

Student Handbook

Motor School - Student Handbook

November 2024 edition

Four Wheel Drive Training Pty Ltd

trading as **Motor School**

ABN: 15 502 684 779

ACN: 090 064 565

National Provider Number: [30973](#)

Handbook Disclaimer

This Student Handbook includes information that is accurate at the time of publication. Modifications to laws and/or Motor School policies may affect the relevancy of the details provided. The Motor School maintains the right to update information without prior notice. You are encouraged to enquire about any updates from your trainer or by reaching out to Motor School. This handbook has been created to help students understand their responsibilities. Please take the time to thoroughly review all the information in this Handbook. All students are required to read, understand, be acquainted with, and adhere to the policies and procedures detailed in this Handbook. Any questions can be directed to:

The Motor School

Office Phone Number: 1300 969 098

Email: info@motorschool.com.au

Website: <https://www.motorschool.com.au>

Registered Training Organisation (RTO) Details:

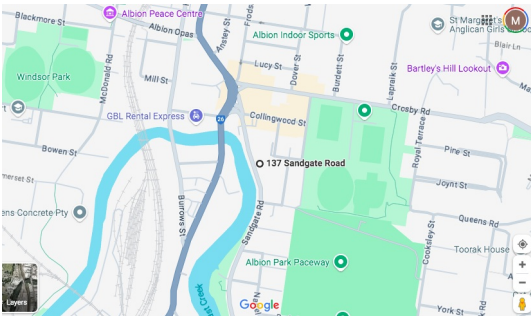
RTO number: 30973

Address: 137 Sandgate Rd, Albion QLD 4010, Australia

Contact Number: 1300 969 098 or 07 3162 7357

Email: info@motorschool.com.au

Website: <https://www.motorschool.com.au>



Welcome to the Motor School

Motor School, established in 1994, is dedicated to providing the highest quality training to our students. Our esteemed client base includes many of Australia's leading blue-chip companies, who value our exceptional training and education programs.

At Motor School, we continuously evolve our courses by updating training methodologies to reflect and demonstrate new safety features of modern motor vehicles, trucks, and off-road vehicles. We also collaborate with international motor vehicle electronics manufacturers, such as Bosch, to gain an in-depth understanding of cutting-edge vehicle technology. For instance, Mazda Australia recently sent one of our staff members to Japan to learn about the latest G Vectoring Technology fitted to Mazda cars. Armed with this knowledge, we designed a driving program for Australia and New Zealand.

Our Director, George Foessel, brings extensive experience from his tenure as a Sergeant in Charge of the Queensland Police Driver Training Unit. He has expertise in various facets of driver training, including off-road motorcycles (Ducati Adventure Riding Experience), performance motorcycles, heavy vehicles, performance driving, counter-terrorist driving programs, and 4WD training programs at all levels.

George is also a qualified crash investigator with international qualifications and provides consultancy services for the investigation of vehicle-related incidents. The thorough knowledge of our director and our highly skilled staff members allows us to tailor courses to meet the specific needs of our clients, students, vehicles, and terrains.

Our current students' incident rates are among the lowest in the world, demonstrating the effectiveness of our adaptive training methodologies in achieving low incident rates and improved vehicle maintenance and safety.

At Motor School, all our courses are delivered to the highest industry standards, far exceeding minimum course requirements.

National Accreditation

Motor School has been a standalone Registered Training Organisation (RTO) since 1998. Our RTO status is not under license, and we hold National Accreditation to deliver a wide range of specialised Driver Training Competencies.

Additionally, our staff have specialised accreditation to deliver post-licence driver training in New South Wales (NSW) and are approved by the Roads and Traffic Authority (RTA).

Training Capability

Motor School employs a dedicated team involved in the overall operation of our company, including both administration and field-based staff.

In 2013, we opened a purpose-built training facility in Albion, QLD. This custom-built facility features three specialised training rooms that can be configured into various layouts to suit different training needs.

Motor School has facilities across Australia and also offers onsite training in remote areas. We maintain an extensive fleet of modern, current model 4WD training vehicles available for use, with additional vehicles supplied upon request. All our vehicles are fully insured for training purposes.

We have undertaken large volume work for Mazda Australia, providing a Performance Drive Program to all Mazda Performance Car customers nationwide. This program involves high-end training for approximately 600 individuals per year, in addition to our regular training programs. We also manage vehicle launches for Mazda, accommodating 200-300 people per day.

Additionally, we have provided launch programs and training for other major brands such as Honda Australia, Jeep, and Alfa Romeo.

Our extensive mining experience dates back to training on mine sites in the early 1990s. Our strong financial position allows us to purchase additional equipment and vehicles to meet increasing demand as required.

Motor School is committed to providing quality training to all students by consistently striving for excellence in course delivery. All our course materials are developed in accordance with national training package requirements and industry standards, designed to meet the needs of the Australian industry. Courses comprise lectures, theory, practical exercises, and assessments.

Our Mission

At Motor School, our mission is to create results-driven safety cultures through high-quality education and training. We aim to produce safe, conscientious, and considerate drivers. We provide unique and innovative programs customised to build successful teams dedicated to fleet and workplace driver safety.

Our approach to corporate social responsibility is structured around the following main principles:

1. **Safety First:** Prioritising the safety of our student, staff, and the community in all our training programs and operations.
2. **Continuous Improvement:** Committing to ongoing evaluation and enhancement of our training methodologies to ensure they remain current and effective.
3. **Integrity and Transparency:** Conducting our business with honesty, transparency, and accountability in all our interactions.
4. **Sustainability:** Promoting environmentally sustainable practices in our training programs and operations.
5. **Community Engagement:** Building strong relationships with the communities we serve and contributing positively to their development.
6. **Innovation:** Embracing new technologies and innovative approaches to enhance the quality and effectiveness of our training programs.
7. **Respect and Inclusion:** Fostering a culture of respect, diversity, and inclusion within our organisation and in our interactions with students and partners.

Legislative Requirements

Applicable Legislation

Commonwealth (Cth) Legislation

- Privacy Act 1988 / The Privacy Legislation Amendment (Enforcement and Other Measures) Act 2022, which commenced on 13 December 2022
- Australian Human Rights Commission Act 1996
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Fair Work Act 2009
- Copyright Act 1968
- Competition and Consumer Act 2010

Queensland Legislation

- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 2011
- Workplace Health and Safety Regulation 2011
- Anti-Discrimination Act 1991
- Anti-Discrimination Regulations 2005

Work, Health and Safety Policy

Staff and Students are required to comply with Motor School's Health, Safety, and Environmental management system. They must follow trainers' directions and take measures to safeguard their own safety and the safety of others.

The following procedures and standards are observed by Motor School to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed before and during the training for everyone's information

Dress Code

Students are required to wear clothing and PPE in accordance with their particular job requirements. This includes fully enclosed shoes with good tread, a sun-protective hat, sunscreen, a long-sleeve shirt, trousers, and eye protection.

Motor School ensures that students and staff attending training have clean clothes and shoes to avoid damage to facilities and vehicles from soiled clothing. The trainer delivering the course monitors the uniform policy and notifies the operations manager of any concerns.

Code of Conduct

Students must abide by the trainers' instructions whenever they are on the Motor School course. This includes meeting Work Health and Safety requirements in and out of the classroom. Attitude and behaviour are to be of the expected high standard. Breaches of safety or serious offences will require students to be sent home. This action will result in a meeting between the trainer and the Motor School operations manager, and contact or notification with the employer.

Breath Test

All students are required to undertake a breath test to satisfy health and safety requirements. Should a student fail a breath test, they will be given the opportunity to undertake a second breath test within 15 minutes after the first test was taken. If the student fails the second test, they will not be allowed to participate in the training. Motor School requires that breath test result has a reading of zero.

Motor School values the privacy of all students and ensures that all breath test readings are entered into the database for Motor School records only. If an employer has paid for the student's training course, Motor School reserves the right to advise the employer of the student's breath test failure.

Harassment and Discrimination Policy

Under Australian law, it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

Motor School management provides mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination. This is to ensure that all staff are adequately trained in dealing with harassment and discrimination for a harassment and discrimination free workplace.

Working with Persons Under 18 Years of Age

Students under 18 years of age may enrol with Motor School. According to the law, a child is considered any individual less than 18 years of age.

Motor School ensures that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to Motor School management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where information indicates it is reasonable to believe a student has suffered from or may require protection from harm, Motor School will report to the [Department of Child Safety, Seniors and and Disability Services](#) .

Consumer Rights and Responsibilities

Motor School acknowledges that all students have the right to:

- Be treated with respect, equality, and fairness.
- Receive high-quality training developed with consideration of individual learning styles and needs.
- Expect their prior learning, whether earned through prior training or work experience, to be recognised and considered when determining their training and assessment requirements.
- Appeal the assessment decision.
- Voice any complaints or grievances.
- Expect support during training to achieve competency.
- Learn in a clean, safe environment.
- Have access to any equipment required to gain competency.
- Privacy, confidentiality, and security of their student records in accordance with legislative requirements.

All students attending Motor School courses are responsible for:

- Providing accurate personal information in a timely manner.
- Paying all fees and charges as required.
- Refraining from cheating or plagiarising coursework or assessments submitted for marking.
- Treating staff and other students with respect, dignity, and fairness.
- Abiding by Motor School policy guidelines and instructions.
- Treating Motor School property and equipment with respect.
- Attending classes sober and drug-free, and smoking only in designated areas.
- Promptly reporting any incidents.

Privacy Principles

Motor School respects the privacy of all students and is committed to protecting personal information provided to us. Motor School complies with the Privacy Act 1988 (Privacy Act) and the Privacy Legislation Amendment (Enforcement and Other Measures) Act 2022, which commenced on 13 December 2022.

When collecting information, Motor School ensures students are made aware of:

- Motor School's identity and how to contact us.
- Their right to access their personal information.
- The purpose for collection.
- The organisation/s we disclose their personal information to.
- Any law that requires the particular information to be collected.
- The consequences, if any, for the client if they do not provide the information required.

Motor School collects personal information directly from the individual client and they remain private and protected from misuse, loss, unauthorised access, modification, or disclosure. Motor School does not disclose personal information for any purpose other than for government statistical purposes.

If students wish to access personal information Motor School holds on them, they must submit a written, signed and dated request. Motor School may be required to provide your employer or other third party a PDF copy of your Statements of Attainment for their records.

VET Data Use Statement

Under the Data Provision Requirements 2020, Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd. (NCVER) and may be used and disclosed for the following purposes:

- Populate authenticated VET transcripts.
- Facilitate statistics and research relating to education, including surveys and data linkage.
- Pre-populate RTO student enrolment forms.
- Understand how the VET market operates for policy, workforce planning, and consumer information.
- Administer VET, including program administration, regulation, monitoring, and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent, or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. NCVER will collect, hold, use, and disclose your personal information in accordance with the Privacy Act 1988 (Cth) and the National VET Data Policy and NCVER policies and protocols (including those published on NCVER's website).

Enrolment

All students intending to enrol in a course at Motor School must first read this Student Handbook. When students enquire about a course, they will be provided with a link to the Motor School Student Handbook and a link to complete an online enrolment form, or they will be provided with the Student Handbook and an enrolment form via email. This handbook contains information on all Motor School policies. Make sure you read and understand the contents of the Student Handbook prior to enrolling in our courses. Students can then use the online enrolment link and follow the prompts to complete their enrolment or contact Motor School, and we will forward an enrolment form to be completed.

Entry Requirements

All students must hold a current Driver's Licence and produce the Licence prior to the commencement of training. Students who are automatic-only drivers must advise in writing. Additional pre-requisites may be required by the Unit of Competency and will be advised at the time of enquiry. For Pilot/Escort training courses, students must hold an OPEN and current Driver's Licence, as holders of P plates are not permitted to attend pilot training due to legislation.

Unique Student Identifier (USI)

From January 2015, all students undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) will need to have a Unique Student Identifier (USI). A USI is a reference number made up of ten numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia from all training providers you undertake recognised training with.
- Gives 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.

Students can visit the www.usi.gov.au for assistance on how to obtain the Unique Student Identifier. All students are required to provide a USI to Motor School prior to commencing training.

Under the Student Identifiers Act 2014, an RTO must not issue a VET qualification or Statement of Attainment to an individual unless the individual has been assigned a student identifier. At the successful completion of the course, the student will receive a Statement of Attainment for the Unit of Competency completed. Certificates issued for Non-Accredited Courses will not display the Nationally Recognised Training Logo.

Access and Equity

Motor School is committed to ensuring all students have reasonable access to training irrespective of their sexual preference, culture, age, race, socio-economic status, or disability. Motor School will make reasonable adjustments to facilities and program delivery to maximise access and participation by all students. Motor School's trainer is responsible for ensuring access and equity principles and practices apply across all RTO operations. Motor School ensures our policies and procedures incorporate access and equity principles and that these documents are provided and adhered to by staff. Motor School complies with the following legislation as part of its responsibilities as a Registered Training Organisation:

- Race Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Equal Employment Opportunity Act 1987
- Australian Human Rights Commission Act 1986

Language Literacy Numeracy (LLN)

Motor School is particularly aware of the requirement to evaluate and assist students in their language, literacy, and numeracy (LLN) skills. Language, Literacy, and Numeracy refer to five core skills: learning, reading, writing, oral communication, and numeracy. These five core skills have been identified by the Australian Core Skills Framework as the essential skills for individuals to hold to participate effectively in society, including the workplace and education sector. Motor School staff are aware of the LLN requirements of a Training Package and the industry's expectations of LLN skills of its workforce and utilise this knowledge in the development of appropriate delivery and assessment materials. As a responsible RTO, Motor School has procedures in place to ensure the student's LLN levels are identified and addressed appropriately.

On arrival to the site, students will be supplied with an assessment booklet containing a questionnaire designed to assess language, literacy, and numeracy levels. This questionnaire must be completed before any training can commence. The Trainer/Assessor will make any necessary reasonable adjustments to the training and/or assessments if required. Language problems are a different matter. Language shortcomings of a student may necessitate the use of a one-on-one scenario, i.e., one trainer to one student, to ensure the client absorbs and understands the material being presented. In extreme cases, the student may be advised to use an interpreter, the cost of which is to be borne by the student. Driving a motor vehicle is very much a practical assessment along with question and answer and 'what if' scenarios, and from that viewpoint, the requirements that the student has to show can be explained in a practical way.

The information regarding a student's LLN skills is recorded in the course assessment booklet, which will include a description of how the assessment was conducted. All information in relation to a student's LLN skills is strictly confidential and will be filed in an LLN folder, including a copy of the participant's assessment booklet and the request for assistance prior to the commencement of training.

Fees

Course Fees

A receipt for Motor School payments will be created and distributed for every payment received. The Motor School Director has the authority to permit its personnel to prepare and issue receipts. A payment register is used to log deposits, pre-enrolment payments, and course prepayments.

Course fees may be accessed through this link: <https://training.motorschool.com.au/workshops>

Payment of Fees

Course payment options established with Motor School must be fulfilled by the client organisation through a Purchase Order or through the student himself enrolling in a course. The course will be scheduled and provided only after all payment have been completed.

Refund Policy

Cancellations and Refunds:

- **Brisbane:** Cancellations received in writing at least 3 business days prior to training will receive a full refund, minus a 10% admin and handling fee.
- **Outside Brisbane:** Cancellations received in writing at least 7 business days prior to training will receive a full refund, minus a 10% admin and handling fee.
- **Late Bookings:** Cancellations outside the above timeframes will not be entitled to a refund.

Rebooking:

- If you wish to rebook on another course, an additional administration fee of \$50.00 will apply.
- The Director may exercise discretion in all situations. If you can demonstrate extenuating circumstances for failing to attend a course, you may be offered credit via rebooking on another course.

Motor School's Responsibility:

- If Motor School is unable to fulfill the training agreement (for reasons other than weather), all monies paid will be refunded, or alternative training arrangements will be provided.

Cancellation Policy

The fees applicable to each training course are available by application. Due to the nature of the training offered by Motor School, cancellations must be received in writing by our Administration Department at least three (3) business days prior to the commencement of any courses in Brisbane and at least seven (7) business days prior to the commencement of any courses being conducted outside the Brisbane area. Motor School reserves the right to cancel any course due to adverse weather conditions on the morning of the course. In this event, the student will have the option to enrol in another course or be refunded any monies paid.

Course Information

Duration

The duration of the course will vary depending on the unit of competency being provided. In general, every course commences at 7:30 in the morning and ends at 4:30 in the afternoon.

Location

Motor School has access to training areas in some of the most remote parts of Australia and can deliver training onsite to meet specific site needs. Our expertise in managing large groups of students allows us to tailor our programs to cater for larger groups without impacting course quality.

Our office is open from 9am to 5pm, Monday to Friday, and is closed on QLD Public Holidays. Our training facilities are open from 7am, and our instructors can be contacted on the general office phone number from 7am.

Delivery Mode

Brisbane courses are conducted at our facilities located at 137 Sandgate Road, Albion QLD 4010. After attending the theory components in Albion, students will be taken to our facilities in Mt. Samson for the practical components of the training.

Vehicle Fleet

Our vehicle fleet has been selected to ensure optimum student safety and learning. All vehicles are fitted with ABS brakes, stability control, and occupant airbags. To demonstrate the latest technology, our Mazda BT50s are equipped with features such as:

- Trailer Anti Sway
- Hill Descent Control
- Roll Stability Control
- Traction Control
- Rear Differential Lock
- Hill Launch Assist.

Vehicles are also fitted with high and low range, UHF communication systems, dual controls, data logging systems, and IVMS.

Support Services

Every student has access to the trainers and assessors within Motor School's training department. Trainers assist student to develop a better understanding of the training resources materials to support the student's learning experience. Trainers are also required to be aware of student's individual support needs so that they can respond to the learning needs of the student. There are no additional costs to chat with a trainer during the duration of the course.

For all administrative enquiries, the Student Services Office can be contacted by:

- Email info@motorschool.com.au or
- Phone 1300 969 098 or 07 3162 7357 during business hours (9am – 5pm)

For all training and assessment related enquiries, the Training Department can be contacted by:

- Email at benf@motorschool.com.au or
- Phone 1300 969 098 or 07 3162 7357 during business hours (9am – 5pm)

Before contacting the Training Department for assistance, the student should attempt the assessment task and show evidence of this in an email or phone call.

Training and Assessment Strategies

Flexible Learning and Assessment

Motor School acknowledges that some individuals may find alternative learning methods more effective than those typically used in standard classroom environments. With some minor adaptations to instructional and evaluation techniques, a student struggling to learn and reach expected outcomes in a conventional setting may show significant progress. The personnel and leadership at Motor School value these variations among students and will strive to modify their approaches as needed to accommodate a diverse range of students.

Permissible modifications to teaching and assessment strategies are implemented, but are not limited to, having an instructor read the assessment materials aloud to students or assisting a student in using the technology required in order to complete.

Motor School staff explores all reasonable options within their capabilities to help students meet the required competency criteria.

Learning Resources

Technology-based learning resources are made available to every enrolled student at Motor School. They can simply log to the learning management system and access all training resources they can use to successfully complete the course.

Submission of Assessment

Motor School is committed to ensuring all assessments meet the requirements of the relevant training package and VET accredited course, industry current practices, and learner needs. All training and assessment are carried out by appropriately qualified trainers and assessors supported by appropriate services, facilities, and equipment. Motor School has developed procedures to ensure industry consultation when developing training and assessment materials. All assessments have been developed in accordance with the Principles of Assessment and Rules of Evidence.

Principles of Assessment

- Flexibility
- Validity
- Fairness
- Reliability

Rules of Evidence

- Validity
- Sufficiency
- Authenticity
- Currency

Issuance of Statement of Attainment

Motor School provides a Statement of Attainment after the successful completion of the unit of competency. Additionally, students may request a Statement of Attainment or a replacement Statement of Attainment after payment of a minimal re-issuance fee.

Student Records

Motor School has a well-defined quality administrative and records management system designed to ensure the accuracy, integrity, and timeliness of records, keep documentation current, and protect any confidential information obtained by Motor School, as well as by committees, individuals, or organisation representing it.

Upon enrollment, the details of each student will be entered into the Motor School database system. This action triggers the creation of the student's individual file, which will be used to document all future information related to the client. The file will be kept by Motor School, and the management of that file will adhere to the Motor School training records policy.

Motor School is dedicated to upholding the accuracy, integrity, and currency of all student files, while also ensuring the appropriate security of all records to maintain confidentiality and safeguard student privacy. Motor School management will verify the training records of around 5% of registered students and present the results at the monthly management meeting.

Student Feedback

Motor School is committed to delivering quality training and supporting all students to achieve competency in the chosen Units of Competency. To this end, Motor School facilitators will provide feedback throughout the course, either verbally or as written comments on the students' assessments and reports. Motor School encourages all students to discuss their feedback.

Reasonable Adjustment

The Standards for Registered Training Organisations 2015 require all RTOs to ensure access and equity to all students and expect the RTOs to make reasonable adjustments to their training and/or assessment. Motor School endeavours to make those changes required to ensure all students have the same possibility of achieving competency. These changes will be detailed in the assessment documentation and training and assessment strategy for the relevant course. Individual needs and requirements will be taken into account when developing reasonable flexible adjustments.

Complaints and Appeals

Motor School has procedures in place to handle client complaints and appeals constructively and promptly. Here's how we manage this process:

1. **Recording:** Every complaint, grievance, appeal, and its outcome is documented in writing.
2. **Independent Hearing:** Each appeal is reviewed by an independent person or panel.
3. **Opportunity to Present:** Appellants can formally present their case and will receive a written statement of the appeal outcomes, including reasons for the decision.

We aim to handle all complaints, grievances, and appeals professionally and confidentially to achieve a satisfactory resolution. Our process ensures fairness, equity, and efficiency. Students can raise concerns about training delivery and assessment, teaching quality, amenities, discrimination, sexual harassment, or any other issues.

Steps to Resolve Complaints and Appeals :

- **Discussion and Conciliation:** We encourage all parties to resolve problems through open discussion and conciliation.
- **External Mediation:** If a grievance cannot be resolved through discussion, an independent agent will mediate between the parties.

Lodging a Complaint:

- Complaints must be submitted in writing and addressed to the Director.
- Motor School will acknowledge receipt of the written complaint and aim to resolve it within 21 days.
- We will organise discussions with all relevant parties and give the client the opportunity to present their case.

Appeals Against Assessment Decisions :

-
- Motor School will review the assessment immediately and conduct a re-assessment by another assessor if necessary.
 - The action plan for resolution will be recorded on the Complaint/Grievance/Appeal Report.
 - The client will be notified of the outcome in writing, including reasons for the decision.
 - All records related to the concern will be retained in the Complaints file.