Privacy Policy

MTC understands and respects the importance of protecting the privacy of individuals and is committed to complying with the Australian Privacy Principles contained in the Privacy Act 1988. The way MTC handles learner's personal information is in accordance with the Privacy Act. The term 'personal information' has the meaning given to it in the Privacy Act as any information that can be used to personally identify an individual. This may include their name, address, telephone number, email address, and profession or occupation (or a combination of these). MTC is an RTO and consequently must collect and report certain information to the Training Accreditation Council (TAC), National Centre for Vocational Research (NCVER) and Dept. of Transport. In addition to the information noted above, the additional information collected for these purposes includes:

- Unique Student Identifier Number
- Languages spoken at home and level of English language proficiency
- Aboriginal and Torres Strait Islander origin
- Level of schooling completed
- Employment status
- Reasons for undertaking the relevant educational course

The personal information we collect about learners will not be used or disclosed other than in accordance with the Privacy Notice (*provided as a declaration to read and sign*) on the enrolment form, and for the purposes for which the information was collected.

Access & Equity

MTC is committed to integrating access & equity principles within all services we provide to our clients. All staff recognises the rights of learners and provides information, advice and support that is consistent with our *Code of Practice*. We ask learners to provide any barriers to their learning on the *Enrolment Form* for our training staff to tailor a more flexible learning pathway. Students, who have a language barrier, may request that an interpreter attend the training, however an interpreter is not permitted to be used in the summative

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assessment. This must be supplied by the student at their own cost. MTC may refer students to additional support services they may require at the student's own costs.

We provide a safe learning environment to all students regardless of cultural background, gender, sexuality, disability or age. All participants have the right to learn in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner

Welfare and Guidance Support Services

MTC recognises that a significant aspect of quality of training programs relies on effective support and management of student and staff welfare. MTC is committed to providing students and staff with adequate access to:

- Educational, vocational, and personal counselling services;
- Flexible payment options (where possible)
- Information relating to OS&H, equal employment opportunities and anti-discrimination policies as appropriate and relevant.
- MTC will source any information/give referral information for relevant organisation/s that supply required support services

OH&S Requirements

MTC has a dedicated OH&S Representative (Director MTC) that ensures the business maintains compliant to the Occupational Health and Safety Act 1984. Workplace inspections are carried out regularly with hazards, incidents and accidents reported, recorded and acted upon to avoid reoccurring.

Smoking is not permitted within 5 metres of the office and lunchroom entrances or in the vehicles, and only permitted in the designated smoking sections of the training facility.

Dress

Students must wear enclosed safety footwear when attending our training facility. During the warmer months a hat, sun cream and water is required to avoid heat exhaustion.

Learner Records & Replacement of Records

All learners may have access to their training records upon written request through the RTO Manager. Students may have complete access to their personal records but are not permitted to remove them from MTC premises at any time.

If training has occurred more than 12 months prior, records may need to be accessed from our archive storage facility and may not be possible on the day of request. To reprint a *Statement of Attainment* the cost is \$50.

Guarantee

If significant change occurs to affect the legal status of our registered training organisation and these changes result in a situation whereby MTC is unable to continue its operations, we will honour the completion of all training and assessment for any person who has already enrolled in any of our courses. This guarantee will be at no extra cost to the student.

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Legislative Compliance

MTC is an RTO and a Registered Business, therefore must comply with various state and federal govt. legislation and regulations. MTC has a Legislation Policy and Log, which outlines how the company maintains compliance and lists the regulations and legislation in which we comply. Changes are monitored, and business practices modified to ensure continued compliance. Legislation and regulations MTC is governed by includes but is not limited to;

- National Vocational Education and Training Regulator Act 2011 (C'wealth)
- Motor Vehicle Drivers Instructors Act 1963
- Vocational Education and Training Act 1996 (WA)
- Road Traffic Act 1974 (WA)
- Road Traffic (Vehicle Standards) Regulations 1977 (WA)
- Equal Opportunity Act 1984 (WA)
- Fair Work Act 2009
- Privacy Act 1988 and the Privacy Regulation 2013
- Occupational Safety and Health Act 1984 WA
- Racial Discrimination Act 1975

Policies & Procedures

MTC policies and procedures are available on request.

Educational Standards - MTC is a nationally recognised VET provider responsible for delivering quality training and assessment in compliance with the Standards for RTO's 2015, and responsible for issuing *statements of attainment* (SOA). All our trainers and assessors possess a Cert IV in Training and Assessment and are Dept. Of Transport approved. We use current industry supported learning resources and methodologies to ensure each Learner receives quality training. We strive to maintain a learning environment that is conducive to Learner success.

Results, Resits & Re-Assessments – MTC will inform Learners of their results immediately after assessment.

Competent on the day: Learners deemed competent, are awarded a nationally recognised *Statement of Attainment* that provides details of the unit of competency.

Non-competent on the day: Learners, who are deemed not yet competent after their training component, are encouraged to continue the learning process with additional lessons. They are advised to defer the assessment at no extra cost and continue with more training until such time they are ready to continue with assessment. Learners may only defer their assessment for a maximum of 3 months. (We recommend at least 2 hours of further driving lessons prior to re-assessment).

Improvements—MTC is committed to training effectively and efficiently, ensuring the needs of our Learners are met. We undertake ongoing quality improvement and evaluation of our systems and programs. Continuous improvement is imperative for our future success. Evaluation is reviewed and correlated to identify needs and prioritise the opportunities for improvements.

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Marketing – MTC markets vocational education and training products only within its approved scope of delivery and does so with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information, no false or misleading comparisons will be drawn with any other provider or any other course.

Guarantee - If significant change occurs to affect the legal status of our registered training organisation and these changes result in a situation whereby MTC is unable to continue its operations, we will honour the completion of all training and assessment for any person who has already enrolled in any of our courses. This guarantee will be at no extra cost to the Learner.

Reasonable Adjustment - The objective of *Reasonable Adjustment* is to ensure the RTO has a specific and coordinated *set of measures, strategies and actions* to identify, adapt and provide appropriate levels of reasonable adjustment in learning and assessment for learners with disabilities. Therefore, we encourage learners to inform us of any such restriction, disability or condition providing you with a number of areas on the enrolment form to disclose this information. This will allow us to provide a learner-centred approach to their training and assessment. To encourage disclosure, we have established an *Enrolment Form* which is sufficiently robust and allows for learners to highlight a restriction, condition or disability in various areas.

We also provide robust information to the learner prior to enrolment in the form of a *Student Information Brochures, Learner Terms & Conditions Manual* and *this Code of Practice* which is located on our website as a PDF document to read or can be downloaded.

Support Services - If Learners require assistance with matters concerning Learner information, course enrolment, training services, program materials, assessment dates or any access and participation issues, they are able to contact us at any time via email: reception@mirotraining.com.au or by telephone on (08) 9459 5666 weekdays between 8:00 am - 5pm, Saturday between 7:am – 12pm.

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