STUDENT COURSE GUIDE (HR OPEN CLASS - 2 Days)

TLIC3004 Drive heavy rigid vehicle – Open Class

What does this course involve?

This course will provide the skills and knowledge required to drive a heavy rigid vehicle with 3 or more axles and a gross vehicle mass greater than 8 tonnes. You will also be allowed to tow a trailer with a maximum GVM of 9 tonnes. This course instructs you on safe driving techniques, including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations.

What will I need to do and how long will it take to complete?

The course is broken down into 2 phases:

The 1st phase – on booking/enrolment confirmation, you will receive a comprehensive *Information Pack* containing all relevant information about the course. Included in this pack are the *learner manual* and a *theory assessment* which you *must* read & complete in your own time prior to attendance of the 2-days face-to-face training and assessment component. After submitting their theory, the student will undergo an verbal authentication process with the assessor. This involves verifying the originality and integrity of the work to ensure academic standards are met. *#Reading of the learner manual and completion of the theory assessment may take between 2-6 hours.*

The 2nd phase- includes a 2-day face-to-face component at the RTO facility in Cockburn where you will receive the highest quality training, including demonstrations, tasks, activities, and practice with the opportunity to apply that training and be assessed on your skills in real-time, on-road environments.

What will I learn in this course?

Road Laws	Starting/Stopping sequence
Performing cabin checks	Wheel tracking, turning and handling
Performing pre-trip inspections	Reversing & manoeuvring
Town and highway driving OH&S procedures & regulations	Fuel efficiency

Are there any course pre-requisites or entry requirements?

To complete the course, you will need to ensure:

- You hold a C class licence for at least 2 years, or an LR class licence for at least 1 year, or an MR class licence for at least 1 year. (This will be checked by our administration manager prior to your face to face training component via a Department of Transport LAPS check).
- You have access to a PC to complete your theory assessment.
- You read a *learner manual* and complete a *Theory Assessment* in your own time prior to attendance of your 2 days of training.
- You read this *student information brochure* to ensure you understand what the course will entail.
- You read through all documents in the *HR Learner Information Pack,* when you formally enrol and receive the documents, then complete your theory assessment in your own time (2-6 hours). It is important you thoroughly read through the contents of the *HR Learner Manual* as we will verify your knowledge by verbally questioning you throughout the day of training. The verbal questions are part of your overall assessment for this unit.
- Loose fitting clothing and enclosed flat shoes must be worn for the day of training.
- You will be required to provide your *Unique Student Identifier* number prior to the commencement of the course.
- You read through all documents we send you in the form of the *HR Information Pack*, prior to your attendance on the day of training.
- A Dept. of Transport requirement is that you pass an eyesight test at the commencement of your training. If you usually wear glasses or contact lenses while driving these must be used during the test on the day of training.
- You provide two (2) forms of ID on day of training.

How does the course work?

We offer this course as a trainer/learner ratio of 1:1 ONLY **over 2 days** which include 6 hours of practical training (split over the 2-days) and DoT PDA. This one-on-one training approach enables better engagement with you to allow

emphasis on sufficient training, skills demonstrations, tasks, activities and practice before any practical on-road activities can be performed, which is paramount to the performance requirements of this program.

This allows you and the trainer to work closely together to ensure all components of the training for this unit are met; training, skills demonstrations and practice are thoroughly covered with feedback on your performance consistently provided before the practical assessments commence at the end of the days training.

However, prior to this training commencing you are required to read the *Learner Manual* and complete the *Theory Assessment* in your own time before you attend the RTOs 2 days of training. If you do not provide your completed Theory Assessment on the day of training your training may be cancelled.

How will I be assessed?
Assessment of competency will be conducted as follows:

1. Theory assessment – A series of questions to complete.
2. Theory assessment – A permit application to complete.
3. Practical assessment of driving skills including:
    - pre-operational and post-operational vehicle inspections
    - fault-finding checks
    - on-road assessments

Please ensure you read the *Learner Guide/Manual* completely prior to your course commencement, as we will verbally assess you on parts of the criteria from the guide during your day of assessment.

Please read the *Information on the Practical Driving Assessment* included in the *HR Information Pack* for complete details on the practical assessment criteria for DoT purposes.
On *successful completion* of all the assessments you will receive a *Statement of Attainment*. You will then be eligible to sit the Dept of Transport Practical Driving Assessment (PDA). The PDA is conducted over a 45-minute period.

How do I enrol?
Simply complete the *Enrolment Form* (we send out to you in a separate document) and return it to us promptly. Please ensure **ALL** fields are completed and you have signed and dated to confirm you understand all the information pertaining to your enrolment. Enrolment can only be finalised upon receipt of the completed *Enrolment Form* and payment of course fees.
For all 2 days courses we require a payment of $500 in order to secure a booking and the balance to be paid on the day.

What should I bring with me?
You will need to bring with you your C class licence which you have held for at least 2 years where the administration manager will take a copy for our records. You may also require bottled water, sunscreen and a hat. Please ensure you wear appropriate full shoes, pants or jeans, long sleeve shirt or T' shirt whilst you undergo the face to face component.

What happens when the UOC is completed and I have attained my Statement of Attainment (SOA) with the RTO –

How do I gain my licence from there?

Step 1 – On successful completion of the course the learner will receive a *Statement of Attainment (SOA)* from the RTO. On receipt of the SOA the learner will only then be eligible to sit the Department of Transport (DoT) *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 assessor.

Step 2 – Once the PDA assessment has met the standards of DoT, on successful completion, the learner will be issued with the *PDA sheet* along with their *Eyesight Test*.

Step 3 – The learner will then be required to report to a DoT licensing centre taking with them the following three (3) documents: (1) *SOA, (2) PDA Sheet and (3) Eyesight Test* where DoT will then provide them with the appropriate licence.

Please note: DoT will not grant approval if learners do not submit all three (3) documents.
#Additional fees will be charged by DoT for the licence.

Flexible Course Options
We believe in offering the flexibility to accommodate for different personal requirements and recognise that Learners may already have some skills and knowledge from their previous experience. The options are as follows:

Mode of delivery

Program	Duration	Assessment
1 – Full Program (2 days) This mode would suit an *inexperienced* learner with minimum experience in this area .	Learners with *minimum* experience will be offered this course as follows: • On booking/enrolment confirmation, the learner will receive an *Information Pack,* outlining the details of the program. Included in this pack is a *learner manual* and a *theory assessment* which the learner *must* read & complete in their own time prior to attendance of the 2-days face-to-face training and assessment component. Reading of the learner manual and completion of the theory assessment, may take between 2-6 hours. . After submitting their theory, the student will undergo an verbal authentication process with the assessor. This involves verifying the originality and integrity of the work to ensure academic standards are met. • Attendance at a 2-days face-to-face training and assessment component is conducted at the RTO facility in Cockburn where learners will receive individual tuition, hands on driving experience, mentoring and full learning support. Including the highest quality training, with the opportunity to apply that training and be assessed on their skills in real-time, on-road environments.	1. Theory Assessment 2. Permit Application 3. Pre-Operational Vehicle Check 4. Fault Finding Check 5. Post operational Check 6. Practical On-Road Assessment
2 –Flexible Delivery This mode would suit a learner who is *inexperienced* and wishes to complete the program over a period of time or scheduled blocks.	Learners with *minimum* experience will be offered this course as a written and practical program in scheduled blocks or as required#. • On booking/enrolment confirmation, the learner will receive an *Information Pack,* outlining the details of the program. Included in this pack is a *learner manual* and a *theory assessment* which the learner *must* read & complete in their own time prior to attendance of the 2-days face-to-face training and assessment component. Reading of the learner manual and completion of the theory assessment, take between 2-6 hours or may take longer. After submitting their theory, the student will undergo an verbal authentication process with the assessor. This involves verifying the originality and integrity of the work to ensure academic standards are met. • Attendance at a split or scheduled block face-to-face training and assessment component is conducted at the RTO facility in Cockburn where learners will receive individual tuition, hands on driving experience, mentoring and full learning support, including the highest quality training, with the opportunity to apply the learning in real-time, on-road environments. # *Scheduled blocks of training to suit individual needs*	1. Theory Assessment 2. Permit Application 3. Pre-Operational Vehicle Check 4. Fault Finding Check 5. Post operational Check 6. Practical On-Road Assessment

3 – **Assessment Only** * This would suit a learner who is highly *experienced* and feels they have the skills, knowledge and experience to complete this program via an assessment only means.	Learners who feel they have the necessary skills and knowledge to move directly to the assessment phase have the option to complete the *Assessment Only Program*. This is an assessment only pathway with no training provided.	1. Refresher Drive 2. Theory Assessment 3. Permit Application 4. Pre-Operational Vehicle Check 5. Fault Finding Check 6. Post operational Check 7. Practical On-Road Assessment 8. Verbal Questioning
DoT PDA ONLY		**Process &Assessment requirements**
4 – **PDA ONLY (External Client)** This would suit an external client who holds a current SOA from another RTO and wishes to complete the PDA with HTT	External clients who hold a current and verified statement of attainment (SOA) from another RTO will be eligible to sit the PDA with HTT.	1. Enrol 2. Verify licence 3. Verify SOA 4. Complete Eye Test 5. Refresher drive 6. Complete PDA (45 mins)
5 – **PDA ONLY (Internallearner)** This would suit a learner who was deemed not competent from HTT after completing their initial PDA and wish to be re-assessed by HTT	Internal learners who have gone through the entire process with HTT to gain their statement of attainment (SOA) but who have failed their initial PDA can be re-assessed via a further PDA with HTT.	1. Refresher drive 2. Complete PDA re-assessment (45 mins)
6 – **PDA ONLY (External Client)** This would suit an external client who was deemed not competent from another RTO after completing their initial PDA with that RTO	External clients who have gone through the entire process with another RTO to gain their statement of attainment (SOA) but have failed their initial PDA with that RTO and wish to complete a re-assessment PDA with HTT.	1. Enrol 2. Verify licence 3. Verify SOA 4. Complete Eye Test 5. Refresher drive 6. Complete PDA re-assessment (45 mins)

What is the accreditation process?

On successful completion of this course Learners will receive a nationally recognised '*Statement of Attainment*' for TLIC3004 Drive heavy-rigid vehicle. Learners are then eligible to sit a Dept. of Transport Practical Driving Assessment. If the Learner meets the required Dept. of Transport standard they can then proceed to a Department of Transport licensing office to complete the licensing aspect.

*Please note: a separate licence fee will apply when a *Statement of Attainment, PDA and eye test* is presented at any Driver and Vehicle Services centre or regional agent. You will not be entitled to drive a HR class vehicle until you have presented the three (3) documents, paid the processing fee, and the new class has been added to your licence record.

What do I need to do before I attend the course?

Prior to course commencement you will receive the *'HR Training Pack'* which contains; an instructional *Cover Sheet for HR Driver Training;* the *Information on the Practical Driving Assessment for HR Class*; *Code of Practice*, the *Learner Guide* and a *Theory Assessment.* Learners are required to read all the information and complete the *Theory Assessment* before course commencement, which must be submitted to the assessor on the day of training.

- Please ensure you read the *Learner Guide* completely prior to your course commencement, as we will verbally question you on parts of the criteria from the guide during your day of assessment. The verbal questions throughout your day of training form part of your overall assessment. The student will undergo an verbal authentication process with the assessor. This involves verifying the originality and integrity of the work to ensure academic standards are met.

Fees and Charges Full Program

- HR- Open (Road Ranger) 2-days full course = $1,650
- Assessment ONLY = $1,700 (Interview with an assessor and assessments)

- Individual driving lessons $320 per 2-hour blocks (no 1-hour blocks)

The course fees include one-on-one training with a qualified trainer, driving experience in a late model Heavy rigid vehicle, a *HR Student Information Pack*, and a *Statement of Attainment*.

Fees and Charges DoT PDA Only

- **PDA ONLY** (External new client who holds a current and verified SOA from another RTO and wishes to complete the PDA with HTT= $680 (includes 45 minutes of training)
- **PDA ONLY** (Internal learner deemed not competent from HTT on initial PDA test and requires re-assessment = $580 (includes 45 minutes of training)
- **PDA ONLY** (External client deemed not competent from another RTO on initial PDA and wishes to be re-assessed with HTT = $680 (includes 45 minutes of training)

We have a fixed deposit payable on enrolment ($500), and the balance to be paid in full on scheduled day of training /assessment.

Please note: All Dept of Transport Practical Driving Assessments incur an additional fee.

Practical Driver Assessment (PDA) and Licence Requirements

A DOT PDA can only be undertaken after the participant has been issued a Statement of Attainment (SOA) confirming competency in the relevant unit. HTT does not charge PDA fees separately. If a participant chooses not to continue training, or if competency is not achieved during the initial course, no refund will be provided for PDA-related fees. It is the participant's responsibility to ensure their driving licence is valid and current. No refund or credit will be provided if licence status prevents participation in training. HTT can only commence training with a valid Western Australian licence, and any licence changes or updates are the responsibility of the participant.

What are my employment opportunities once I have successfully completed the course?

A licensed HR vehicle driver can perform such duties in the following industries; Gas Industry, Transport and Logistics, Forest and Forest Products, Property Services, Automotive Industry Retail, Service and Repair.

Proposed Delivery Plan – over 2 days

Session / Time	Topic/Theme/Guidelines:
Session 1a – Intro (5 mins)	Welcome In: *Learner Induction Brief* and general housekeeping procedures including OHS requirements. Introduction to the course including explanation of the contents of the course, the activities involved and the method of assessment.
Session 1b – Marking of theory assessment (15 mins)	Trainer to run through and mark the *Theory Assessment* paperwork collected from the learner.
Session 1c – Debrief & Eye test (20 mins)	1. Trainer to run through and mark the *Theory Assessment* paperwork collected from the learner. 2. Trainer de-briefs the learner on the *Theory Assessment*. Trainer will go through each of the *Theory Assessment* responses presented by the learner, discuss and provide feedback. Trainer will undergo the authentication process with learner and provide feedback.

Proposed Delivery Plan – over 2 days

Session / Time	Topic/Theme/Guidelines:
Session 2 (60 mins)	HR Training Commences - Part 1 **Training commences: <u>Training, explanation and demonstrations on:</u>** • Visually checking the vehicle • Pre-Trip Cab Inspection • Gear layout, gear box control and effective gear selection • Operation of lights and indicators • Operation of brakes • Tyre pressure management • Topping up fluid levels • Carrying out pre-operational checks • Maintenance of vehicle and service logbook • Relevant Australian Standard, Legislation and Regulations • Hazard identification and hazard prevention
Session 3 (60 mins)	HR Training - Part 2 **<u>Training, explanation and demonstrations on:</u>** • Starting the vehicle • Operating vehicle controls, instruments and indicators • Steering & manoeuvring the vehicle • Handling the vehicle • Accelerating & braking • Managing engine performance • Reversing the vehicle • Positioning and stopping the vehicle **<u>Discuss:</u>** • Anticipating and monitoring traffic hazards and taking appropriate action • Applying precautions and required action to eliminate, minimise or control hazards • Applying relevant procedures that reflect legislative requirements • Communicating effectively with other road users
Session 4 Close (35 mins)	**<u>Close day 1 training and discuss process for day 2 activities</u>** Trainer to gather all theory assessments from learners and confirm all learners are ready for day 2 activities.
Delivery Plan - Day 2	
Session 5 (60 mins)	HR Practical Training - Part 3 **Practice commences:** • Vehicle & cabin checks • Vehicle is started, steered, manoeuvred positioned and stopped • Gear layout, appropriate gear box control and effective gear selection • Braking and effective vehicle control under all conditions • Reversing the vehicle • Vehicle is parked, shut down and safely secured. • Maintenance of vehicle and service logbook • Performance of vehicle monitored during use • Driving over differing routes and surfaces

Proposed Delivery Plan – over 2 days

Session / Time	Topic/Theme/Guidelines:
	• Ground suitability • Monitoring traffic flows • Route deviations and delays • Hazard control measures
Session 6 (60 mins)	HR Practical Driving Assessment (Formative) **Practice on:** • Vehicle & cabin checks • Prepares to Drive • Manages the Accelerator • Manages the Brakes • Manages the Steering • Manages the Gears • Uses and Coordinates Inputs (Vehicle controls) • Uses Safe Driving Procedures • Reversing • Post trip check
Section 7 (45 mins)	HR Practical Driving Assessment (Summative) **Practical assessment commences:** • Vehicle & cabin checks • Prepares to Drive • Manages the Accelerator • Manages the Brakes • Manages the Steering • Manages the Gears • Uses and Coordinates Inputs (Vehicle controls) • Uses Safe Driving Procedures • Reversing • Post trip check Additional verbal questions are asked by the trainer to verify the learners understanding.
Session 8 (15 mins)	**Training Sign Off:** After completing the required assessments, a final decision about the learner's competence will be made. Feedback to the learner on their performance (highlighting both positive comments and room for improvement is provided). Completion of the required paperwork, including signatures of those involved, and an explanation of how the learner is to proceed. • If the competency has not yet been achieved, reason for the judgement and information of the conditions of further training required, and the timing of a re-assessment. • If the learner is deemed competent in their training, they are issued with a SOA. • If the competency has been attained, learners are then eligible to sit the DoT PDA.

IMPORTANT: LEARNERS MUST READ AND UNDERSTAND THE FOLLOWING INFORMATION

CODE OF PRACTICE

The following information relevant to Learner enrolment, training delivery and assessment, has been extracted from our *Code of Practice* and summarised below. The *Code of Practice* details how we aim to safeguard the interests and welfare

of our Learners and staff to ensure all our clients receive the highest standard of Vocational Educational Delivery (VET) delivery within Australia. The *Code of Practice* is issued in the *Learner Information Pack.*

Educational Standards – HTT is a nationally recognised VET provider responsible for delivering quality training and assessment in compliance with the Standards for RTO's 2025, 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.

Unique Student Identifier - As of 1 January 2015, every Learner studying in Australia must have a USI number. Learners can create a USI number by logging onto www.usi.gov.au, prior to attending training or may authorise our RTO to create a USI number on your behalf. If you prefer we to create a USI for you, please complete the last page of the Enrolment Form.

Recognition of Prior Learning (RPL) - Learners are offered RPL**.**

Assessment Only - Should learners feel they have the necessary skills, knowledge and experience necessary to meet the competency standards for this course they may choose to complete an ***Assessment Only*** pathway. This means the Learner chooses to sit the assessments only (written and practical) and will not receive any training prior to assessments. Should you wish to continue on this pathway contact our office for more details.

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, we recognise qualifications and statements of attainment that have been issued by other RTOs. Learners who present a *Statement of Attainment* from another RTO deeming they are competent in the specific vehicle class will be eligible to sit a Dept. of Transport Practical Driving Assessment.

Results, Re-sits & Re-Assessments- We 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. If assessments are completed on the weekends, the *Statement of Attainment* will be mailed within 5 working days. ***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. 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).

A *Statement of Attainment* cannot be issued unless the Learner has released their USI number to our RTO.

Wait Time For Another Assessment If Unsuccessful On First Attempt - In the event you were *not successful* in gaining your SOA on the 1st attempt it may take up to 2 weeks to initiate another assessment for you due to the RTOs pre-bookings.
We will however ensure you are booked in for a further assessment at the very earliest opportunity.

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.

OH&S Requirements - Learners must wear enclosed safety footwear when attending our courses. During the warmer months a hat, sun cream and water is required to avoid heat exhaustion. All breaks provided during the courses are mandatory as per Fatigue Management Laws.

Refunds -If you wish to cancel your enrolment in a 2 days course you must inform us in no less than 7 working days prior to course commencement. We will refund fees and/or deposits paid in advance (less $120 administration fee) if received within this timeframe. Refunds are not permitted when cancellation occurs less than 7 days prior to course commencement.
Refunds *may* be considered in *extenuating circumstances*, where less than 5 days' notice is provided; however, this will be reviewed on a case by case basis only.
If you are advised to defer your assessment you will receive a credit for that amount, this is not permitted to be refunded.

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.

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*.

Complaints - All complaints will be handled fairly, effectively, efficiently and quickly. We will act to remedy all complaints and attempt to prevent them from reoccurring. If at any time during the course you are dissatisfied with any facet of the service provided, we ask that you raise the issue with a member of our staff. We will attempt an informal resolution. Should *informal* resolution not be achieved learners are able to move through a *formal* process and complete a *complaints form*.
Formal complaints will be handled by the RTO 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 for further information.

Appeal on Assessment - If you are dissatisfied with the outcome of your assessment you must lodge a *Complaints & Appeals Form* within 5 days of the final assessment. We will assess the appeals request and inform the Learner of the result in writing within 5 days. If you are dissatisfied with this outcome you may lodge an appeal with an independent party who will consider the matter and make a final judgement. Please contact our staff if you wish to commence this process.

Privacy Policy – We understand and respect 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 we handle your personal information is in accordance with the Privacy Act.
As a Registered Training Organisation we must collect and report certain information to the regulators, Training and Accreditation Council and Dept. of Transport. This includes your name, address, telephone number, email address, drivers licence details, including the additional information:

- Unique Learner 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 you will not be used or disclosed other than in accordance with the Privacy Act, and for the purposes for which the information was collected.

Learner Records - All learners may have access to their training records upon written request through the RTO Manager/CEO. Learners may have complete access to their personal records but are not permitted to remove them from the premises at any time. If training has occurred more than 12 months prior, records may need to be accessed from our archive storage and may not be possible on the day of request. Copies of the *Statement of Attainments* cannot be provided to anyone other than the Learner without written consent. To reprint a *Statement of Attainment* the cost is $50.

Access & Equity–We are committed to integrating access & equity principles within all services we provide to our clients. All staff recognise the rights of learners and provides information, advice and support that is consistent with our *Code of Practice*. We provide a safe learning environment to all Learners regardless of cultural background, gender, sexuality, disability or age. All Learners 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**.**

Barriers for your Learning - In order for our training staff to tailor a more flexible learning pathway please provide details of any potential barriers to your learning on the *Enrolment Form and on initial discussion with our staff*. There are also

markers within the enrolment form to highlight any such barriers.
Learners, who have a language barrier, may request that an interpreter attend the training. This must be supplied by the Learner at your own cost.

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 you 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 your training and assessment.

Improvements—We are 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.

Marketing – We market 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 - In the event that significant change occurs to affect the legal status of our RTO and these changes result in a situation whereby we are unable to continue 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.

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, you are able to contact us at any time via email: contact@highwaytrucktraining.com.au or by calling **0416 480 929**. If the assistance is directly related to course content, Learners should indicate the most convenient time one of our specialist Trainer & Assessor staff can contact them.