



STUDENT HANDBOOK



RTO Code: 40246

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WELCOME TO COURTESY DRIVING SCHOOL

Courtesy Driving School is South Australia's premier provider of heavy vehicle driver education and training services, dedicated to ensuring that new drivers are equipped with the knowledge, skills, and confidence needed for safe and responsible heavy vehicle operation. With over 55 years of experience, we are the oldest and most successful heavy vehicle driving school in the region, trusted by individuals and businesses alike for our commitment to excellence. Since 2007, we have been a Registered Training Organisation (RTO), further enhancing our ability to deliver accredited and industry recognised training programs.

We thank you for choosing Courtesy Driving School, to be the provider of your training.

Courtesy Driving School is dedicated to delivering high-quality training and assessment services. We consistently ensure that our operations comply with all relevant standards and legislation, upholding professional standards that protect the interests and well-being of all students.

We strictly adhere to the following legislation and regulations, among others that apply to Registered Training Organisations (RTOs) and driving schools:

- *2025 Standards for Registered Training Organisations (RTOs)*
- *National Vocational Education and Training Regulator Act 2011 (Cth)*
- *Unique Student Identifiers Act 2014 (Cth)*
- *Work Health and Safety Act 2012 (SA)*
- *Privacy Act 1988 (Cth)*
- Australian Privacy Principles (Cth)
- *Motor Vehicles Act 1959 (SA)*
- *Road Traffic Act 1961 (SA)*
- *National Heavy Vehicle Law (South Australia)*
- *Age Discrimination Act 2004 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Equal Opportunity Act 1984 (SA)*
- *Copyright Act 1968 (Cth)*
- *Workplace Gender Equality Act 2012*
- Heavy Vehicle (Fatigue Management) National Regulation
- Accreditation and Licensing Standards
- Chain of Responsibility (CoR)

The policies and procedures outlined in this handbook are designed to safeguard your rights and welfare, as well as those of fellow students, staff members, and contractors. It is crucial that you review and fully understand these guidelines before signing your enrolment form. Non-compliance with these policies may result in disciplinary actions, which could include dismissal from the course and forfeiture of fees.

We are excited to welcome you to Courtesy Driving School and look forward to supporting you throughout your learning journey. Our dedicated staff is here to assist you every step of the way, ensuring you have the resources and guidance you need to succeed. We wish you every success in your studies and look forward to helping you achieve your goals.

MARKETING AND ADVERTISING

Courtesy Driving School:

- ensures that all marketing and advertising of AQF and VET qualifications to prospective students is accurate and consistent with its scope of registration.
- provides accurate, complete and up to date information in all of this marketing and advertising materials. All material is in plain English with references to external resources if required.
- ensures that all marketing and advertising materials are accessible to all students and clients, including those with disabilities or special needs.
- provides clear and transparent information about pricing and payment options. We do not engage in misleading or deceptive pricing practices.
- complies with all legal and regulatory requirements ensuring that all marketing and advertising materials meet the *2025 Standards for Registered Training Organisations (RTOs)*, Australian Consumer Law and ethical practices in advertising including honesty and accuracy.
- has a complaints and feedback mechanism in place related to our marketing and advertising practices. All complaints are taken seriously and investigated promptly to ensure that we maintain our commitment to providing accurate and accessible information.
- regularly reviews and updates its marketing and advertising policies and procedures to ensure that we continue to meet our obligations under the *2025 Standards for Registered Training Organisations (RTOs)*, Training Package changes and to respond to changing stakeholder needs.

For more information, please refer to the Marketing and Advertising - Policy

COURSE OUTCOMES AND PATHWAYS

Please refer to the specific information brochure for your course of study.

Some qualifications, courses or units of competency may lead to the student seeking to obtain a licence from the relevant licensing authority provided the client meets all other requirements of the licence.

Please note that any costs involved with obtaining this licence are additional to the fees charged by Courtesy Driving School for your training.

STUDENT CODE OF CONDUCT

This Student Code of Conduct sets out the standards of responsible and ethical behaviour and conduct expected of Courtesy Driving School students as part of contributing to a thriving, progressive, respectful and inclusive training community. This Code applies to all students of Courtesy Driving School.

Courtesy Driving School students:

