



STUDENT HANDBOOK AND CODE OF CONDUCT

Red Sand Truck Driver Training
33 Rothschild Pl, Midvale, WA 6056

Welcome to Red Sand:

Thank you for signing up with Red Sand Truck Driver Training (referred to as Red Sand). We hope that your experience with us will be stimulating, fulfilling, and enjoyable.

The course will give you a range of experiences and challenges delivered through a mixture of both theoretical and practical instruction.

Once you enrol with us, you will have rights and obligations relating to your training, many of which are described in this Handbook. If you have any questions that aren't answered here, kindly ask us for more details.

Your motivation and dedication will have a big impact on how well you respond to the Red Sand Truck Driver Training. We hope you are successful.

Mr. Sam
Chief Executive Officer
RED SAND TRUCK DRIVER TRAINING

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Title: Red Sand Truck Driver Training Student Handbook

Red Sand WA Pty Ltd's

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Introduction:

An authorised training provider for nationally recognised TLI Transport and Logistics Driver Training package/s is Red Sand WA Pty Ltd. You will acquire the necessary knowledge and abilities for the industry through the courses, and we will make every effort to make your time in school interesting and worthwhile.

This handbook contains details on both your rights and obligations as one of our students and our rights and obligations as your training provider. Ask our staff or trainers for assistance if you have any questions.

Location:

Red Sand is located at 33 Rothschild Pl, Midvale, WA 6056

Our facility is completely furnished with up-to-date resources for the sector and is capable of delivering all programmes offered. Our vehicles are secure, well-maintained, and regularly risk-assessed.

Parking:

Parking is available on-site, but if it's all taken, Red Sand personnel will point you in the direction of other parking options.

Eligibility:

You must be able to actively participate in class discussions and have basic to intermediate English language abilities in order to succeed in this course.

P.S. Although all reading and writing assignments are in English, our instructors are also fluent in Punjabi and Hindi.

Dress and hygiene:

Clothes that are comfortable can go with closed-toe shoes.

You will be in close proximity to other people, therefore you should take care with your personal hygiene (clothes, hair, deodorant, etc.), as well as wearing a mask at all times.

Help with literacy and numeracy:

If you need to enhance your reading, writing, or fundamental maths skills before enrolling in one of our courses. Visit the Reading Writing Hotline website at www.readingwritinghotline.edu.au to learn where you may obtain help in your region to improve your language, literacy, or numeracy skills.

Alternatively, in WA, you can get in touch with Read Write Now to be placed in touch with a volunteer tutor who can help individuals who want to sharpen their reading, writing, spelling, arithmetic, or computer abilities. Click FIND assistance on the website <http://www.read-write-now.org>.

Course Information:

We deliver all of our courses, on weekdays from 6 am to 4 pm and on Saturdays from 8 am to 12 pm

During the course, the following methods for training and evaluation are employed:

- Direct instruction from an instructor
- A knowledge evaluation in writing
- Assessments and practical on-road training.

Practical requirements:

The course's practical on-road training and assessment involve learning, practising, and operating a heavy vehicle. (This includes, but is not limited to, the following skills: Prepare to Drive, Manage the Accelerator, Manage the Brakes, Manage the Steering, Manage the Gears, Use and Coordinate Inputs (Vehicle Controls), Use Safe Driving Procedures, and Reversing.)

Required units and course duration:

To get your Statement of Attainment for the course you are enrolled in, you must successfully complete all of the assessment tasks (included in the Theory and Practical Assessment booklets).

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

Or,

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

Or,

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

Licensing:

You must fulfil the Department of Transportation's (DoT) minimal eligibility requirements in order to enrol in any of the Driver Training courses:

Licence requirements for HR:

- A WA C class licence valid for at least two years or a valid LR/ MR licence for at least one year
- Have reached the age of 18;
- For Further details on the necessary licence, click <https://www.transport.wa.gov.au/licensing/upgrade-add-a-licence.asp>

Enrolment:**Unique Student Identifier-**

Each and every student must obtain a Unique Student Identifier (USI) number before registering in and attending a course. Without a USI number, we cannot provide your Statement of Attainment. If you do not already have a USI, visit www.usi.gov.au for information on how to do so.

Pre-enrolment Information-

Before enrolling in the course, every candidate has a conversation with a staff member; this step is crucial since it guarantees that you are enrolled in the appropriate course. You must complete a formal enrollment form during registration with your personal information and other information. If you have any current or past physical or mental health conditions that might interfere with your ability to complete truck driver training, you must also let us know. If necessary, the Department of Transportation will be informed of these conditions, and you might need to undergo additional testing to determine your suitability to drive a heavy vehicle.

Fees:

To find out the current course fees, see the most recent schedule of fees and charges, which is accessible from our office and/or on our website. A 50% deposit is needed to reserve your spot in the course, and the remaining balance must be paid on or before the course's start date if the full course fee is not paid at the time of registration. EFT, BPay, cash, or a credit card can all be used for payment. Phone calls can be used to make credit card payments. Please let our office know as soon as possible if your company or a provider of an employment network is covering your tuition so we can set up an invoice for payment before the start of your course. Prior to the payment of all payments, a Statement of Attainment will not be issued until all fees have been paid in full.

Other Charges:

There are additional costs if you require a duplicate of your original SoA.

The course expenses include one assessment (PDA). Further fees apply and will be charged if additional training or a PDA re-sit is necessary.

Refunds:

Only written cancellations received no later than five working days before the confirmed course booking will result in a refund. The fee or deposit LESS a \$100 administrative fee will be refunded. No refund will be given if you cancel fewer than 5 working days before the course is scheduled. If you decide to drop the course after you've started training, there are no refunds available. If you haven't taken the PDA assessment yet, it can only be kept in your account for a maximum of three months.

The enrolled students will be given the option of another booking or a full refund if Red Sand cancels a course. Due to unforeseen circumstances, Red Sand retains the right to postpone or cancel its courses. An offer of a transfer to a later course or a full refund will be made to any already-enrolled students. Participants will get a Statement of Attainment for all units finished in the unusual event that Red Sand ceases or discontinues offering a course. In order to complete their training, participants will also be helped to transfer their enrollment to another recognised training organisation.

For any mitigating circumstances, a refund can only be allowed at the CEO's discretion. Whatever student expelled/dismissed from training for any reason will not be entitled to one.

Class Attendance:

Classes start on time, as planned. Please make sure you arrive on time and are committed to your training for the duration of the course because being late disturbs the training's flow, could interfere with your scheduled time slot, and could hinder the learning of other students.

Assessment Only:

You may select the Assessment Only programme if you have significant experience and the necessary knowledge and practical skills to pass the competency standards for any of our courses. By choosing this option, you demonstrate that you have satisfactorily completed the written and practical on-road observation assessments and have obtained a valid Statement of Attainment (SoA) from another RTO. The assessments DO NOT need to be taken again. You can take the Department of Transportation's PDA without receiving additional training or advice before your assessment, although you can do so if you so choose.

As part of the national recognition agreement, Red Sand recognised qualifications and Statements of Attainment that have been issued by other RTO.

Trainers and Assessors:

Our trainers and assessors have been picked for their credentials, recent industry experience, and training and assessment expertise. They have a wealth of experience to bring your course to life so you can learn what it's like to actually work in the industry and acquire the knowledge and skills you need to be a safe and valued industry employee. They have all been accredited by the DoT and meet national requirements.

Rights and Responsibilities:

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

While you are training with Red Sand you have the right to:

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

All student, throughout your training and involvement with Red Sand have the responsibility to:

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

Red Sand Truck Driver Training has a zero tolerance for alcohol and drug use by students and staff

Occupational Health and Safety:

Each student is responsible for ensuring their own health and safety as well as not endangering anybody else's. They must not intentionally interfere with or misuse anything Red Sand provides in the name of health, safety, or welfare.

To avoid endangering their own health and safety as well as the health and safety of others, all students must make sure they are not using drugs or alcohol to such an extent.

In order to facilitate participants', contractors', and visitors' engagement in work and training activities with the organisation, Red Sand understands the significance of providing a safe and healthy workplace. We are committed to providing an environment that is risk-free and supportive of the demands of its participants and other people in terms of productivity and efficiency as we strive for excellence in workplace health and safety.

Student Support:

Being a student can be difficult at times. When feasible, Red Sand's staff and trainers will help you with your training and other problems. If we can, we will offer expert guidance and make every effort to make sure you have a fulfilling educational experience. If you require additional help, we will assist you in contacting a different organisation for support.

We are dedicated to offering you the assistance you need to complete your course successfully. Any special assistance requirements will be discussed prior to enrollment or at the start of the course so that your trainers can offer you the support you require. One-on-one help and more time to read and practise the material are the two most popular types of support offered.

Compliance with Legislation:

Red Sand complies with all provisions of the OSH Act (WA) of 1984, as well as with all other applicable laws, codes of conduct, standards of best practises, and organisational policies and procedures.

All of the personnel at Red Sand are dedicated to promoting equity in education and training, and we have policies in place to guarantee that any student concerns are addressed right away.

Our responsibilities under State and Federal law include:

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

Respect for others:

Students must respect Red Sand team members, other participants, and any rules that may be outlined in this information booklet or brought up by a Red Sand team member during class.

- Inappropriate speech and behaviour won't be accepted.
- No disparaging or discriminatory remarks on a person's culture, handicap, gender, sexual orientation, religion, or age are tolerated and are in violation of equal opportunity and anti-discrimination laws.
- The staff and/or other students will not be subjected to harassment or intimidation.

- Carefully and respectfully handle facilities and equipment.

Behaviour:

Students are expected to take part in all theoretical and practical training exercises and to complete any tasks that, within reason, are necessary for the training course. You should put your utmost effort into finishing every work. Your trainer or the CEO of the RTO will discuss the outcome with you if you fail to complete any tasks or show up for scheduled training. This could result in the suspension or cancellation of your training.

You must not act in a way that endangers or disturbs others. Violence or abusive behaviour might lead to immediate withdrawal from the course. You should always act in a way that reflects the standards of the business or school. Students must arrive on time for all training sessions. Your scheduled training allotment may be affected if you arrive late.

Disciplinary Procedures:

You may be asked to leave the training programme if your behaviour is interfering with the learning process; however, the CEO may allow you to return after consulting with the trainer. Any misconduct (defined below) or events will result in an immediate and unconditional termination from the course.

Misconduct:

Misconduct includes but is not limited to:

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

Cheating:

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

Plagiarism: “the practice of taking someone else’s work or ideas and passing them off as one’s own”
Collusion: secret or illegal cooperation or conspiracy in order to deceive others

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

Students are expected to act with integrity at all times and only submit work that is their own. Red Sand has put in place a number of mechanisms in order to reduce occurrences and likelihood of plagiarism, cheating and collusion amongst participants including:

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

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

Complaints and Appeals:

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

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

- Red Sand Truck Driver Training.
- its trainers, assessors, or other staff; or
- another student at Red Sand.

We will manage requests for a review of our decisions, including our assessment decisions. We will ensure that we:

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

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

We will:

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

Course Marketing Permission:

In order to promote upcoming courses, Red Sand may capture pictures or videos during our classes as well as gather student comments and testimonials. Only if you have granted us permission to use the image(s) or written content that you have submitted will we feature it from you. If you agree to having your image(s) and/or written remarks used in this way, check the box in the enrollment form's checkbox section at the conclusion of the document.

If you have read and comprehend the information in the Handbook, kindly sign and return the Acknowledgement Form to Red Sand Administration.

Acknowledgement Form:

<input type="checkbox"/>	I have read the information contained in the Student Handbook and Code of Conduct.
<input type="checkbox"/>	I am aware that further, more detailed information is available on request.
<input type="checkbox"/>	I understand my rights and responsibilities as a training course participant as outlined in the Handbook and Enrolment Form.
Name:	
Signed:	Dated:
Email:	Mobile: