



# Student Handbook





## Contact Details

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BARMAH Vic 3639  
(03) 5744 2316

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**Internet:** <https://1stoptrainingl.com.au/>

**Office hours:** Monday – Friday:  
8:00am – 5:00pm

## Foreword

This handbook is designed to provide you with information about the services provided by the 1 Stop Driving School (1 Stop) and our approach to providing you a safe, fair, and supported environment to participate in training and assessment.

This handbook does not provide you with specific information about courses offered by 1 Stop. This information is contained in the Course Guide, which is available on our website

<https://1stopdrivingschool.com.au/course/>

## About 1 Stop

1 Stop provides high-quality training developed to meet student and industry vocational goals. While most importantly, ensuring a professional, and safe learning environment throughout the entire learning process.

You can find out more about 1 Stop at the following websites:

<https://1stopdrivingschool.com.au/>

<https://training.gov.au/Organisation/Details/40729>

## OUR TRAINERS

Our Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of fields.

They all have personal industry and job role experiences so can deliver their training in a way that learners can relate to and enjoy.

At 1 Stop we deliver nationally accredited training through a blended approach, face-to-face, distance and demonstration/field based. When you study with 1 Stop, your trainer/assessor will be always there to assist you throughout your course.

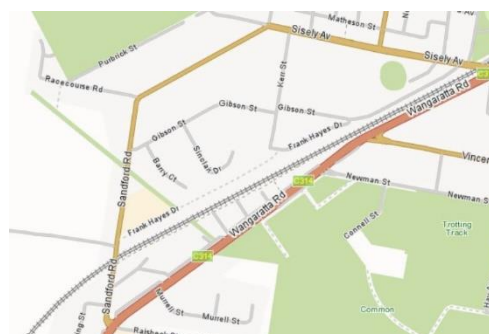
## FINDING US

### 30 Wrights Road Bundalong.



This training facility provides a comfortable learning environment with extensive indoor and outdoor practical training areas, suitable for all weather conditions.

### 23 Racecourse Road, Wangaratta



Heavy vehicle training and assessments are conducted here together with other courses on our scope.

### 5-7 Maloney Street, Barmah



Some heavy vehicle training and assessments are conducted at our Barmah site together with other courses on our scope.

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## Welcome

We are pleased to welcome you to 1 Stop Driving School (1 Stop) and wish you well in your studies and hope you enjoy the experience with us. 1 Stop has been delivering professional accredited training in regional Victoria since 2013 and has rightfully earned its reputation as a leader in the provision of flexible and innovative services.

We are proud of our excellent reputation and the results our learners achieve.

If you have any questions during your time with us, please approach one of friendly staff and they will be happy to assist.

## OUR OBLIGATION TO YOU

1 Stop driving school is responsible under its registration with the Australian Skills Quality Authority and the Standards for RTOs 2015 for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

1 Stop is also responsible for the retention of your student records for a minimum of 30 years.

1 Stop believes that every individual matters and that everyone has the potential to learn new skills and knowledge.

1 Stop will strive to:

- provide high quality flexible learning to meet the student and employer needs.
- promote safety.
- be flexible.
- be fair.
- act with integrity and professionalism.
- be innovative.
- be honest, trustworthy and transparent

## Our expectations of you

Due to the high-risk nature of the training conducted by 1 Stop it is a requirement of enrolment that all participants strictly always adhere to the instructions provided by the trainer.

To ensure all students are studying in a safe and supportive learning environment 1 Stop expects you to:

- respect the rights of others regardless of their gender, race, sexual preference, political affiliation, material status, disability of religious belief.
- to participate in classroom activities, discussions.
- act in a manner appropriate to this environment.
- to respect other learners and 1 Stop staff members and their right to privacy and confidentiality.

1 Stop expects you to comply with our rules and regulations. We reserve the right to provide warnings, suspend training or request you to leave the course if you:

- behave in an unacceptable or inappropriate manner towards the trainer/staff or other participants.
- deliberately fail to follow instructions provided by the trainer.
- in the trainer's opinion appear to be under the influence of drugs or alcohol.
- undertake any actions that may result in injury to other course participants, staff or general public.
- cause deliberate damage of equipment or premises.

By signing 1 Stop's enrolment form you agree to abide by 1 Stop's code of conduct. Any students who breach of our code of conduct, will **not** be provided a refund, or accepted into another course.

## WHAT TO WEAR

Course information sheets will provide full details of any specific Personnel Protective Equipment (PPE) requirements there may be.

Generally, all PPE is supplied on the day of training, however some courses do require you to wear safety boots, which we do not supply.

Wear comfortable and practical clothing and enclosed footwear. You will be expected to wear a High Vis Jacket during all practical training.

## BE ON TIME

It is expected all students arrive for training at least 10-15 minutes before the scheduled training time, this will allow you time to complete pre-course documentation, address any questions you may have and settle in.

## Conditions of Enrolment

Enrolment and admission into some training courses are subject to meeting certain pre-requisite conditions and/or entry requirements.

Specific details of the pre-requisites relating to these training programs are contained in course information and are made available prior to enrolment.

In the case that a potential candidate does not meet the pre-requisite conditions and/or entry requirements, 1 Stop staff will provide information to assist them obtaining the pre-requisite or entry requirements.

Age restrictions are applicable to some courses.

## EVIDENCE OF IDENTITY

All training courses require evidence of identity which includes two (2) forms of identification, one (1) of which must be a photo identification.

Further information on all evidence of identity requirements can be found on the course information sheet.

Please ensure you bring your identification with you on the first day of training, failure to do so may lead to not being able to continue the course. If you do not have photo identification, please contact our office and we will advise you of your options.



## GOVERNMENT SUBSIDISED TRAINING

The Skills First is making vocational education and training more accessible to people who do not hold a post-school qualification, or who want to gain a higher-level qualification than they already hold. Government-subsidised training places are available to people who meet the specific eligibility criteria.

Enrolment into Skills First Government subsidised training may impact a student's further access to government subsidised training, for example: a maximum of two government subsidised courses can be undertaken in a calendar year or a maximum of two government subsidised courses at the same level (i.e. Certificate III) can be undertaken in a lifetime.

All students wishing to enrol in subsidised training, meeting the eligibility criteria will be provided, prior to enrolment, a statement of fees outlining any costs associated with the course.

Please contact our office and we will assist you with determining your eligibility for funding. Alternatively, you can check your eligibility at the Victorian Skills Gateway Eligibility Indicator

## Fees Payable

1 Stop is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, student services and training and assessment services.

## PAYMENT TERMS

All courses require a **position holding deposit of 50%** you will be advised of the amount at the time of booking. Payment **MUST** be received within 48 hours of booking the course or the place can be given to another student. The balance will be required prior to course commencement date.

### Employers/Employment Agencies

Employers/Employment Agencies will be forwarded an invoice upon receipt of booking form. 1 Stop Driving School's payment terms are 14-day from the date of the invoice unless prior agreement has been made.

Should payment continue to be outstanding beyond the payment terms as stated above, the customer is responsible for all costs including any legal costs and any other fees that are incurred by 1 Stop Driving School in recovering any outstanding monies.

Should a participant **not** attend the course/class on the nominated day(s), full fees for that participant will be charged, unless there have been prior arrangements made with 1 Stop Driving School.

## PAYMENT METHOD

1 Stop accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on course booking form)
- Cheque (made payable to 1 Stop Driving School)

## PAYMENT PLANS

1 Stop offers students undertaking a full qualification the option of interest free payment plans. If a student is to enter into a payment plan agreement, 1 Stop wishes to advise that:

- Payment Plans will be issued with equal instalments payable over a set period, at regular intervals.
- Students may make voluntary payments or pay off the debt at any time (please contact this office to ensure voluntary payments are captured)
- If paying in multiple part-payments, the full instalment must be received by 1 Stop in accordance with the Payment Plan.
- Failure to pay an instalment may result in the variation or cancellation of the Payment Plan.
- If an instalment cannot be made to 1 Stop, please contact the office to discuss your circumstances.
- 1 Stop will not issue a qualification until full payment has been received.

## OTHER FEES

### Licensing fees

You are responsible for the payment of applicable Licensing Fees for Heavy Vehicle and High Risk Licences.