- undertake their training and assessment with integrity and honesty
- work cooperatively and collaboratively with other students, staff and contractors
- treat other students, staff/contractors with respect so as not to compromise their health, safety, privacy and welfare
- educate themselves on, and comply with all relevant Courtesy Driving School policies, procedures and other codes of conduct
- communicate with courtesy and consideration in person and online (including via email and social media)
- responsibly exercise their rights to freedom of speech and academic freedom, and respect others' rights to their own opinions and beliefs
- follow the Work Health and Safety policies and procedures
- use Courtesy Driving School property, facilities and resources responsibly, in accordance with relevant policies and considering others' needs
- comply with Courtesy Driving School commitment to the prevention and elimination of unlawful discrimination,
- abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on Courtesy Driving School property,
- avoid disrupting or interfering with any teaching, learning, or other academic activity;
- **MUST NOT** bring any firearms and knives to Courtesy Driving School. Anybody found with any sort of weapons will be expelled from the course and will be reported to the Police.
- report illegal activity of any sort and not engage in criminal behaviour;
- abstain from acts of self-harm,
- do not smoke in Courtesy Driving School grounds
- Not be intoxicated by drugs or alcohol
- follow reasonable directions from Courtesy Driving School staff, contractors and instructors
- provide accurate personal details to Courtesy Driving School, keep those details up to date, and read and respond to official Courtesy Driving School communications in a timely manner.
- Courtesy Driving School encourages students, staff/contractors to raise any concerns related to this Code with the Courtesy Driving School Chief Executive Officer (CEO) by contacting the Office.
- Alleged or actual breaches of the Student Code of Conduct are taken seriously by the Courtesy Driving School and may be dealt with by the relevant policy.

Unacceptable behaviour

Unacceptable behaviour may include:

- disobeying any reasonable direction by a Courtesy Driving School staff member, contractor or instructor
- acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes
- viewing or distributing offensive material via the internet, email or other means
- discrimination, harassment and victimisation
- bullying and intimidation
- racist or sexist comments
- behaving in a disruptive manner, such as swearing, yelling or using offensive language
- using mobile phones during classes
- deliberate breach of any Courtesy Driving School policies and procedures
- stealing, vandalising or causing wilful damage to Courtesy Driving School property
- endangering the safety of yourself or others
- assaulting or attempting to assault anyone while on Courtesy Driving School premises

STUDENT RIGHTS AND RESPONSIBILITIES

Student Rights

At Courtesy Driving School, we acknowledge that students have the following rights:

- To receive high-quality training tailored to their individual learning styles and needs.
- To access all services without discrimination based on educational background, gender, marital status, sexual orientation, race, colour, pregnancy, national origin, ethnicity, socio-economic status, physical or intellectual abilities, or religious or political beliefs.
- To have their prior learning, skills, and experiences recognised appropriately when determining their training and assessment needs.
- To be informed about the expected learning outcomes and assessment tasks for their chosen training program before it begins.
- To request a review of their assessment results.
- To expect to achieve the published learning outcomes of their training program, provided they commit the necessary time and effort.
- To learn from qualified and competent trainers who are dedicated to addressing students' learning needs, supporting them in achieving course outcomes, and fairly assessing their work.
- To study in a safe, clean, and well-equipped learning environment that is free from harassment and discrimination.
- To be treated with respect and fairness.

- To expect transparent and ethical practices from Courtesy Driving School in all dealings, communications, and advertising.
- To have their safety prioritised by the organisation.
- To receive efficient administrative support concerning fees, concessions, refunds, and related matters.
- To enjoy privacy and confidentiality regarding their personal information, with secure storage of student records in line with organisational policies and applicable laws.

Student Responsibilities

At Courtesy Driving School, students are expected to uphold certain responsibilities to foster a positive learning environment:

- To engage actively in the learning process by attending classes regularly and participating in discussions and activities.
- To complete all assigned tasks, assessments, and projects on time, demonstrating their understanding of the material.
- To communicate openly with trainers regarding their learning needs and any challenges they may encounter.
- To respect the rights of fellow students and instructors, promoting a supportive and inclusive atmosphere.
- To adhere to the organisation's policies and procedures, including those related to attendance, behaviour, and academic integrity.
- To ensure that all work submitted is original and properly acknowledges any sources used in accordance with academic standards.
- To take responsibility for their learning by seeking assistance when needed and utilising available resources effectively.
- To maintain a safe and respectful learning environment by behaving appropriately and not engaging in any form of harassment or discrimination.
- To notify the administration of any issues or concerns regarding their training experience.
- To pay all fees and charges associated with their course and to provide any required materials when notified.
- To recognise the rights of staff and fellow students to be treated with respect and fairness, and to interact with them in an appropriate and courteous manner.
- To attend classes free of alcohol and illegal substances, and to smoke only in designated outdoor areas away from others.
- To contribute positively to the learning environment, regardless of gender, race, sexual orientation, political beliefs, marital status, disability, or religious convictions.
- To ensure the security of their personal belongings while participating in courses.
- To promptly report any incidents of harassment or injury to their trainer/assessor, instructor or the administration office at Courtesy Driving School.

- To respect the property of Courtesy Driving School and to follow all policy guidelines and instructions regarding the use of equipment.

ENTRY REQUIREMENTS

Some of our courses have entry requirements. Students must meet the minimum entry requirements. Courses can have a range of entry requirements, and in some cases, more than one (1) is compulsory. Please refer to the specific information brochure for your course of study as requirements will vary according to the chosen course.

Students wishing to enrol in the Motor Driving Instructor course must meet the requirements outlined for a Motor driving instructor's licence on the sa.gov.au website. These specific entry requirements must be met before Courtesy Driving School can consider your enrolment. Staff can provide you with information regarding this process.

Age and medical restrictions apply to driving licences. Please contact a **Service SA** to check your eligibility before enrolling. Courtesy Driving School cannot obtain this information for you.

ENROLMENT PROCEDURES

All students seeking to enrol with Courtesy Driving School will be required to complete a Student Enrolment form. This form becomes your Training Agreement with us. Please ask a staff member if you require assistance to complete this form.

As part of your enrolment, you will need to produce your driver's licence, a copy will be made of this and placed in your student file. For a qualification such as a Motor Driving Instructors licence – both Heavy and Car there are other enrolment procedures that apply. Please refer to the student information brochures for these qualifications.

At Courtesy Driving School, we are committed to providing an inclusive and supportive learning environment for all students. If you have any disabilities or learning difficulties, we encourage you to inform us during the enrolment process. By doing so, we can discuss your individual needs and work together to put the necessary support in place to help you succeed.

Your privacy will be respected, and any information you share will be treated confidentially. Our goal is to ensure that every student has the opportunity to thrive in their studies and achieve their goals.

See Reasonable adjustment section in this handbook or the Assessment - POLICY.

UNIQUE STUDENT IDENTIFIER (USI)

Under the *Unique Student Identifiers Act 2014* (Cth), all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training. This means (unless you have an exemption issued by the USI registrar) that as a student you must:

- Provide us with your USI

The USI is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your nationally recognised training and qualification gained in Australia, even from different organisations
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere

- Is free and easy to create
- Stays with you for life

To create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

FEES, CHARGES & PAYMENT

The cost of a course depends on the number of hours nominated for each unit of competency, the mode of delivery and the assessment requirements as a result the fees may vary from qualification to qualification. A detailed cost is explained in the relevant student information brochures.

Additional fees may be payable for resources due to the remote location of the venue. These are covered in the relevant student information brochure.

Please note that any costs involved with obtaining licences are additional to the fees charged by Courtesy Driving School for your training.

Ensure that you are clear and committed to paying your fees before signing your enrolment form. If you are experiencing financial hardship at any time during your course, please speak to a Courtesy Driving School staff member who may be able to offer support.

No Qualification or Statement of Attainment will be issued until full and final payment has been received.

REFUND POLICY

For a refund to be considered the Refund policy must be followed.

A request for refund must be in writing by way of completing the "REFUND OF STUDENT FEES" Form explaining the reason for requesting a refund. Refunds are not granted automatically. Students are expected to be aware of their work and personal commitments before they enrol. It will be necessary to establish that the cause of the withdrawal could not be reasonably anticipated before enrolment.

For more information, please refer to the Refund - POLICY.

CONSENT TO USE OF MEDIA

At Courtesy Driving School, we may take photos and videos during our training sessions and events to capture the learning experience and showcase our programs. These images and media may be used for promotional purposes, including on our website, social media, and marketing materials.

To ensure that we respect your privacy, we require all students to sign a "Consent to use Media" form prior to participating in any sessions where media may be recorded. Your signature indicates your agreement for us to use these images and videos. If you would prefer not to be included or grant consent the form has this option available, and we will accommodate your request.

GUARANTEE OF TRAINING

Courtesy Driving School reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered.

Courtesy Driving School reserves the right to change course fees, dates, content, trainers, or method of presentation at its discretion.

ARRANGEMENTS FOR TRAINING AND ASSESSMENT

Courtesy Driving School, where possible, offers a flexible approach to your training. This means that, within reason, you may have the opportunity to negotiate the time, place and method of learning which suits your needs. Flexible delivery can give you greater control over your learning.

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time.

Please note: there may be conditions or fees (if a regulator final assessment) to gain an extension.

Assessment in all units of competency is competency based. This means that you need to demonstrate skills and knowledge to the required standards.

Support to complete assessments can be discussed and arranged if possible – these could include:

- Additional reading and/or writing time
- Separate examination or assessment facilities
- Extra support days
- More flexible assessment requirements where appropriate.

At Courtesy Driving School, we are committed to fostering a collaborative, flexible learning environment that encourages innovation and meets the individual needs of both students and staff. We believe that solutions can often be reached to the mutual satisfaction of all parties.

For certain qualifications, especially those leading to licensing outcomes, assessments may be mandated by the relevant licensing authority. Your trainer will inform you of any specific requirements. Additionally, a representative from the licensing body may be present during your final assessment to ensure compliance with these standards.

Assessment

Assessment is an integral part of your learning if you wish to complete it successfully and gain a licence or certification.

The assessment process will be explained at the beginning of your course and throughout. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making a judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in each unit of competency.

Throughout the training program, you will be assessed to see if you have gained the necessary skills and knowledge to achieve the unit of competency/qualification. Courtesy Driving School is required to ensure that the assessment tasks you undertake meet the principles of assessment, rules of evidence and the dimensions of competency (see below for more information).

Various assessment tasks /activities may be involved including, but not limited to:

- Observation of performance and demonstration of skills;

- Assignments and written activities;
- written/oral questioning;
- oral presentations;
- workplace performance;
- projects and case studies;
- role plays/simulations;
- online assessments; and
- portfolio of evidence.

Certification will only be awarded to students who have successfully completed all assessment requirements for a licence, unit of competency and qualification.

Courtesy Driving School has carefully developed and validated assessment resources to meet these quality requirements, as well as be user friendly to students.

Assessments will be conducted in accordance with the following principles of assessment.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid

Any assessment decision of the RTO is justified, based on the evidence of the performance of the individual student.

Validity requires:

- Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance;
- Assessment of knowledge and skills is integrated with their practical application;
- Assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations; and
- Judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessments requirements.

Reliable

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Flexible Assessment is flexible to the individual student by:

- Reflecting the student's needs;
- Assessing competencies held by the student no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the student.

Fair

The individual student's needs are considered in the assessment process.

Where appropriate reasonable adjustments are applied by the RTO to take into account the individual student's needs.

The RTO informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary

Flexible

Assessment is flexible to the individual student by:

- reflecting the student's needs;
- assessing competencies held by the student no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the student.

Rules of Evidence

Courtesy Driving School is required to ensure that all evidence provided by students, as proof of their competency, meets the following rules of evidence.

Valid

The trainer is assured that the student has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.

Sufficient

The trainer is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency.

Authentic

The trainer is assured that the evidence presented for assessment is the student's own work.

Current

The trainer is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Dimensions of Competency

In assessing each unit of competency, the dimensions are part of the broad concept of the competency, which includes all aspects of work performance as follows:

Task Skills

The specific skills and knowledge needed to do the task as described in the unit of competency. This includes both learning and assessing the ability to apply this knowledge and skills.

The trainer will collect evidence that the student can do the individual actions as well as the whole task

Task Management Skills

Effective management of a number of interrelated tasks, all of which make up the job outcome being assessed.

Students must provide evidence that they can work efficiently prioritise, plan and organise their work to accomplish all that needs to be done. Student meet deadlines, handle a sequence of interrelated tasks and progress smoothly between tasks.

Contingency Management Skills

The ability to cope with irregularities or breakdowns in routine.

Students must show evidence of the ability to respond safely and appropriately to deal with contingencies, eg: breakdowns, irregularities, imperfections or the unknown.

Job/Role Environment Skills

Dealing effectively with the expectations of their work environment, meeting expected standards, working well with others and under instruction as required.

Trainers will be looking for your capacity to work with others and adapt to different situations which is central to successful performance.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the unit of competency, industry requirements, Government regulations, and your qualifications and current experience. Evidence can take many forms, and you may be required to present more than just one (1) piece of evidence.

Assessment tools that we will provide you set out the exact requirements for evidence for each unit.

Examples of evidence could include one (1) or more of the following:

- Specific assessments tasks set by your Trainer/Assessor (example: practical skill tasks)
- Observations and observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licences
- Position descriptions and performance reviews
- Third party reports
- Written questions or verbal responses
- Challenge tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'

- Do more than one thing at a time, e.g. perform the task and be aware of the Work Health and Safety requirements
- Know the workplace standards, rules and procedures

Assessment Results

Results of assessment are provided to students as soon as is practical. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustments

Students with disabilities are encouraged to discuss with Courtesy Driving School any “reasonable adjustments” to learning and assessment processes that they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for Courtesy Driving School to accommodate or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of the unit of competency/training package/licencing requirements or cause Courtesy Driving School financial hardship.

STUDENT PUNCTUALITY & ATTENDANCE

Students should be at the course at least 15 minutes prior to the start of training. Some courses have enrolment proof of identity requirements and students must be able to satisfy these prior to attendance. Failure to be on time may preclude you from attending. Transfer to another course is possible, but a refund in these circumstances will not be available.

As a courtesy to other students and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

Accredited Training – Classroom and site attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. Students are expected to be in attendance for all training sessions.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide students with the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading, research, study and practice.

If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or Courtesy Driving School administration staff. Other arrangements can be made, including self-paced learning or alternative training dates.

Breaks

Your trainer/assessor will advise of the timing for all breaks. Typically, though the following break times have been allocated, however, they may vary:

- 15 minutes duration for - Morning and afternoon tea breaks
- 30 minutes duration for - Lunch breaks

Truck licensing

You are expected to be here for both theory and practical assessment. If for any reason you have to leave early you will be required to complete an early termination of training by student prior to leaving the site.

Please ensure you attend your scheduled training, and you are aware of the refund - POLICY associated with licensing.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements that appear in this student handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow students will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner that is fair and non-discriminatory.

Change of Personal Details

Students are required to ensure their personal details recorded with Courtesy Driving School are up to date at all times. Should your circumstances or details change please update your record by completing a new enrolment form.

Disciplinary Processes

Courtesy Driving School may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the student being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the training course.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning is a form of assessment that provides the opportunity for you to have your skills knowledge and experience valued and count towards a formal qualification.

You may have gained these skills and/or knowledge through training, work experience or general experiences such as committee memberships or volunteer work. There is a charge for RPL; however, the process will save you valuable time and money.

Before you enrol in a course you may wish to speak to your trainer to see if this process will be of value to you. RPL information and application forms are available from trainers.

For more information, please see the Recognition of Prior Learning (RPL), Credit Transfer (CT) and Mutual Recognition - POLICY.

MUTUAL RECOGNITION & CREDIT TRANSFER

Courtesy Driving School will accept and mutually recognise the decisions and outcomes of any RTO or body in partnership with an RTO, thereby ensuring mutual acceptance throughout Australia of the qualifications and Statements of Attainment (SoA) awarded by other RTO's or AQF authorised issuing organisations.

Courtesy Driving School recognises AQF certification documentation from other RTOs, and authenticated VET transcripts issued by the Registrar and after review and verification of validity will apply a credit to all relevant units of competency.

Mutual Recognition applies when the certification documentation provided by the student contains the same national competency code as those that form part of the training and assessment program offered by Courtesy Driving School.

Certification documentation must be presented as either originals or certified copies of an original. Certified copies must be signed by an authorised signatory or Compliance Coordinator to verify authenticity. Original Certification documentation will be returned to the student.

Courtesy Driving School is not obliged to issue an AQF qualification or Statement of Attainment (SoA) that is achieved wholly through recognition of units of competency completed at another RTO or RTOs. (ie client cannot complete all of their learning and assessment with another RTO and request Courtesy Driving School to issue the qualification under RPL)

For more information, please see the Recognition of Prior Learning (RPL), Credit Transfer (CT) and Mutual Recognition - POLICY.

Qualified Trainers/Assessors and Driving Instructors

Trainers and Assessors

At Courtesy Driving School, our trainers and assessors are fully qualified and meet all the required standards set by the 2025 *Standards for Registered Training Organisations (RTOs)*.

Each trainer and assessor holds the required qualifications, experience, and knowledge to deliver high quality, engaging, and effective education in their vocation.

Driving Instructors

At Courtesy Driving School, driving instructors are fully qualified and meet all the required regulatory standards set by Department for Infrastructure and Transport (DIT), this includes participating in regular department audits.

Our team is committed to supporting students in a safe and structured learning environment, ensuring that every lesson aligns with the latest industry standards and best practices. Trainers, assessors and

driving instructors are regularly evaluated and undergo professional development to maintain compliance and uphold Courtesy Driving School's commitment to excellence.

When you learn with Courtesy Driving School, you can trust that you're receiving guidance from skilled professionals dedicated to helping you gain confidence and proficiency on the road.

CERTIFICATES

In general, three (3) types of documents are issued by Courtesy Driving School. Certificates for nationally recognised training can only be awarded by Courtesy Driving School in accordance with our approved scope of registration.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent in all required units of competency which are stipulated within that qualification.
- **Record of Results** – accompany a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification by listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency, but not a full qualification. The minimum achievement for a SOA is one (1) unit of competency.

Certificates will only be posted to students at their nominated postal address as shown in their enrolment form. The onus is on the student to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the student unless the other party is a corporate client who has enrolled and paid for the student and for whom the student works. Duplicate or replacement copies of certificates will incur a fee.

ACCESS AND EQUITY

Courtesy Driving School is dedicated to ensuring fair and equitable access for all students participating in training. During the enrolment process, our training staff will collaborate with you to identify any specific learning needs that may affect your ability to successfully complete your training. Whenever possible, we will provide additional learning resources and make reasonable adjustments to your assessments.

All students and staff at Courtesy Driving School have the right to study and work in an environment that is free from discrimination, harassment, or any form of threatening behaviour. If you experience any threats, harassment, bullying, or feel you are being treated less favourably than your peers, please bring this to the attention of your trainer immediately.

For more information, please refer to the Access and Equity - POLICY

Equal Opportunity

Courtesy Driving School is committed to upholding equal opportunity principles and eliminating discrimination and harassment in all areas of employment and education, ensuring compliance with Australian anti-discrimination laws.

Rights and Responsibilities

Courtesy Driving School recognises its legal and moral obligations to provide an environment free from harassment and discrimination for staff, contractors, and students, our aim is to foster a workplace and study environment that embraces diversity and supports the rights of individuals to work and learn without fear of harassment, vilification, or bullying.

Our Commitment

Courtesy Driving School will:

- Ensure that all staff, contractors, and students understand that harassment, vilification, and bullying will not be tolerated.
- Require that any behaviour that could be perceived as harassment, vilification, or bullying ceases immediately.

Your role in eliminating harassment and discrimination

Every individual at Courtesy Driving School has a responsibility to help eliminate harassment, vilification, and bullying. This includes:

- Refusing to participate in or encourage such behaviour.
- Supporting those who speak out against it.
- Acting as a witness if the person being harassed chooses to lodge a complaint.

If you experience or witness any behaviour that could be classified as harassment, vilification, or bullying, you are encouraged to inform the person responsible that the behaviour is unwelcome, inappropriate, or offensive. If you feel uncomfortable doing so, or if the behaviour continues after you've made your concerns clear, please speak to the trainer in the first instance or directly to the CEO.

Your Responsibilities as a Student

As a student at Courtesy Driving School, you have the responsibility to:

- Prevent harassment, discrimination, and victimisation,
- Respect the cultural, social, and personal differences of fellow students, staff, and contractors.
- Treat everyone fairly and without discrimination, harassment, or victimisation.
- Support individuals who reject these behaviours.
- Act as a witness if someone decides to lodge a complaint.

Understanding Discrimination

Discrimination occurs when someone is treated unfairly or harassed because they belong to a specific group. It is unlawful to discriminate based on age, sex, pregnancy, disability (past, present, or future), race, colour, ethnicity, descent, nationality, marital status, sexuality, or gender identity.

- **Direct discrimination:** Treatment that is clearly unfair or unequal.
- **Indirect discrimination:** A policy or requirement that applies to everyone but disproportionately disadvantages certain groups.

Harassment, Vilification, and Bullying

All staff, contractors, and students at Courtesy Driving School have equal opportunities to work and study. Courtesy Driving School will not tolerate any form of harassment, vilification, or bullying. It is

illegal for anyone to be harassed due to their sex, pregnancy, race, marital status, disability, sexuality, or transgender identity.

Harassment

Harassment refers to unwanted behaviour that humiliates, offends, or intimidates an individual, and is based on characteristics such as:

- Race, color, ethnic or ethno-religious background, descent, or national identity (*Racial Discrimination Act 1975* (Cth)).
- Pregnancy (*Sex Discrimination Act 1984* (Cth)).
- Marital status (*Sex Discrimination Act 1984* (Cth)).
- Disability, including physical, intellectual, psychiatric, past, current, or presumed disability (*Disability Discrimination Act 1992* (Cth)).
- Sexual orientation (*Sex Discrimination Act 1984* (Cth)).
- Transgender identity (*Sex Discrimination Act 1984* (Cth)).
- Age (*Age Discrimination Act 2004* (Cth)).

It is unlawful for a person to be harassed due to their relationship with or association to a person of a particular race, sex, marital status, disability, sexuality, transgender status, or age, under the each of the federal laws.

Harassment can be overt or subtle, direct or indirect, and may be verbal, non-verbal, or physical. It can occur when power is misused and is not always intentional. What one person may consider trivial, or amusing could be offensive or hurtful to another.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone, or electronic communications.
- Threats or promises made to an individual.
- Physical violence or threats of violence.

Vilification

Vilification is any public act that incites hatred, serious contempt, or severe ridicule of a person or group based on race, sexuality, transgender identity. It is unlawful under the *Racial Discrimination Act 1975* (Cth), *Sex Discrimination Act 1984* (Cth), and various state laws including the *Equal Opportunity Act 1984* (SA).

Examples of vilification include:

- Graffiti, public speeches, or statements inciting hate.
- Abuse in public settings.
- Publications, including newspapers, online media, or radio.
- Symbols or gestures in public spaces that promote hatred.
- Posters, stickers, or other public displays of hate speech.

Bullying

Bullying refers to repeated actions or behaviours that intimidate, degrade, or humiliate another individual, and is unlawful under the *Fair Work Act 2009* (Cth) and the *Work Health and Safety Act 2012* (SA). Bullying may include verbal abuse, social exclusion, or actions that punish or isolate individuals.

Examples of bullying behaviour include:

- Verbal abuse or repeated "put-downs."
- Exclusion from workplace or educational activities.
- Unwarranted aggression or threats.
- Poorly managed conflicts of opinion.

Sexual harassment

Courtesy Driving School has a zero-tolerance policy towards sexual harassment, as it is unlawful under the *Sex Discrimination Act 1984* (Cth). Sexual harassment is any unwanted behaviour of a sexual nature that occurs in a work or educational setting. It may be verbal, physical, or implied.

Sexual harassment is not only unlawful, but individuals engaging in such behaviour can be held personally liable and required to pay damages. All staff, contractors, and students have the right to work and study in an environment free from sexual harassment.

Examples of sexual harassment include, but are not limited to:

- Insensitive jokes or pranks with sexual undertones.
- Lewd comments or remarks about someone's appearance.
- Unnecessary physical contact.
- Displaying sexually offensive materials (e.g., posters, calendars).
- Requests for sexual favours.
- Speculation or gossip about someone's private life or sexual activities.
- Threatened or actual sexual violence.
- Threats of dismissal or loss of opportunity for refusing sexual advances.

Equal Opportunity Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

For more information, please see the Complaints and Appeals – POLICY.

STUDENT SUPPORT SERVICES

Courtesy Driving School is committed to ensuring the health, safety, and wellbeing of all students. This commitment includes providing appropriate support services, both academic and personal, to help students succeed. Trainers and assessors are equipped to make reasonable adjustments in the delivery of training to accommodate individual student needs.

If you require additional support, you may be referred to the CEO, who will guide you to the appropriate support services. Please note that some support services may incur additional fees, which will be the responsibility of the student.

For more information, please see the Student Support – POLICY.

Language Literacy and Numeracy (LLN)

Courtesy Driving School will test your language, literacy and numeracy (LLN) prior to enrolment.

If you are found to require LLN support and depending on the type and level of support required a Courtesy Driving School representative will either negotiate and implement appropriate learning support plan to meet your needs or offer a referral to support services outside of Courtesy Driving School, this may incur a cost which will be the responsibility of the student to cover.

For more information, please refer to the Student Support - POLICY.

Privacy

Courtesy Driving School is committed to complying with the requirements set out in the *Privacy Act 1988* (Cth) and the associated Australian Privacy Principles (APPs), specifically in the way it collects, uses, secures and discloses personal information. Courtesy Driving School is committed to safeguarding any confidential information obtained by us.

Courtesy Driving School ensures that:

- it maintains and provides a current Privacy Policy;
- information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law;
- the secure storage of all records; and
- the confidentiality of all information maintained on record.

The 13 APPs are contained in *Schedule 1* of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth), which amends the *Privacy Act 1988* (Cth).

Under the *2025 Standards for Registered Training Organisations (RTOs)*, we are required to capture student data at the time of enrolment. It is the student's responsibility to ensure they provide accurate information in regard to themselves and their enrolment.

It is the student's responsibility to ensure they inform us of any change of personal details in writing within seven (7) days of the change occurring.

The data captured as part of the enrolment process and subsequent completion of training is known as AVETMISS data – Australian Vocational Education and Training Management Information Statistical Standard. Put simply we must gather information in regard to:

- who the student is,
- where they study; and
- what they study.

With licensing courses, we are required to confirm your identity, we will request a copy of your current driver's licence or photo ID.

For more information on specific ID requirements for your course, refer to the relevant course information brochure.

Please Note: Enrolment into a course will not be confirmed unless the enrolment form has been completed in its entirety and proof of ID has been collected and confirmed.

For more information, please see the Privacy – POLICY and Privacy Notice – Enrolment

HEALTH AND SAFETY

The wellbeing of students, staff, contractors and visitors is a top priority, with Courtesy Driving School fully adhering to *Work Health and Safety Act 2012 (SA)* and *Work Health and Safety Regulations 2012 (SA)* (WHS) legislation.

Trainers integrate WHS practices into both the planning and delivery of their training, ensuring students are informed about relevant WHS requirements and are supervised appropriately. All staff and students are expected to avoid any actions that conflict with WHS standards. As a student, you are responsible for completing your training safely and promptly reporting any incidents or concerns, including injuries or harassment, to your trainer or Courtesy Driving School administration.

Courtesy Driving School is dedicated to maintaining a safe and healthy environment for staff, students, contractors (including trainers), and visitors. Accident prevention and safe work practices are encouraged as shared responsibilities among all involved. Courtesy Driving School acknowledges its obligations under WHS Acts and regulations, with students, trainers, and assessors sharing accountability for the health and safety of everyone within the workplace. Trainers are specifically tasked with providing, to the extent possible, a learning environment that minimizes health risks and upholds safety.

This includes to:

- Providing and maintaining safe equipment and systems of work.
- Providing, monitoring and maintaining systems for safe use, handling, storage of equipment and substances.
- Maintaining the workplace in a safe and healthy condition by conducting regular risk assessments.
- Providing adequate facilities to protect the welfare of all employees and students.
- Providing information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Integrating continuous improvement into the training - WHS performance.

Equipment

All Courtesy Driving School heavy vehicles are under the Maintenance Management Accreditation within the National Heavy Vehicle Accreditation Scheme (NHVAS) with the National Heavy Vehicle Regulator (NHVR).

Incidents/Accidents/Near Misses

All incidents/accidents and near misses must be immediately reported to your trainer. You may be required to complete an Incident Hazard Report.

First Aid

In the event you may require first aid, a trainer or First Aid Officer will administer first aid and you will be required to complete an Incident Hazard Report. If medication is required, you will be referred to your own GP or nurse for professional medical advice. In the case of an emergency, staff will call an ambulance and stay with you until it arrives.

Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Courtesy Driving School can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.
- You have a duty to:
 - Protect your own health and safety and avoid adversely affecting the health and safety of any other person;
 - Not wilfully or recklessly interfere or misuse anything provided by Courtesy Driving School in the interests of health, safety and welfare;
 - Cooperate with health and safety directives given by the staff of Courtesy Driving School;
 - Ensure that you are not affected by the consumption of drugs or alcohol.

Mobile Phones

All phones must be turned off during training, as a courtesy to the trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that appropriate arrangements can be made.

Security

Do not leave bags/back packs/handbags or other valuables unattended even in classrooms. You are ultimately responsible for your own belongings. Courtesy Driving School accepts no responsibility for any belongings that may be stolen or go missing.

Protective clothing

Courtesy Driving School requires that all students wear protective clothing as determined by your course and your trainer. High visibility vests or shirts must be worn by all students during their training. Vests may be purchased from our front office. Closed in footwear is compulsory.

Students must wear protective gloves when attending vehicle training. These must be supplied by you or can be purchased from our office.

Smoking

Courtesy Driving School provides a smoke free environment. The no smoking policy applies to all persons on the premises and extends to all vehicles operated by Courtesy Driving School.

Breaching the Non-Smoking policy will result in a first and final warning being issued to the individual. Persons caught a second time will be asked to leave the grounds.

For more information, please refer to the Non Smoking - POLICY

Car parking

There are no provisions for student parking on the grounds of Courtesy Driving School. Students are to park their vehicles on the street and at their own risk. To ensure that students are aware of this, No Parking signs have been placed throughout the grounds of Courtesy Driving School.

HEAVY VEHICLE LEGISLATIVE AND LICENSING REQUIREMENTS

Where the course of study is part of the requirement for a heavy vehicle drivers' licence, student's need to be aware of other requirements such as age, medical fitness, or driver licence history that the licensing authority may have in place. Staff at Courtesy Driving School can assist you to obtain information relating to this.

Courtesy staff cannot access your personal information held by licensing bodies. If in doubt of your eligibility, you will need to contact a **Service SA** customer service office directly to check your eligibility before enrolling.

COMPLAINTS AND APPEALS

Courtesy Driving School encourages all students, staff, and contractors to voice concerns arising from any situation within the control of the management or staff, including any educational matter that causes a student or contractor serious concern or distress.

For more information, please refer to the Complaints and Appeals - POLICY

RECORDS MANAGEMENT

Courtesy Driving School keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments, charges and the balance due and can provide copies of these records to you upon request.

Student's access to their personal records within the assessment context is permitted and is facilitated by the trainer.

Outside the assessment context, student requests for access to personal file information and personal records on file, need to be in writing, and will need supporting evidence of identification, as well as a signed statement from the student authorising the release of personal information by Courtesy Driving School.

Copies of information on file including new copies of qualifications, statements of attainment and record of assessment results, incur fees for reproduction, mailing and administration. A "Replacement Certificate Request" form and advice on costs are available from your trainer or from the Administration office.

For more information, please see the Records Management - Policy

PLAGIARISM & USE OF ARTIFICIAL INTELLIGENCE (AI)

Courtesy Driving School is committed to maintaining high standards of academic integrity, honesty, and ethical behaviour.

Plagiarism is the act of using someone else's work, ideas, expressions, or creative content without giving proper credit, and presenting it as your own. This includes copying text, data, images, or other media without permission or acknowledgment. Plagiarism is considered a serious breach of academic integrity and can occur intentionally or unintentionally.

Examples of Plagiarism:

- **Direct Copying without Citation:** Copying a paragraph from an article or website directly into an assignment without using quotation marks or a proper citation.
- **Paraphrasing without Acknowledgment:** Rewriting someone else's ideas or research findings in your own words without giving credit to the original author.
- **Using Someone Else's Work:** Submitting a paper or project written by another student, a friend, or a purchased source as if it were your own original work.
- **Self-Plagiarism:** Reusing your previous work from another course, assignment, or project without permission or disclosure to your trainer.
- **Incorrect or Incomplete Citation:** Citing a source improperly or incompletely, so that the original source cannot be accurately located or identified.
- **Copying Media Without Permission:** Using images, charts, graphs, or other multimedia from an online source or publication without crediting the creator or source.

Artificial Intelligence (AI) tools are computer programs or systems that perform tasks typically requiring human intelligence, such as content generation, language processing, or problem-solving. Examples include language models, chatbots, and content generators.

As an RTO Courtesy Driving School must ensure that all work submitted for assessment is that students **OWN** work. Students are required to complete an Assessment Application form and sign a declaration stating that assessments submitted are their own work.

For more information, please see the Plagiarism and Use of AI – Policy & Procedure.

OPPORTUNITIES TO HAVE YOUR SAY.....

As a student enrolled at Courtesy Driving School, you'll have opportunities to share your thoughts and experiences with us. We are dedicated to listening to and acting on student feedback to continually improve the quality of our services. You can provide feedback in two (2) ways:

- By completing a confidential student survey, or
- By speaking directly with your trainer/assessor or instructor.

Rest assured, all feedback is valued, respected, and handled confidentially. We'll carefully consider and respond to all input to ensure we're meeting your needs effectively.

Thank you for your time, and your future input.

A handwritten signature in blue ink that reads "Troy Williams". The signature is written in a cursive style with a large, sweeping initial 'T'.

Chief Executive Officer
Courtesy Driving School