A Heavy Vehicle licence upgrade fee is payable when you lodge your documentation with the Licensing body.

High Risk Licence applications fees are payable at the time of lodgement on line or with Australia Post.

### Replacement Certificates

Should you lose your certificate or statement or require additional copies, a reprint fee of \$15 is charged. These fees must be paid in advance.

To obtain this you can ring the Bundalong office.

Reissued AQF certificates will be an exact duplicate of the original with the exception of a “reprint” watermark on the document, which identifies the certificate as reissued.

### Recognition of Prior Learning Fee

There is a schedule of charges for all RPL applications, and they may vary depending on the number of Units of Competency (UOC) being awarded. A processing payment of \$150.00 at time of application will apply and is non-refundable should the application be withdrawn.

### Cancellation, Non-Attendance & Withdrawals

A minimum of **3 working days (72 hours) notice is mandatory for cancellation or withdrawal** from this course. Dependent upon circumstances, students may be offered an alternative date for training.

Should the student not wish to reschedule, 50% of the **full fees** will be retained by 1 Stop Driving School, the remainder of the fees will be returned to the original payee. There is no charge for a student to transfer to an alternative date provided the **3 working days (72 hours)** notification is received.

In the event **notification of cancellation is not received within 3 working days (72 hours)** by 1 Stop Driving School and/or the student does not attend training, the **full course fee will be applicable**.

The Student/Employer/Employment Agency is liable for full course fees upon non-attendance and will be invoiced accordingly.

**If 1 Stop Driving School cancels the training course, then a full refund will be returned to the payer.**

### Refunds

In extenuating personal circumstances such as illness or bereavement, students will be granted credit for their fees and may transfer from one course to another course, subject to availability of space in the alternative course.

Fees will also be refunded in full in the case of these exceptional circumstances should the student not wish to transfer or receive credit.

A time frame of up to ten (10) working days is required to process refunds, any course materials or resources supplied to students are to be returned to 1 Stop Driving School upon cancellation, alternatively the cost of the materials will be invoiced to the client.

### Cooling off Period

If a student wishes to cancel their enrolment prior to the commencement of a full qualification, they must inform 1 Stop seven working days beforehand. If this occurs a refund in full will be provided.

### Our guarantee to clients

If 1 Stop cancels or ceases to provide training, 1 Stop must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A learner enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the learner at that time had completed 4 of the 10 units. The learner’s enrolment would be finalised, and the learner would receive a Statement of Attainment for the 4 completed units.

The learner would also receive a refund of \$900.00, which represents that value of the training not delivered.

## Changes to terms and conditions

1 Stop reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision.

Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

## Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws.

These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: <https://consumer.gov.au/>

## Training with 1 Stop

At 1 Stop, training and assessment is conducted through the use of lecture, practical demonstration and case studies.

### COMPETENCY BASED TRAINING & ASSESSMENT:

Competency Based Training (CBT) focuses on skill development which is relative to the needs of industry and the workplace.

Competency Based Assessment (CBA) is the process of collecting evidence of skills and knowledge that can be applied in the workplace and making a judgement on an individual's competency.

You will be trained and assessed in accordance with the relevant training package and endorsed unit of competency.

Assessments are conducted at the completion of training and will at a minimum include knowledge (written) which may include calculations component depending on the course enrolled in and practical components.

### RE-ASSESSMENT

Learners who are assessed as not yet competent are provided detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment. It is the policy of 1 Stop to provide two opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their two opportunities will be required to pay a fee for additional training and re-assessment. Please contact the Bundalong office to identify the re-assessment fee.

Learner's requiring additional learning support are to be brought to the attention of 1 Stop management so the progress of the learner can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

### HIGH RISK LICENSING ASSESSMENTS

Licensing courses such as heavy vehicle or high-risk licensing have specific regulations and requirements that must also be adhered to, which may involve pre-testing or 100% accuracy on critical components.

Students who are deemed Not Yet Competent (NYC) on the completion of their assessment will be provided feedback and advised of their options for reassessment. For example, High Risk Licensing assessments cannot be reassessed for minimum of 48 hours. Students can be provided with additional training prior to reassessment.

Students may appeal the NYC assessment decision: to do so you will need to complete an appeal form available from administration or our website.

Application to Perform High Risk Work must be lodged with Work Safe within 60 days from the successful completion of assessment. Applications lodged:

- at Australia Post; or
- by clicking on the link in the email you received from WorkSafe at the time of your assessment

If you do not lodge your application of a High-Risk Licence to Work Safe within the 60-day lodgement period but still you still wish to obtain a high-risk licence, you will be required to be reassessed at an additional cost.

## HIGH RISK LICENCING REASSESSMENTS:

Applicants deemed not yet competent (NYC) will be provided the opportunity to undergo further training, however, Victorian applicants must be reassessed within 60 days of the initial assessment. Fees may apply for each section that requires reassessment. The applicant will be advised at the time of the additional fees as the rate is variable dependent upon the number of NYC outcomes.

## Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations, 1 Stop provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system.

To assist the student gaining recognition, an RPL information kit is available at enrolment or at any time from the Quest office. The information kit explains in detail the steps involved in gaining recognition.

Recognition can also include the opportunity for *Credit Transfer* (CT) for previous study and must also be accompanied by evidence of currency in the study area. This is where you may have completed a formal accredited unit from another qualification, and that unit is also included in the new course you are studying. An RTO like 1 Stop can simply sight evidence you have completed the common unit and that it directly matches and automatically award it to you.

It is the student's responsibility to gather sufficient evidence to support their application for recognition.

This evidence may include:

- Collecting any documentation, references and relevant examples to support your application
- Submitting certified copies of qualifications
- Employer references
- Position descriptions from previous work

The processes used to determine recognition are fair to all parties and 1 Stop ensures that it provides adequate support to all potential applicants.

If you wish to apply for RPL or CT, please advise your trainer or administrative staff at least 7 days prior to the commencement of training so you can gather and provide the evidence required and to provide 1 Stop staff the time to assess your material.

## WITHDRAWING FROM A COURSE

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner must put their request in writing. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency.

## Qualifications and Statements of Attainment

A **Qualification** is the result of a student achieving all the required units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF.

A **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which includes units of competency only **or** where the student achieved one or more units of competency as part of an enrolment in a qualification but did not achieve all the required units of competency to receive the full qualification.

### ISSUING

1 Stop will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete.

Please note that 1 Stop is not obliged to issue a certificate to a completed student if:

- all agreed fees the student owes to 1 Stop have not been paid.
- the student has not provided a valid Unique Student Identifier.



## LEARNER WHO IS NOT CONTACTABLE OR NOT RESPONDING

Where a learner is not contactable or fails to respond to requests by 1 Stop, the learner's enrolment may be terminated in absentia. This action may only be taken where the 1 Stop has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learners record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- The learner's record is to be archived in accordance with the Records Retention and Management Policy.
- Applicable trainers are to be informed of the learner's enrolment termination and advised to inform the Compliance Manager if the learner makes contact.

## Learner support services

During your enrolment, 1 Stop will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, where applicable during your pre-course interview and discussions we may have with you over the phone.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services.

Make sure you take the most of this opportunity and let us know if you need support.

### WHAT SUPPORT IS AVAILABLE?

1 Stop will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- English as Second Language Tuition
- Alternative Payment Plan
- Counselling Support
- Disability Access

If you need support during your course, please approach and inform our friendly staff and you will be connected with the best person who can assist you.

If the matter is sensitive and you do not feel comfortable discussing it with your trainer or administration staff, simply inform our administration staff that you would like to meet with the Chief Executive Officer (CEO).



It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. 1 Stop is committed to our student's welfare both during and after hours of study.

## Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach 1 Stop will:

- Assess a learner's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support learners 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 learners about the details of the language, literacy and numeracy assistance available.
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within 1 Stop and where this level of support is assessed as necessary. 1 Stop generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the learner's development.
- Negotiate an extension of time to complete training programs if necessary.

## Accessing your records

You are entitled to have access to your records. These records include your:

- Learner file,
- Learning and assessment record,
- Administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification, which has been previously issued.

You may require these records 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 1 Stop, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Learner Records Request Form.

Access to requested records during a workday would be arranged as soon as possible, allow two business working days to process the request. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, 1 Stop reserves the right to charge a one-off photocopy fee of \$10.00 per course. There is no cost to simply view records at our office.

## Your equity

1 Stop is committed to ensuring that the training and assessment environment is free from discrimination and harassment.

All 1 Stop staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy.

Suspected criminal behaviour will be reported to police authorities immediately.

Learners should expect fair and friendly behaviour from 1 Stop staff members, and we apply complaint-handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

## Your privacy

1 Stop takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles.

Here is what you need to know:

1 Stop will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes.

Hard copy files are secured in lockable cabinets, which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server, which is secure.

1 Stop is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment was completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases 1 Stop will seek the written permission of the learner for such disclosure.

1 Stop will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents or employer, you need to authorise this access otherwise this access will be denied.

You have the right to access information that 1 Stop is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how 1 Stop is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

## Your safety

1 Stop is committed to providing you with a safe environment in which to participate in training and assessment. We are aware under the Occupational Health and Safety Act 2004 of our responsibilities to maintain a safe environment.

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 in building or practical testing areas at the training and assessment facilities or offices;
- report all potential hazards, accidents and near misses to a member of 1 Stop's staff;
- no consumption of alcohol or illicit substances 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; and
- observe hygiene standards particularly in eating and bathroom areas;
- comply with COVID19 regulations at all times, this includes the wearing of masks and social distancing

## ELECTRICAL EQUIPMENT

- Electrical equipment that is not working should be reported to 1 Stop staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers/assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

## FIRE SAFETY

- 1 Stop will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users should consult available maps to determine location of EXITS and fire extinguishers.
- 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 devices.

## 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 injury register.
- If the accident requires medical attention 1 Stop staff will call an ambulance.

## LIFTING

- Learners, trainer/assessors are encouraged not to lift anything related to the training and assessment provided by 1 Stop 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 & 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.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

## Continuous improvement

1 Stop is committed to the continuous improvement of our training and assessment services, learner 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.

### SUGGESTING IMPROVEMENTS

The primary method of reporting opportunities for improvement by learners is via the Learner Questionnaire. Learners are encouraged to provide feedback to 1 Stop so we can improve our services in the future.

### LEARNER SATISFACTION SURVEY

At the completion of your training program, you will be asked to complete a Learner Questionnaire. This is a nationally consistent survey tool, which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of the survey is important to 1 Stop 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.

## Making complaints & appeals

1 Stop is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required.

To make a complaint or an appeal, you are requested to complete the Complaint/Appeals Lodgement Form. This form is available from administration or can be downloaded from our website under the Contact tab:

<https://1stopdrivingschool.com.au/contact/>

Once you have completed the required form you are requested to submit this to the CEO either in hard copy or electronically to:

[info@1stopdrivingschool.com.au](mailto:info@1stopdrivingschool.com.au)

If you are having any difficulty accessing the required form or submitting it to us, please contact us on 03 5744 2316.

### 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 1 Stop 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 learners and/or employers.

### WHAT IS AN APPEAL?

An appeal is an application by a learner 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 1 Stop within **28 days** of the learner being informed of the decision or finding.

## EARLY RESOLUTION OF COMPLAINTS & 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, as 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.

### COMPLAINT AND APPEALS HANDLING

1 Stop applies the following principles to its complaints and appeals handling:

**A complaint or appeal may be received in any form (written, verbal)** although persons seeking to make a complaint are recommended to complete the complain/appeal lodgement form which is available on the 1 Stop website.

A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the person's rights and obligations.

**There is no time limitation for making a complaint.**

**An appeal must be made within 28 days** of the person being informed of the decision or finding of which they intend to appeal.

**Written records of all complaints/appeals are to be kept** by 1 Stop including all details of lodgement, response and resolution.

1 Stop will maintain complaints/appeals register to be used to record the details of the complaint/appeal and to maintain a chronological journal of events during the handling process.

**Records relating to complaint/appeal handling are stored securely** to prevent access to unauthorised personnel.

A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.

Each person may be accompanied and/or assisted by a support person at any relevant meeting.

Where a complaint or appeal is made about or involves allegations about another person, 1 Stop is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or via electronic means.

1 Stop will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

**The handling of a complaint / appeal is to commence within seven (7) working days** of the lodgement of the complaint/appeal and all reasonable measures are taken to finalise the process as soon as practicable.

The person making a complaint or seeking an appeal is to be **provided a written response** to the complaint/appeal, including details of the reasons for the outcome. A written response must be provided to the person within seven (7) days of the lodgement of the complaint / appeal.

Complaints/appeals must **be resolved to a final outcome within sixty (60) days** of the complaint/appeal being initially received.

Where 1 Stop's CEO considers that more than 60 calendar days are required to process and finalise the complaint/appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required.

As a benchmark, 1 Stop will attempt to resolve complaints/appeals as soon as possible. A timeframe to resolve a complaint/appeal within sixty days (60) days is considered acceptable and in the best interest of 1 Stop and person making a complaint or seeking an appeal.

A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint/appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.

**1 Stop shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.**

Decisions or outcomes of the complaint/appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

Complaints/appeals are to be handled in the strictest of confidence.

No 1 Stop representative will disclose information to any person without the permission of 1 Stop CEO. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.



Complaints/appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process.

This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision.

Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

## INFORMING PERSONS AND RESPONDING TO ALLEGATIONS

Where a complaint involves one person making allegations about another person, it is a requirement for 1 Stop to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by 1 Stop as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

1 Stop also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by 1 Stop.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of 1 Stop to investigate the matter, then in these circumstances 1 Stop reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

## REVIEW BY AN INDEPENDENT THIRD PARTY

1 Stop provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person.

Before a person seeks a review by an independent person, they are requested to first allow 1 Stop to full consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person.

To request a review by an independent person, the complainant or the person making an appeal should inform the Compliance Manager of their request who will initiate the process with the CEO. In these circumstances the CEO will advise of an appropriate party independent of 1 Stop to review the complaint (and its subsequent handling) and provide advice to 1 Stop regarding the recommended outcomes.

The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the 1 Stop appoints or engages an appropriate independent person to review a complaint/appeal, 1 Stop will meet the full cost to facilitate the independent review.

Following an independent review, advice received from the independent person is to be accepted by 1 Stop as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by 1 Stop and the CEO feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

## UNRESOLVED COMPLAINTS AND APPEALS

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by 1 Stop, they have the opportunity for a body that is external to 1 Stop to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by 1 Stop may refer their matter to the following external agencies:

- In relation to consumer related issues: **Office of Fair Trading**.
- In relation to the delivery of training and assessment services: Australian Skills Quality Authority <https://asqaconnect.asqa.gov.au/>
- In relation to matters relating to privacy, **Office of the Australian Information Commissioner** via the following: <https://www.oaic.gov.au> or call 1300 363 992

## Legislative and Regulatory Responsibilities

1 Stop is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that 1 Stop has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with 1 Stop.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

### WORK HEALTH AND SAFETY ACT 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.



Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

## PRIVACY ACT 1988

The Privacy Act is supported by the Australian Privacy Principles, which came into effect on 12<sup>th</sup> March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- The kinds of personal information that the entity collects and holds;
- How the entity collects and holds personal information;
- The purposes for which the entity collects, holds, uses and discloses personal information;
- How an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- How an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- Whether the entity is likely to disclose personal information to overseas recipients.

## DISABILITY DISCRIMINATION ACT 1992

### Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## SEX DISCRIMINATION ACT 1984

Objects The objects of this Act are:

- To give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- To eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- To eliminate, so far as is possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- To eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

## AGE DISCRIMINATION ACT 2004

The objects of this Act are:

- To eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- To ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- To promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- To respond to demographic change by:
- Removing barriers to older people participating in society, particularly in the workforce; and
- Changing negative stereotypes about older people.

## RACIAL DISCRIMINATION ACT 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- Promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

## COPYRIGHT ACT 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule, which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

## FAIR WORK ACT 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

## NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs.