



**Driver Academy**  
AUSTRALIA

RTO 46350

# Learner Handbook

Version 1.6 – March 2026

**Website:** [www.driveracademyaustralia.com.au](http://www.driveracademyaustralia.com.au)

**Email:** [enquires@driveracademyaustralia.com.au](mailto:enquires@driveracademyaustralia.com.au)

**Mobile:** 0415 059 019

**Address:** 20 Elizabeth Street, Tanunda SA 5352

## Version Control

Item	Summary of update	Version	Review date
1	Major update of handbook to adapt terminology, align with current standards and compliance requirements and reference improved processes and systems	v1.1	19/02/2026
2	Minor adjustments to align with policy and procedures, RTO requirements	v1.2	23/02/2026
3	Small changes to adjust for feedback from client	v1.3	24/02/2026
4	Approved student journey flowchart integrated into document	v1.4	26/02/2026
5	Final changes for approval	v1.5	27/02/2026
6	RPL process flowchart included	v1.6	09/03/2026

<b>Quality area</b>	Student Support; Governance
<b>Author</b>	Driver Academy Australia / Access Industry Solutions
<b>Status</b>	Approved
<b>Approved by</b>	Paul Tanner / Sibby Ilzhöfer
<b>Approval Date</b>	27/02/2026

# Copyright

## Copyright, Intellectual Property, Professional Lien and Moral Rights

### 1. Ownership of Intellectual Property

All intellectual property rights, including copyright and any other proprietary or statutory rights, in all documents, materials, works, deliverables, methodologies, templates, frameworks, training and assessment materials, reports, data, and other content created, authored, developed, or supplied by AIS (the *Works*), whether in draft or final form, remain the sole and exclusive property of AIS, unless expressly agreed otherwise in writing. No right, title, or interest in the Works is transferred to the Client except as expressly set out in the Client Services Agreement and this copyright notice.

### 2. Entity-Specific Use and Non-Transferability

Any licence or right granted under this Agreement to use the Works is granted solely to the specific legal entity identified as the Client in the Client Services Agreement.

The licence:

- is personal to that entity; and
- must not be assigned, transferred, sublicensed, novated, shared, or otherwise made available to any other entity, including (without limitation) related bodies corporate, partners, shareholders, directors, officers, contractors, affiliates, successors, stakeholders, joint venture participants, or any other third party, whether now or at any time in the future, without the prior written consent of AIS, which may be granted or withheld in AIS's absolute discretion.

Any unauthorised transfer, sharing, or use of the Works by another entity constitutes a material breach of the Client Services Agreement and an infringement of AIS's intellectual property rights.

### 3. Professional Lien

AIS retains a professional lien over all Works created or supplied under the Client Services Agreement and this copyright notice.

Notwithstanding any other provision of the Client Services Agreement:

- AIS is not required to release, licence, assign, or provide final or editable versions of any Works; and
- the Client acquires no right to use, reproduce, publish, distribute, or rely upon the Works, until all outstanding invoices, fees, disbursements, and any accrued interest owing to AIS have been paid in full.

This lien survives termination or expiry of the Agreement.

### 4. Limited Licence (If Applicable)

Subject to full payment of all amounts owing, AIS may grant the Client a non-exclusive, non-transferable, non-sublicensable, revocable licence to use the Works solely for the purpose expressly agreed in writing and only for the benefit of the Client entity named in the Client Services Agreement.

Any use outside that agreed purpose or by any other entity constitutes an infringement of AIS's intellectual property rights.

### 5. Moral Rights and Integrity of Works

AIS does not waive and expressly reserves all moral rights (as defined in the *Copyright Amendment (Moral Rights) Act 2000 (Cth)*) in respect of all Works created by AIS under the Client Services Agreement and this copyright notice.

Without limiting the foregoing, the Client must not, without the prior written consent of AIS (which may be granted or withheld in AIS's absolute discretion):

- fail to attribute AIS as the author of the Works, or falsely attribute the Works to another person;
- amend, adapt, edit, alter, distort, crop, reformat, translate, excerpt, or otherwise modify the Works; or
- (c) do, or omit to do, any act in relation to the Works that would, or may reasonably be expected to, be prejudicial to AIS's honour, professional reputation, or standing.

### 6. Conditions on Consent

Where AIS provides consent under this notice, such consent may be subject to **reasonable conditions**, including but not limited to:

- mandatory attribution wording;
- quality control and audit requirements;
- version control and approval processes;
- restrictions on context, audience, format, or medium of use; and
- immediate withdrawal of consent if conditions are breached.

### 7. No Implied Consent

Nothing in this Agreement, any Client Services Contract, Statement of Work, or related document operates as a consent by AIS to any act or omission that would infringe AIS's moral rights or intellectual property rights, except to the extent expressly agreed in writing by AIS.

### 8. Survival

This clause survives termination or expiry of any Agreement and continues in full force and effect/

## Contents

Introduction .....	5
Contact Us .....	7
The Small Print .....	7
Enrolling in a Driver Academy Australia Course .....	8
Pre-Requisites .....	9
Participant Age.....	9
Unique Student Identifier (USI) .....	10
English Language – Language, Literacy, Numeracy & Digital Literacy Skills (LLND) .....	10
Learner Support Services.....	10
Fees and Refunds.....	11
Course fees.....	11
Refund Policy .....	13
Studying at Driver Academy Australia .....	14
Trainers and Assessors .....	14
Credit Transfers (CT) .....	14
Recognition of Prior Learning (RPL) .....	15
Recognition of Current Competency.....	16
Flexible Course Delivery.....	16
Code of Conduct for all learning and assessment activities.....	17
Attendance .....	18
Assessments .....	19
Assessment Grading .....	20
Reasonable Adjustments in Assessment .....	21
Assessment Appeals.....	21
Plagiarism and the use of AI (Artificial Intelligence) .....	22
Certificates, Qualifications and Statements .....	23
Legislation.....	23
Privacy .....	24
Access to your records.....	24
Discrimination, Bullying, Victimization and Harassment .....	25
Work Health and Safety.....	26
Complaints and Appeals .....	26
Licensed Outcome.....	28
Continuous Improvement .....	28
Appendix A: Learner Complaint Form.....	29
Appendix B: Appeal Form .....	31
Appendix C: Access to Records Request Form .....	33
Appendix D: Amendment to Records Request Form .....	36
Appendix E: Change of Details Request Form.....	38
Appendix F: Refund Request Form .....	40
Appendix G: Privacy Notice .....	42
Appendix H: Relevant legislation .....	44
Appendix I: Zoom (Online) Meetings.....	48

## Introduction

### Welcome to Driver Academy Australia

Driver Academy Australia (The Academy) is a Registered Training Organisation ([RTO Provider Number 46350](#)) that has been delivering exemplary transport and logistics training since March 2025.

We believe in providing first-class customer service coupled with the delivery of premium training and assessment services, and are committed to assisting clients in developing their careers, their potential and helping them achieve their personal and professional goals within the transport and logistics industry.

To ensure that your learning experience will be a positive one, our courses are delivered using excellent quality and innovative course materials. Our student liaison team is committed to delivering an excellent experience to you. We wish you all the best in your studies and we look forward to helping you achieve your new qualification to advance your career!

Our strength lies in our unique ability to be at the forefront of industry developments and practice. Transport and logistics is a highly regulated industry, so we are continually abreast of changes in legislation, best practice and understanding of industry implications and expectations.

The Academy is registered by the Australian Skills Quality Authority (ASQA), the regulatory body for vocational education and training providers. You can find out more about ASQA on their website: [www.asqa.gov.au](http://www.asqa.gov.au). ASQA has established a set of Standards for Registered Training Organisations that must be adhered to, and this handbook covers some important aspects of those standards.

The Academy's training and assessment team is experienced, qualified and accredited in their chosen field of expertise. All hold a qualification in training and assessment (*TAE40116 Certificate IV in Training and Assessment*, or equivalent) as well as appropriate vocational qualifications for the topic areas being trained. Their commitment to you is to deliver all our courses in an interactive and informative style.

Whilst studying the following qualifications or units of competency, you will be enrolled with the Academy, which will be responsible for the quality of training and assessment provided and for the issuing of Certificates, Records of Results and / or Statements of Attainment.

All our courses are based upon the following nationally recognised qualifications and skill sets:

#### **Qualifications (full or unit clusters):**

- TLI41225 Certificate IV in Motor Vehicle Driver Training – Car Specialisation

#### **Skill sets:**

- TLISS00235 Car Motor Vehicle Driver Training Skill Set
- TLISS00162 Driving Instructor Skill Set
- TAESS00021 Facilitation Skill Set

From these qualifications we have developed customised courses that comply with the requirements for registration and licensing specified by the South Australian state regulator, the Registrar of Vehicles for the Department of Infrastructure and Transport (DIT).

This handbook is designed to provide you with the information you need to know about the Academy, training and assessment, support services, policies and procedures, and your rights and obligations as a course participant (learner) with Driver Academy Australia.

I trust that your learning experience with Driver Academy Australia is positive, and that you're learning and career objectives are advanced through your experience with the Academy.

If you require any further information, or there is anything you do not fully understand, please do not hesitate to contact our office on 0415 059 019.

Again, welcome to our Academy. We look forward to assisting you in every way possible throughout your career in the transport and logistics industry career.

**Paul Tanner**

CEO and Training Manager, Driver Academy Australia  
Licensed Driving Instructor  
Authorised Driving Examiner

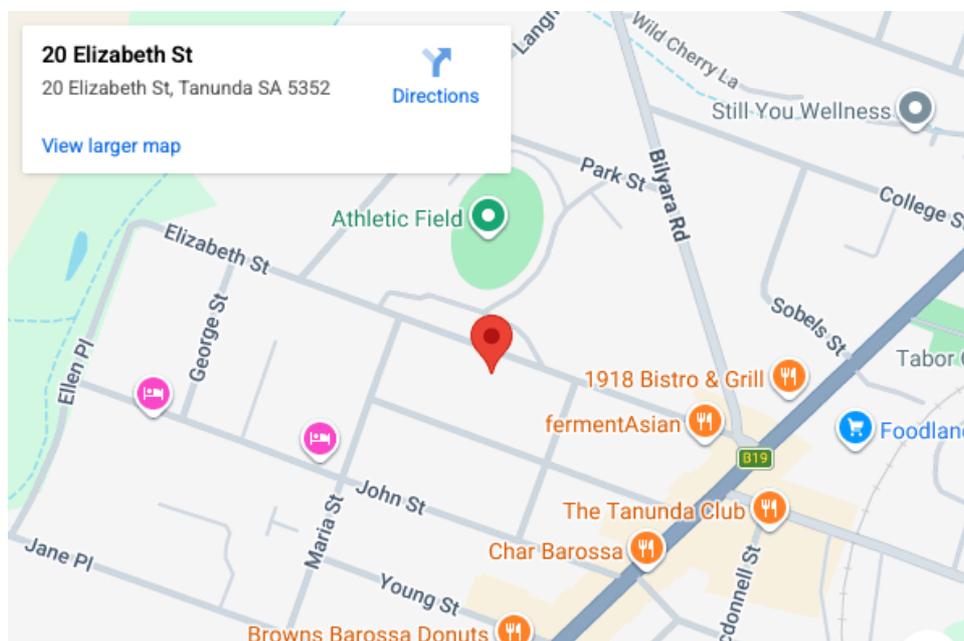
## Contact Us

**Office Address:** 20 Elizabeth Street  
Tanunda  
South Australia 5352

**Postal Address:** 20 Elizabeth Street  
Tanunda  
South Australia 5352

**Office phone number:** 0415 059 019

**Email:** [enquiries@driveracademyaustralia.com.au](mailto:enquiries@driveracademyaustralia.com.au)



## The Small Print

### Copyright

The information in this booklet is copyright to Driver Academy Australia and may not be used or reproduced in whole or in part without prior written consent or as permitted under the Copyright Act 1988.

### Disclaimer

Every effort has been made to ensure that the information in this handbook is free from errors and omissions. Driver Academy Australia makes no representations or warranties and is not liable for any loss or damage or injury of any kind (however caused) including negligence resulting from or in any way connected with the use of this information. The Academy does not assume any liability, whether direct or indirect, for the accuracy, comprehensiveness or usefulness of any information, or the reliance on this information.

### Updates and Continuous Improvement

As part of our Continuous Improvement processes, Driver Academy Australia reserves the right to update, modify, revise or supplement information in this handbook at any time. To ensure you have the latest version of the handbook, refer to our website version at <https://driveracademyaustralia.com.au/>

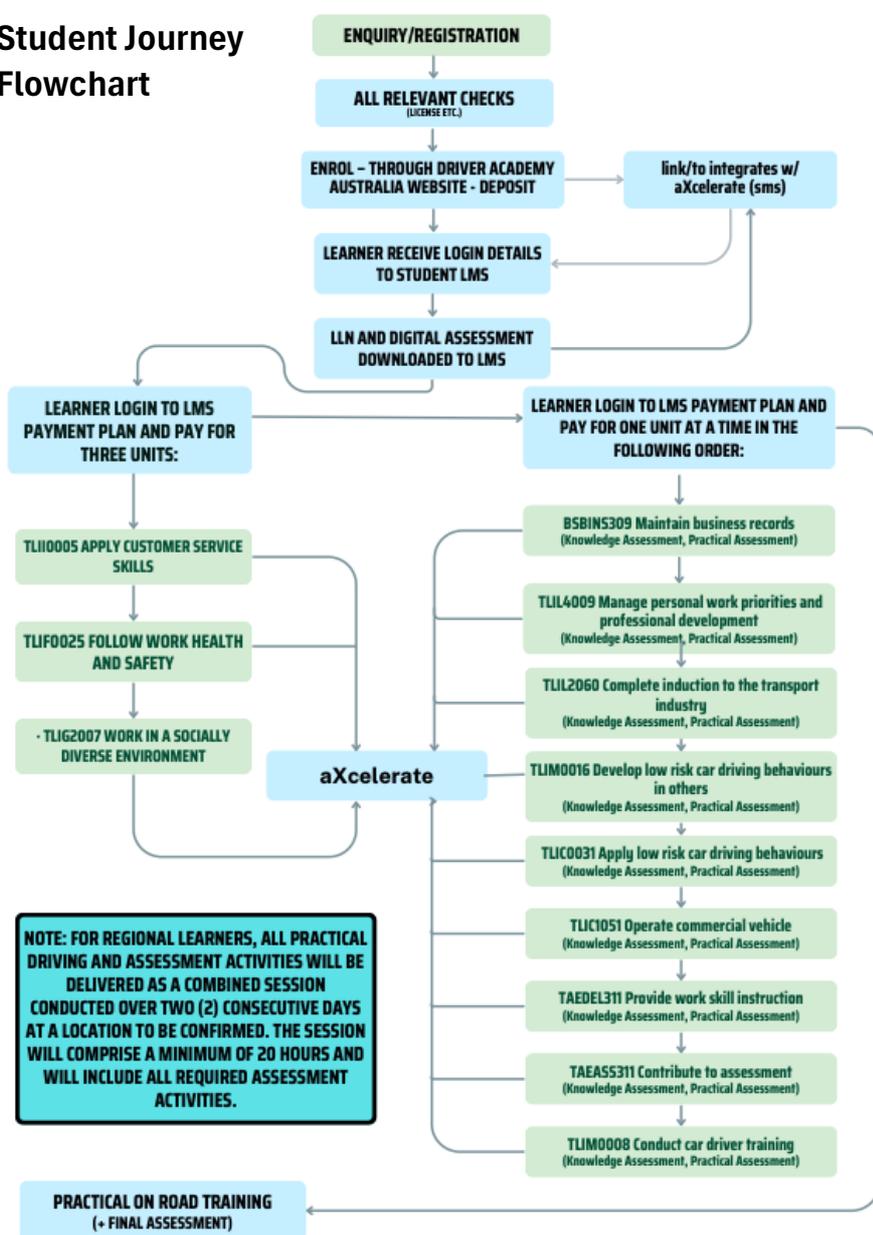
## Enrolling in a Driver Academy Australia Course

To enrol in a Driver Academy Australia course, you will need to complete the enrolment form for your chosen course. Our enrolment forms and all relevant course information is available on our website at <https://driveracademyaustralia.com.au>. Alternatively, you can phone our administration team on **0415 059 019**.

Prior to enrolling you should ensure that you are aware that the course information available on the website, as well as the content of this handbook, form part of the terms and conditions of enrolment. You must acknowledge that you have read this handbook as part of the enrolment procedure.

Enrolments will only be confirmed when the initial enrolment fee or deposit has been paid. Course fees can be paid by cash, cheque, bank transfer or credit card (surcharges apply), and include a non-refundable administration fee. See the section on [Fees and Refunds](#) for more information.

### Student Journey Flowchart



### Student Recognition of Prior Learning (RPL) Journey Flowchart



### Pre-Requisites

Some courses provided by Driver Academy Australia have pre-requisites that you will need to meet prior to enrolment. Any pre-requisites are outlined on the information page for each course on our website. If a course has pre-requisites, your enrolment will not be confirmed until you can demonstrate that you are able to meet the pre-requisites.

As part of the enrolment process, you are required to complete an induction video and formally acknowledge that you have watched and understood the material presented.

### Participant Age

Driver Academy Australia regrets that it is unable to enrol participants who have not yet reached the age of 20.

## Unique Student Identifier (USI)

All participants will be required to have a Unique Student Identifier (USI) under the *Learner Identifiers Act 2014*. Your USI provides access to a secure online account that contains all your training records and results that you have completed since the commencement of the USI on 1 January 2015, a Commonwealth government requirement.

All learners must be able to provide a USI before a Registered Training Organisation (RTO) such as Driver Academy Australia can issue a Statement of Attainment (SOA) or Qualification Certificate, upon successful completion of training.

If you do not have a USI, visit <http://usi.gov.au/> to obtain your USI before you enrol. You will need to provide your personal information, contact information and suitable identification.

**Please note:** The Academy is unable to issue Certificates or Statements of Attainment (SOA) until a USI has been provided and verified.

## English Language – Language, Literacy, Numeracy & Digital Literacy Skills (LLND)

Working in the transport and logistics industry, particularly driver training, involves strong communication and interpersonal skills. Course participants (learners) must be able to read, write and understand English, as all materials, tutorials and workshops are provided only in English, and assessments must be submitted in English.

Prior to enrolment, potential learners who have not previously completed at least one of the following levels will be required to complete a short language, literacy, numeracy and digital literacy (LLND) assessment to demonstrate that they have the necessary Language and Literacy Skills to be able to successfully complete the course that they want to enrol in:

- Australian School year 12, or an HSC
- Australian University degree
- Australian Certificate IV or above

If a potential learner's LLND Skills levels are not adequate and it may impact successful course completion, The Academy will advise the individual of the LLND outcome and discuss support options available to the person through specialist service providers; and returning for their enrolment when a satisfactory level has been achieved.

More information can be found in the Academy's *Learning, Literacy, Numeracy and Digital Literacy (LLND) Policy and Procedures*.

## Learner Support Services

The Academy is committed to providing training opportunities for all people on an equal and fair basis.

Learners that meet entry requirements and / or any course pre-requisites will be accepted into our courses. The Academy undertakes to help all learners in their effort to complete our courses and qualifications. Those who experience difficulties with course work should discuss this with their course trainer, assessor or the Training Manager, who will assist as far as they are able to. If your needs exceed the Academy's abilities to support you, you will be referred to a suitable service provider or agency.

If you have a learning difficulty or other special needs you may wish to contact these providers prior to enrolment, or at any time during your course for assistance.

Provider / Agency	Website	Contact number
Reading and Writing Hotline	<a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a>	1300 655 506
Translating and Interpreting Service	<a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>	13 14 50
Adult Migrant English Program (AMEP) (SA)	<a href="http://www.tafesa.edu.au/adult-migrant-english-program">www.tafesa.edu.au/adult-migrant-english-program</a>	1800 882 661
Australian Council of Adult Literacy – Literacy and Numeracy Support	<a href="http://www.acal.edu.au">www.acal.edu.au</a>	03 9546 6892
Australian Skills Quality Authority (ASQA)	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>	1300 701 801
SA Department of Education	<a href="http://education.sa.gov.au">education.sa.gov.au</a>	1800 088 158
Australian Government Department of Education and Training	<a href="https://www.education.gov.au">https://www.education.gov.au</a>	1300 566 046
Office of Fair Trading (SA)	<a href="https://www.sa.gov.au/topics/business-and-trade/regulation/fair-trading">https://www.sa.gov.au/topics/business-and-trade/regulation/fair-trading</a>	13 32 20

Note that some service providers may charge a fee for their services or support.

More information can be found in the Academy's *Student and Learning Support Policy & Procedures* and *Access, Equity and Anti-Discrimination Policy & Procedures*.

## Fees and Refunds

### Course fees

Course fees may vary depending on the state or territory in which the course is delivered. Please contact The Academy on **0415 059 019** for more information, or see individual course information on our website at <https://driveracademyaustralia.com.au>

**Course fees** include all learning materials, tuition, trainer / assessor support, and assessments of competency (whether assessment is via formal assessment or Recognition of Prior Learning (RPL)).

#### Fees in Advance

In accordance with the *Standards for Registered Training Organisations (RTOs) 2025*, Driver Academy Australia does not require you to pay any more than \$1,500 before commencement of your course. Upon your enrolment into a course, The Academy will assess any prior learning you may have.

The remaining course fees will be payable via a scheduled payment plan. The Academy will discuss and arrange this with you, and you will be reminded when payments are due.

The Academy may grant you recognition for the prior learning, if the prior learning evidence meets the competency requirements. This will determine which units you will need to enrol in and study and undertake standard assessment activities for, and which units you will receive recognition of prior learning (RPL) for. You will be invoiced for the units that you will be granted RPL for, and a separate invoice will be provided for the units you will have to complete as part of the remainder of the course.

If you require separate corporate invoicing, please advise The Academy with the relevant details, so that this can be actioned accordingly.

## Outstanding Fees

Driver Academy Australia reserves the right to withhold Certificates, Statements of Attainment (SOA), and other records of results where any course or administration fees remain outstanding.

## Legislation

We advise that Driver Academy Australia abides by the Consumer Protection legislation and will always respect each learner's consumer rights.

For further information, please refer to:

- [Australian Consumer Law and Fair Trading Act 2012](#)
- [Fair Trading Act 1987 \(SA\)](#)
- [Fair Trading Regulations 2025 \(SA\)](#)
- [SA Fair Trading](#)

## Cooling-Off Period

Under Australian Consumer Law, a '10 business day cooling-off period' does not apply where a learner has approached the RTO under their own initiative and while being fully aware of the RTO's 'Terms & Conditions' to book into a course.

The '10 business day cooling-off period' does apply, if a learner was directly approached (face-to-face, via phone or other medium) by a training provider or a marketing agent and signed up on the spot and required to pay for any course fees upfront.

## Enrolment Administration Fees and Re-Entry Fees

All course fees include a non-refundable administration fee. In the event of you cancelling your course and requesting a refund, Driver Academy Australia will refund fees in accordance with the refund policy. The component of the fees representing the Enrolment Administration Fee will not be refunded.

Course Type	Non-refundable administration fee
Certificate IV courses	\$500

Should you wish to re-enrol in a course at a later time, the following re-enrolment fees will apply:

Course Type	Re-enrolment fee
Certificate IV courses	\$500

## Course Completion Timeframes

Learners that have not completed their course within the course completion timeframe (official course end date) will be issued with a statement of attainment (SOA) for any units successfully completed and will have their files closed as per the course completion timeframes below.

Any learners wishing to re-enrol will need to pay a re-entry fee as indicated in the table above. Any re-entry fees paid will allow the learner an additional six months to complete their course.

All applications for re-enrolment must be made no longer than one month after the official course end date. Any applications past the one-month period must be made as a **new course enrolment** and will be charged as a new participant.

Course Type	Course Completion Timeframe
Certificate IV courses	Twelve months from enrolment (12 months)

Requests for to defer, suspend or cancel an enrolment will be assessed on a case-by-case basis in accordance with the Academy's *Deferment, Suspension and Cancellation Policy and Procedures*.

**Please note:** All requests for course transfers, extensions or cancellations must be in writing to The Academy CEO – either by post or emailed to [enquiries@driveracademyaustralia.com.au](mailto:enquiries@driveracademyaustralia.com.au) and should be supported with credible evidence such as medical certificates or marriage certificates for example. The Academy reserves the right to refuse a request.

All learners can receive additional mentoring and support from our trainers. Should learners require extra tuition after attending our sessions The Academy is happy to provide one-on-one tutelage as per the schedule below at:

- \$180 per hour

## Refund Policy

If for some reason a learner is unable to complete a training program into which they have enrolled, Driver Academy Australia will refund in accordance with The Academy's policy on refunds, including:

1. The Academy is to cease trading before training and assessment commencement, or is **unable to provide a course**, or **cancels a course**:
  - a. **Full fee refund**, including the enrolment administration fee.
2. The Academy fails to provide in full, the agreed training services, or training and assessment is terminated after its scheduled commencement date. However, Enrolment Administration fee and a percentage of the original fees and charges may apply depending on the percentage of completed training activities.
  - a. **Partial refund** (Amount is less Enrolment Administration fee and percentage of course/units completed)
3. Cancellation of a face-to-face course by the participant:
  - a. In writing when **at least 7 days' notice** is given prior to course commencement: **Fees refunded** (less Enrolment Administration Fee)
  - b. In writing where **less than 7 days' notice** is given prior to course commencement: **No refund**.
4. Cancellation of distance education course by the participant: **No Refunds**.
5. The learner has been **expelled** from scheduled training and assessment sessions by breaching the required code of conduct as described in this Handbook
  - a. **No refund**.
6. The learner has **failed to pay** the course fees
  - a. **No refund**.

In the case of undue hardship or extenuating circumstances a refund or partial refund will be considered. The onus is on the learner to provide evidence. Please note that courses are not transferable to other learners. The final decision will be at the discretion of The Academy's CEO.

The following are examples of circumstances when a refund **WILL NOT** be considered or granted:

- Change of job or working hours

- Inconvenience of travel to a face-to-face course or sessions
- Leaving or abandoning the course before completion
- Change of mind after commencement
- Being too busy to attend or complete the course
- Failure to complete the course for any other reason
- Failure to attend a face-to-face course for any other reason
- Moving interstate

All refund requests should be submitted in writing to Driver Academy Australia, using the [Refund Request Form in Appendix F](#), via email to [enquires@driveracademyaustralia.com.au](mailto:enquires@driveracademyaustralia.com.au)

Periodically, The Academy may run a special, offering courses at a discounted rate.

Please note, the following conditions will apply to all learner enrolments who elect to take advantage of the special offer:

- Courses are **not** transferable
- Courses **will not** be refunded
- All courses will need to be commenced at one of our locations or via distance education **within three (3) months** of the final day of the offer
- Any payment made by learners that does not accompany enrolment paperwork is still considered a learner enrolment as a payment constitutes agreement to this handbook and any associated terms and conditions.

More information on fees, charges and refunds can be found in the Academy's *Fees, Charges and Refunds Policy and Procedures*.

## Studying at Driver Academy Australia

### Trainers and Assessors

Driver Academy Australia's trainers and assessors are qualified and dedicated professionals who possess significant and current transport and logistics industry experience and qualifications.

The combined industry experience within the Academy's team of trainers and assessors is constantly expanded as they continue to work within the industry, understand current and historical industry challenges and expectations, and participate in professional development activities, therefore giving learners the best practical industry experience.

The Academy delivers nationally accredited qualifications partially via face-to-face training in stipulated locations and through a carefully considered online training offering.

The Academy's trainers and assessors support and assist learners throughout the course. If additional support is needed outside of sessions, learners can contact their trainer and assessor to ask questions and seek advice, which means each learner gets the support they need and when they need it.

The Academy's trainers and assessors are all professionally qualified to deliver training in a way that learners will enjoy and have every opportunity to succeed and thrive in a realistic, hands-on learning environment.

### Credit Transfers (CT)

Driver Academy Australia will recognise and accept Australian Quality Framework (AQF) Qualifications and / or Statements of Attainment (SOA) issued by other Registered Training Organisations (RTOs) and recognised training providers such as universities.

**For example:** If you have successfully completed a qualification or units of competency that are deemed equivalent to current units being offered in the course you have enrolled in, then Driver Academy Australia will grant a credit transfer (CT) for those units.

In clarification; even if the units have been superseded and are deemed or mapped as “equivalent” on TGA ([www.training.gov.au](http://www.training.gov.au)), then The Academy will grant a CT for those units. In some cases, additional mapping may need to be done, to ensure the units are in fact ‘equivalent’. If they are not, a solution may be, to offer gap assessments.

For CTs to be affected, the following evidence **MUST** be provided in support of successful attainment of those units:

- A USI (Unique Student Identifier) Transcript, which can be obtained by logging into your portal; or
- An original Certificate or Statement of Attainment (SOA) from the issuing RTO, which The Academy will verify with the issuing RTO; or
- A certified copy of the original Certificate or Statement of Attainment (SOA), which The Academy will verify with the issuing RTO.

Copies can be certified by a Justice of the Peace (JP) or at your local police station.

If the units you are seeking credit transfer (CT) for **cannot** be established as equivalent, enrolment will require you to undertake study in those units and complete the assessment activities accordingly.

More information can be found in the Academy’s *Credit Transfer Policy & Procedures*.

### Recognition of Prior Learning (RPL)

Driver Academy Australia recognises that some participants will have acquired vocational skills and knowledge from a variety of different sources, other than formal training.

Recognition of Prior Learning (RPL) is a form of assessment that acknowledges an individual’s existing skills and knowledge which may have been acquired through:

- Previous training and education;
- Relevant work experience;
- Previous employment in relevant industry sector; and / or
- Hobbies or volunteering positions

**For example:** If you have already completed some training or a qualification from an earlier version of the training package, this study may be used towards your RPL and can be submitted for assessment. In this case some ‘mapping’ may need to be conducted by an assessor to establish equivalencies in the units of competency.

If you believe that you already have the skills and knowledge (and can demonstrate your competency to meet the current competency standards and requirements) in the Units of Competency of the courses and training programs offered by the Academy, you should apply at enrolment to have your skills and knowledge assessed. This is referred to as an ‘assessment only pathway’.

Please note that RPL is **not** a short cut or necessarily a ‘quick’ way of completing a course and receiving certification. It involves you matching your existing skills and knowledge to the required competencies and demonstrating to your assessor that you are competent to meet the current standards.

This generally involves a comprehensive process of evidence collection. Evidence must be credible, be able to be substantiated and must be current, as per the ‘Rules of Evidence’. As the assessor generally does not witness you perform these skills and knowledge direct, and the evidence is generally deemed ‘supplementary’ or ‘indirect’, the assessor has a duty to establish the credibility of the evidence. In other words, an assessor will determine the ‘quality’ of evidence submitted. In some cases, due to confidentiality limitations with organisations, you may not be able to produce the required evidence, quality evidence or sufficient evidence which meets the standards and currency requirements.

In the event that you cannot demonstrate your competency through RPL, you will be required to access other assessment methods.

To gain competency through a RPL assessment pathway, you should be able to:

- Submit evidence of subject-relevant training;
- Submit evidence of relevant work experience;
- Provide evidence such as authenticated documents or samples of work demonstrating relevance and currency; and
- Participate in an interview to ascertain current skills and knowledge, also known as a ‘competency conversation’.

Please note that all evidence provided will be verified for authenticity. This includes contacting referees, and all nominated third-parties to confirm that the provided work experience evidence is accurate, correct and current. In each case, you will receive detailed instructions and guidance on the evidence that should be submitted and would be suitable.

In order to apply for recognition of prior learning (RPL), you should speak to the Training Manager at the time of enrolment, or your trainer / assessor at any time during your course.

More information can be found in the Academy’s *Recognition of Prior Learning Policy and Procedures*.

## Recognition of Current Competency

Recognition of Current Competency (RCC) only applies if a learner has successfully completed the requirements previously for a unit of competency within a nationally recognised training package, accredited course or module and is now required to be reassessed to ensure that the competence is being maintained. This is generally tied to licensing requirements by a regulator and requires an assessment-only pathway, such as re-assessment of the relevant skills and knowledge. In this case additional skills or competencies are not recognised. RCC is an assessment process that may be required for licensing purposes or defined units of competency where skill requirements are regularly updated or renewed.

## Flexible Course Delivery

Driver Academy Australia offers blended learning, where the underlying knowledge components of the units of competency can be completed via an online learning platform, and the practical training and assessments must be completed face-to-face. This means, you can also enrol and complete the course via distance education or regional location, providing you have adequate internet and IT access, and can attend a scheduled 2-day training

and assessment session at a suitable time and location to be scheduled by the Academy. This means, it is suitable for those learners who prefer to study at their own pace at their own time in their own space also referred to as 'self-paced' learning, providing you complete the course within the required 12 months.

If required, on request face-to-face support via video conferencing with tools, such as ZOOM, can be provided. The face-to-face practical delivery component allows participants to benefit from the wealth of knowledge offered by the trainers and allows plenty of opportunity to participate in industry relevant discussions and ask questions.

For certain cohorts, such as regional learners, practical training may be delivered at a designated regional venue or at an employer's premises. Such arrangements must be scheduled well in advance to allow adequate time for planning and coordination. In these cases, all practical components for the relevant units will be consolidated and delivered in a single, scheduled session at the conclusion of the course. The practical assessment will be held at the conclusion of that training.

No matter how you decide to complete your chosen course, The Academy trainers and assessors are available to provide assistance and support. All trainers and assessors are qualified transport and industry professionals, whose guiding principle is to provide a positive learning experience and help learners successfully complete their course or qualification.

The Academy recognises that not everyone learns in the same manner and therefore will support the delivery to the learners, their needs and their learning style. In some instances, reasonable adjustments may need to be made for the assessment activities. For more information, see the section on [Reasonable Adjustment](#). Any further questions can be referred to the Training Manager.

## Code of Conduct for all learning and assessment activities

Driver Academy Australia at all times strives to create a positive learning environment for all. Learners are expected to behave in a professional and respectful manner at all times, taking other learners and The Academy team members into consideration.

In view of this, learners are expected to:

- Treat all others and their property with respect;
- Respect the opinions and backgrounds of others;
- Follow all safety policies and procedures as directed by staff;
- Provide relevant and accurate information to The Academy in a timely manner;
- Approach their course with due personal commitment and integrity;
- Be suitably dressed. Shorts, thongs and singlets are not considered suitable attire for a professional training or assessment environment;
- Arrive punctually so that sessions can commence on time, and return from breaks and lunch promptly to minimise delays;
- Turn mobile phones to silent or off during sessions;
- Return any urgent or necessary calls during scheduled breaks or leave the room before making or taking any call;
- Not be under the influence of alcohol or drugs at any time;
- Smoke and vape only in permitted dedicated areas outside any venues or buildings;
- Use appropriate language and refrain from using profanities or being provocative;
- Ensure the security of their own personal possessions;
- Promptly report any case of injury, near miss, discrimination, bullying or harassment to their trainer / assessor;

- Respect the property of other participants, trainers / assessors and the venue;
- Be responsible for their own learning and development by participating actively and positively and ensuring that they maintain progress with learning activities and modules;
- Complete all assessment tasks, learning activities and practical skills activities and assessments honestly and without plagiarism, infringing on copyright laws or using AI (artificial intelligence);
- Actively contribute in a respectful manner to group discussions and interactions;
- Actively participate in group activities and role plays;
- Act with integrity in all training and assessment procedures;
- Attend all compulsory learning and assessment activities with integrity and as required;
- Comply with any Work Health and Safety requirements of the training venue, or directions given by Driver Academy Australia;
- Discuss any issues or potential issues with the assigned trainer / assessor;
- Report any health and safety concerns to the assigned trainer / assessor; and
- Recognise that they have a duty of care under Work Health and Safety legislation towards other participants, trainers, assessors and staff at the training and assessment venues.

In return, learners have the right to:

- Be treated fairly and with respect by all learners and staff;
- Learn in a supportive environment which is free from harassment, discrimination and victimisation;
- Have their personal details and records kept private and secure according to The Academy's *Privacy Policy*;
- Access the information The Academy holds about them;
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution;
- Receive training, assessment and support services that meet their individual needs;
- Be given clear and accurate information about their course, training and assessment arrangements and their progress;
- Access the support they need to effectively participate in their training program; and
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

All learners are expected to abide by The Academy's *Code of Conduct* during their participation in courses delivered by The Academy.

Learners who do not abide by this Code will be followed up through the disciplinary procedures. In some instances, including severe breaches, a learner may be asked to leave the course.

The Academy retains the right to remove from a session any learner in breach of the above or who is disruptive. Participants who are found to be acting inappropriately will be managed through a disciplinary process.

As a result of and since the SARS COV-2 (COVID-19) state directives, Driver Academy Australia has introduced video conferencing support sessions as an additional service and to ensure learning continues. This will also support learners in regional locations who need that 'face-to-face' support. For information and directions in how to join the ZOOM sessions please see [Appendix I: Zoom Meetings](#).

## Attendance

### Rebooking of Courses

A learner may elect to transfer their booking to another course commencement date. If a learner wishes to transfer, they must book into the course with the same course code and name within six (6) months of their original enrolment booking. Providing the transfer request is accepted and approved, no extra charge will be incurred, if the request of transfer is made more than seven (7) days of the other course commencement date. If

the request for transfer is made less than seven (7) days from the commencement date, a transfer fee of \$150 will be payable.

A learner may only transfer once without incurring the transfer fee. If a learner has transferred into a course, which they then cancel, a transfer fee of \$150 applies. Failure to attend the newly booked course, resulting in another transfer booking, which will incur a transfer fee of \$250.

## Disciplinary Procedures

Disciplinary procedures may be implemented when the behaviour of a learner is considered to be unsatisfactory and falls below the standards and guidelines outlined in this handbook, or the learner fails to follow the reasonable instructions given by a trainer or assessor.

The disciplinary process has three steps:

1. Counselling from the course trainer or assessor, identifying the problem behaviour, outlining how the behaviour does not meet the guidelines; and the expected standard of behaviour.
2. If the unsatisfactory behaviour continues then the learner will be counselled by a senior Driver Academy Australia staff member or supervisor.
3. If the unsatisfactory behaviour continues still, then the learner will be considered for removal from the session program, which may result in suspension or expulsion from the training room, or expulsion from The Academy and the training course altogether.

## Assessments

Assessments are based on the demonstration of competency and meeting the competency requirements. This means that the learner must demonstrate that they have met the elements and performance criteria, the critical aspects required for assessment, and the required skills and knowledge for each unit of competency within the course.

The assessment activities and tasks for each unit have been designed to meet the Unit of Competency requirements as published on [www.training.gov.au](http://www.training.gov.au) (TGA). The full unit of competency descriptors include elements and performance criteria; knowledge and performance evidence and assessment requirements, as well as other information. The units of competency requirements are available on TGA for an easy download. The assessment tools are available on request from The Academy.

Each unit of competency will typically include 2 or 3 different methods of assessment to ensure that learners can demonstrate their competency in all aspects of that unit. All assessment activities and methods will cover the whole of the breadth and depth of a unit of competency. The different methods of assessment for each Unit of Competency may include (but not limited to):

- Workbook activities
- Multiple Choice questions
- Written answer questions – short and / or long
- Case studies
- Assignments
- Projects
- Workplace observations and demonstrations
- Role plays / scenarios

Recognition of Prior Learning (RPL) assessments will generally include (but not limited to):

- Documentary evidence submissions
- Interview and / or verbal questions (competency conversation)

- Third party or supervisor reports
- Workplace observations
- Portfolios; and
- Role plays / scenarios, to demonstrate current competency

All assessment tasks for each unit must be submitted before an assessor can make a final assessment decision. Assessors are available to explain or clarify the requirements or to provide guidance if required.

You will be required to sign a declaration on each assessment cover sheet or Learning Management System (LMS) aXcelerate, as part of your submission to confirm that you have completed the work yourself (i.e. that the work is 'authentically yours'). In addition, each page must include your name and signature as a method of verification and validation. Each assessment will provide you with detailed and specific instructions as to the requirements.

Assessments may be submitted in hard copy, or by email (either in word (.doc, .docx) or as a PDF), but should ideally be completed on the LMS aXcelerate within the relevant unit of competency module. It is strongly recommended that you make and retain a copy of all assessments you submit, in case of loss or misplacement. The Academy will not be able to assess a unit unless it is complete.

You must hand in your own work. Work that has been completed in a group environment or in collaboration with team members is acceptable, but each learner **must** submit assessments in their own words and acknowledge the contribution of other members of the group (i.e. a declaration of the contributing members). Copied or duplicated assessments will not be accepted and is considered plagiarism.

For more information on Driver Academy Australia's policy on plagiarism, please see the section on [Plagiarism](#).

The Academy also has strong policies around the use of artificial intelligence (AI) in completing assessments. This also falls under the rule of "Authentic" and will be dealt with in accordance with plagiarism.

The Academy applies the principles of access and equity in assessment by ensuring that everyone is given an equal opportunity to undertake the assessment and achieve competency. This means that all participants are treated equitably and free from discrimination and bias. Where it is appropriate, reasonable adjustment to assessments can be made for those that may have disabilities, impairments or specific needs. For more information on Driver Academy Australia's policy on reasonable adjustment, please see the section on [Reasonable Adjustment](#).

## Assessment Grading

Individual assessment tasks that collectively comprise a Unit of Competency are marked as either "Satisfactory" (S) or "Not Yet Satisfactory" (NYS). Once all Assessment tasks for a Unit of Competency have been assessed, the Unit is graded as either "Competent" (C) or "Not Yet Competent" (NYC). There is no additional or different grading of assessments.

You will be given feedback on your outcomes from these assessments either through the LMS system aXcelerate or by email or phone. If you have been assessed as "Not Yet Satisfactory" (NYS) or "Not Yet Competent" (NYC) your assessor will clarify the reasons why and provide sufficient guidance to assist in achieving competency in that unit. In some cases, a verbal assessment may be sufficient to help the assessor reach a decision. Any verbal assessments will be documented in the existing assessment tools and LMS accordingly.

The Academy provides continuous support to its learners. If a learner is marked as NYS, they may need to attempt this assessment again.

A learner has the option to re-attempt an assessment once at no charge. An alternative method of assessment may be selected for the learner to demonstrate their competency. If a third attempt at the assessment is required, fees may apply.

After three unsuccessful attempts at the assessment, a learner will be deemed as “Not Competent” (Competency not achieved) for the unit in question.

## Reasonable Adjustments in Assessment

Some learners may require modifications to assessments due to disability, illness or special considerations – this is called ‘Reasonable Adjustment’.

Reasonable adjustment can involve (but not limited to):

- Making training and assessment resources and methods more accessible (e.g. providing learner workbooks in an audio format or on different coloured paper or hard copy instead of online access);
- Adapting physical facilities, environment and / or equipment (e.g. setting up hearing loops);
- Making changes to the assessment arrangements (e.g. more time allowed for assessments); and
- Making changes to the way evidence for assessments is gathered (e.g. changing the written assessment to conducting it orally with the help of your assessor).

If you **have not** already indicated any disability, illness or special considerations in your enrolment form, please speak to your trainer and / or assessor if you think that you may need an adjustment made.

**Note:** These adjustments are made at the discretion of your trainer and / or assessor based on each learner’s identified needs. These adjustments can only be made if they **do not** compromise the integrity of the competency requirements of the unit. They are not designed as a ‘free pass’ through the course. You may be required to supply evidence in support of why you may need a reasonable adjustment, such as a medical certificate.

More information can be found in the Academy’s *Reasonable Adjustment Policy and Procedures*.

## Assessment Appeals

If a learner is not satisfied with an assessment decision, they may wish to appeal the decision. An assessment decision may be appealed, if:

- The learner has been unsuccessful in all attempts to complete the assessments to the required standard and / or within the required timeframes.
- The learner has not completed or submitted all necessary assessment requirements and / or the trainer / assessor and / or administrative staff have not been able to contact the learner following repeated attempts to finalise the assessments.

Before submitting a formal application to appeal an assessment decision, you should discuss the situation with your assessor. If the matter cannot be resolved immediately, or you do not want to submit an appeal directly to your assessor, then the appeal will be dealt with in accordance with the Academy’s *Complaints and Appeals Policy and Procedures*.

Before submitting an application to appeal an assessment outcome you should ensure you have reasonable grounds for making the appeal, such as (but not limited to):

- You feel there have been unclear or inaccurate instructions by the assessor or the assessment tools and LMS system.
- You feel the assessor showed bias or treated you unfairly or inequitably.
- You were ill during the period of assessment and have evidence in support of this, such as a medical certificate.

Learners can lodge their formal assessment appeal by completing and submitting the [Appeal Form in Appendix B](#) and including all supporting evidence that relates to the assessment appeal. Assessment appeals must be lodged within 30 calendar days of being advised of the assessment outcome.

## Plagiarism and the use of AI (Artificial Intelligence)

Plagiarism is the practice of taking someone else's work and presenting it as your own, either in whole or part. Copying work from a previous assessment, hard copy or online, or from another person is considered to be a serious offence and is not tolerated by Driver Academy Australia.

When completing assessments and preparatory work, learners must be mindful of the limitations of AI tools, such as ChatGPT. These tools might provide outdated or incomplete information and may not be fully aligned with industry-specific or Australian context requirements. Additionally, AI lacks the ability to convey authentic human experiences that represent the complexities of life's activities.

Although AI can offer correct answers, it does not demonstrate a learner's personal mastery of the subject (skills and knowledge) or the ability to apply what has been learned in real-world situations. It's important that learners showcase their own understanding and knowledge in their work.

Learners also need to work within the parameters of copyright and plagiarism, remembering that the *Rules of Evidence* require learners to submit their own **authentic** work for assessment activities. If an assessor suspects that a learner's submission is not their original work, they may discuss this with the learner and decide on further measures.

Assessors are trained in detecting plagiarism and the use of AI. Where plagiarism or AI is detected, the work will be assessed as "Not Yet Satisfactory" or "Not Yet Competent". The learner will receive counselling and, in the first instance, will be required to complete an alternative assessment.

Any work, including assessments and evidence, must authentically be your own work and The Academy will not tolerate or condone plagiarism and academic misconduct under any circumstances, including but not limited to:

- Individuals submitting someone else's work as their own, either all or part thereof;
- Sharing completed assessments with one another, for the purpose of duplicating and submitting completed assessment tools;
- Sourcing completed assessment tools and resources from online platforms such as but not limited to Course Hero;
- Actively coordinating and collaborating assessment responses without declaring this and the extent of collaboration on the assessment tools;
- Sourcing assessment responses via online learner portals and chatrooms;
- Attempting to bribe or coerce an assessor / trainer or any other staff member of The Academy in an attempt to extract assessment answers or favourable assessment outcomes;
- Attempting to bribe or coerce another learner in an attempt to obtain assessment answers;
- Individuals using phrases and paragraphs verbatim without acknowledging the source or origin of the information; and

- Individuals falsely presenting themselves as another learner or person, whether signing in, participating or completing an assessment on behalf of another person.

The Academy will design assessments that minimise the opportunity for academic misconduct by varying questions where necessary, using plagiarism detection techniques, and promoting original thought. Where possible, assessments will be designed to encourage responses in the learner's own words to ensure they are able to demonstrate understanding.

Repeated or continued plagiarism will warrant disciplinary action, which may include expulsion from the course. Learners will not be entitled to any refunds in the event of expulsion due to plagiarism. For more information, please refer to the Academy's *Plagiarism, AI and Academic Misconduct Policy and Procedures*.

### Certificates, Qualifications and Statements

Upon successful completion of your course, you will be issued with a credential or other document that confirms that you have completed your course by achieving the specified competencies. The RTO Standards requires issuance within 30 calendar days, AFTER the assessment results have been issued, and all due diligence and compliance checks have been completed by the CEO or CEO's representatives. The Academy aims to issue required certificates and statement of results within 10 business days.

If you have successfully completed a Nationally Recognised Qualification that is within the Australian Qualifications Framework you will receive a Certificate which records the nationally recognised qualification code and name of the qualification achieved. The qualification certificate is accompanied by a Transcript or Record of Results which lists the Units of Competency you have completed to achieve the Qualification. The record of results will detail how each unit was achieved i.e. via CT (credit transfer), RPL (recognition of prior learning) or competence via assessment.

If you have not completed a full nationally recognised qualification you will receive a Statement of Attainment (SOA) which lists the Units of Competency that you have successfully completed.

The Academy reserves the right to withhold issuing credentials, Certificates and Statements of Attainment should there be any outstanding course fees.

The Academy's registration as an RTO requires the retention of copies of Qualifications and Statements of Attainment for a period of 30 years from the date of issue. Additional or replacement copies may be obtained upon written request by completing and submitting the [Access to Records Request Form in Appendix C](#) and will incur a fee of \$75 (incl. GST).

## Legislation

Driver Academy Australia is required to comply with and make all course learners aware of certain aspects of legislation that affect both the RTO and the course learners. The Commonwealth and State laws include legislation and guidelines that may apply to The Academy's operations but may vary from circumstance to circumstance and may include but are not limited to:

- Driving Instructor Licensing (State)
- [National Vocational Education and Training Regulator ACT 2011 \(Cth\)](#)
- [Consumer Law](#)
- Fair Trading and Consumer Protection
- [Privacy ACT 1988 \(Cth\)](#)
- [Human Rights and Equal Opportunity Commission ACT 1986](#)

- [Equal Opportunity for Women in the Workplace ACT 1999 \(Cth\)](#)
- [Racial Discrimination ACT 1975 \(Cth\)](#)
- [Sex Discrimination ACT 1984 \(Cth\)](#)
- [Disability Discrimination ACT 1992 \(Cth\)](#)
- [Work Health and Safety ACT 2011 \(Cth\)](#)
- [Crimes ACT 1914 \(Cth\)](#)

You can refer to [Appendix H](#) of this handbook for a comprehensive list of noted legislation, regulations and guidelines that The Academy adheres to.

## Privacy

*The Privacy Act 1988* establishes a national scheme for the collection, use, storage, correction, disclosure and transfer of personal information, and provides for special protection of sensitive information. Consumers will have the right to know why an organisation collects their personal information, what it holds, how it will use the information and who else may get access to the information. Consumers can ask to see the information collected and for it to be corrected if it is incorrect. The National Privacy Principles enshrined in Privacy legislation are the ten basic privacy standards with which organisations must comply with in order to protect personal information.

Driver Academy Australia is bound by the *Privacy Act 1988* and respects participants', staff and trainers' right to privacy and confidentiality. As a provider of training and assessment services, The Academy is required to collect personal information about a learner upon enrolment, and ensure that learners have a Unique Student Identifier (USI).

This information is required by the relevant State Training Authorities, the Australian Government Department of Education and Training, National Centre for Vocational Education Research (NCVER), Australian Skills Quality Authority (ASQA), and The Academy for mandatory statistical reporting purposes.

The Academy may also use personal information to advise a learner about forthcoming events and training courses, and for marketing and research purposes. Feedback from learners is sought and is collected as part of The Academy's reporting requirements and continuous improvement processes.

The Academy will ensure the confidentiality of feedback and only disclose information to other parties as required by legislation. We will not disclose, sell or pass on personal learner details in any way without the learner consent, other than for the purposes stated. If at any stage your personal details change throughout the course of your training, please inform your trainer / assessor or the administrative staff, so that your details can be amended as required.

This is a brief summary of The Academy's *Privacy Policy and Procedures* which is available upon request. Refer to the [Privacy Notice in Appendix G](#) for further critical information.

## Access to your records

As a current or former learner of Driver Academy Australia, you have the right to access your own personal information or academic records at any time. You may wish to amend certain details in your records if they are incorrect. Any requests to access your information must be made in writing.

Please contact the Training Manager to obtain this information. These records will give full and accurate information as to your participation and progress in courses you have attended.

To authorise access to and / or verification of your records or request for a qualification to be re-issued, please complete the [Access to Records Request Form \(Appendix C\)](#). To correct details and information, including certificate reprint, use the [Amendment to Records Request Form \(Appendix D\)](#).

If you simply want to notify The Academy of change to your personal details while you are still studying with The Academy, please complete the [Change of Details Request Form \(Appendix E\)](#).

## Discrimination, Bullying, Victimization and Harassment

Driver Academy Australia is committed to providing a training environment free from discrimination, bullying, victimisation and/or harassment of any kind. The Academy has a zero-tolerance approach to any form of harassment, and this type of behaviour will result in immediate disciplinary action that may include expulsion from the course. This applies equally to enrolled learners and Academy staff.

The Academy's Discrimination, bullying and harassment policies are in accordance with Australia's State and Territory anti-discrimination legislation.

Discrimination, bullying, victimisation and harassment can be defined as actions or behaviour towards another person out of ill intent, directly or indirectly, which causes that person discomfort or distress, based on their:

- Race or Cultural background;
- Religion;
- Disability;
- Sexual orientation;
- Marital status;
- Gender;
- Age;
- Physical appearance or peculiarities;
- Social status or background;
- Residence;
- Education;
- Carer's responsibility;
- Pregnancy; or
- Any other aspect of their person or circumstance.

It is important that any learner that experiences this comes forward with any complaint they may have. This will ensure that all learners' rights are protected and that other learners and stakeholders are also not subjected to the same behaviour or treatment.

If a learner is not satisfied with the way in which their complaint was handled, they may take it to an outside agency, such as the organisations listed below.

Agency	Website	Contact number
Australian Human Rights Commission	<a href="https://humanrights.gov.au">https://humanrights.gov.au</a>	1300 369 711
Equal Opportunity Commission of South Australia	<a href="https://www.equalopportunity.sa.gov.au">https://www.equalopportunity.sa.gov.au</a>	08 7322 7070
Anti-Discrimination NSW	<a href="https://antidiscrimination.nsw.gov.au">https://antidiscrimination.nsw.gov.au</a>	1800 670 812

Queensland Human Rights Commission	<a href="https://www.qhrc.qld.gov.au">https://www.qhrc.qld.gov.au</a>	1300 130 670
Victorian Equal Opportunity and Human Rights Commission	<a href="https://www.humanrights.vic.gov.au">https://www.humanrights.vic.gov.au</a>	1300 292 153
ACT Human Rights Commission	<a href="https://www.hrc.act.gov.au/discrimination">https://www.hrc.act.gov.au/discrimination</a>	02 6205 2222

All complaints will be dealt with seriously and sympathetically. All complaints are private and confidential.

More information can be found in the Academy's *Access, Equity & Anti-Discrimination Policy & Procedures*.

## Work Health and Safety

Driver Academy Australia has a responsibility to provide workplaces and training environments that are safe and minimise risks to staff and learners. The Academy complies with work health and safety legislation by:

- Implementing work health and safety policies that provide and maintain safe & healthy work premises, plant and equipment and systems of work;
- Make and monitor arrangements (including training and supervision) for the safe use, handling, storage and transport of equipment or materials;
- Provide adequate facilities and environment to protect the welfare of learners, visitors and employees;
- Provide information & training to enable stakeholders to work safely; and
- Record and take appropriate action to respond to and record incidents and accidents and near misses occurring on the premises to company employees, learners and guests.

You also have a responsibility for your own health and safety, as well as those that may be affected by your actions or inactions at a company workplace and during courses.

You must not wilfully interfere with, or misuse items, plant, equipment or facilities provided in the interests of health, safety and welfare, and must report anything that is, or has the potential to become, a current safety issue to their trainer / assessor or another staff member, or another learner.

Everyone on the company property or plant (vehicles) or at a course or training venue must follow all workplace health and safety guidelines provided by The Academy and / or the company or venue, which may include instructions related to the handling, repairing, lifting, operating and maintenance of any resources and plant and equipment.

More information can be found in the Academy's *Work, Health and Safety Policy and Procedures*.

## Complaints and Appeals

Any learner, staff member or client has the right to lodge a complaint or appeal against any decision that they believe is unfair or unjustified, or an act of discrimination, harassment, vilification or bullying.

The first point of contact should be informally with the staff member / person concerned, or to the Senior Training Manager. If the matter cannot be resolved immediately, they will request that the complaint or appeal is put in writing using the forms found in [Appendix A](#) and [Appendix B](#) respectively.

In order for complaints to be resolved efficiently and effectively, they cannot be anonymous. Issues can only be resolved in an efficient and timely manner, if details of who is involved is disclosed. To meet the principles of natural justice and procedural fairness, all parties involved will be given the opportunity to present their case or

viewpoint on the circumstances leading to the complaint and will be asked to propose a resolution. This may be conducted via face-to-face, by phone or video conferencing link (e.g. face-time, ZOOM).

Written complaints will be considered by Driver Academy Australia's CEO, who will either determine the matter, or refer the matter to a suitable person for consultation and arbitration. The outcome, together with the reason for the decision, will be forwarded to the complainant in writing.

The Academy aims to resolve matters within 10 business days. If the complaint is referred to a consultant or arbitrator, every effort will be to ensure that the matter is resolved as quickly and efficiently as possible. Where more than 60 days are required to process, and finalise the complaint, Driver Academy Australia will inform the complainant in writing as to the reason why more than 60 days are required and will provide regular progress updates.

Complaints that have been found to be true and requiring system or procedural changes, are then recorded onto the Academy's *Continuous Improvement Register* for processing and actioning as speedily as possible.

Privacy requirements and learner / complainant rights are maintained at all times. The Academy will securely maintain records of all complaints, and appeals and their outcomes.

Should the matter not be resolved to the satisfaction of the complainant after the complaints procedure has been exhausted, then the individual can make an appeal in writing using the [Appeal Form in Appendix B](#). This application to appeal will be recorded on The Academy's *Complaints and Appeals Register*. The appeal will be acknowledged in writing to all relevant parties. If the appeal is not received within 7 working days of the complainant receiving the decision regarding the complaint outcome the matter will be considered closed.

The complainant will be advised that an independent adjudicator, mediator or consultant will be sought to consider the nature of the complaint and a possible further resolution.

The complainant will be advised that they will share up to 50% of adjudicator costs to be paid in full before the appointment and that the actual total cost will be borne by the losing party.

The selection of the adjudicator will be communicated with the complainant, and the selection must be with the mutual agreement of the complainant.

The Academy management will make contact with the independent adjudicator and provide all documentation related to the formal complaint/appeal and complainant contact details.

Responses from the adjudicator must be within 10 business days from the date that all formal complaint documentation is provided to the adjudicator, or such longer time as advised in writing by the adjudicator.

On receipt of the formal complaint documentation the adjudicator will make contact with The Academy's management and staff, and the complainant to arrange a suitable time for further discussion pertaining to the formal complaint.

Where more than 60 days are required to process and finalise the appeal, Driver Academy Australia will inform the complainant in writing as to the reason why more than 60 days are required and will provide regular progress updates.

All Independent Adjudicator Appeal proposed solutions will be final and be reported to The Academy and the complainant in writing and will require immediate implementation by both parties.

Complainants retain the ultimate right of complaint to the National Regulator for the Vocational Education and Training industry, ASQA (Australian Skills Quality Authority). Complaints to ASQA should only be made, once all complaints avenues with Driver Academy Australia have been exhausted. Details about their complaints process can be found on their website: <http://www.asqa.gov.au>

Complaints will always be conducted in a fair, unbiased, honest and transparent manner, as quickly as possible and in such a way as to ensure the privacy of all parties.

More information can be found in the Academy's *Complaints and Appeals Policy & Procedures*.

## Licensed Outcome

Driver instructor licencing requirements MAY vary from state to state and different states may require additional or alternate evidence to achieve the outcome required in support of an application to become a licenced driver training instructor.

Driver Academy Australia **does not** and **cannot guarantee** that a learner will have a successful outcome to a license application. The licence application is between the applicant and the State or Territory authority responsible for the determination. For example, in South Australia, an applicant is required to apply to be a licensed driving instructor with the Registrar of Vehicles for the Department of Infrastructure and Transportation.

## Continuous Improvement

Driver Academy Australia is committed to the continuous improvement of its training and assessment services, learner services and management systems. Central to this commitment is The Academy's approach to continuous improvement and the procedures applied to achieve systematic and sustained improvement. All learner feedback along with feedback and suggestions from The Academy's trainers and / or assessors forms an integral part of the continuous improvement process.

More information can be found in the Academy's *Continuous Improvement Policy and Procedures*.

## Appendix A: Learner Complaint Form

This form should be used to submit a complaint in relation to Driver Academy Australia (The Academy). The Academy team appreciates you taking the time to notify us of your concern. The information provided on this form will be used exclusively by the Academy to resolve your complaint. None of the information you provide will be disclosed to anyone outside of the business without your permission, unless we are required to do so by law.

Please submit the completed form to the Academy in person to a staff member, trainer or assessor; or by email to [enquiries@driveracademyaustralia.com.au](mailto:enquiries@driveracademyaustralia.com.au). A written reply will be forwarded to you within 10 business days.

<b>Learner name</b>			
<b>Student ID</b>		<b>Date</b>	
<b>Course (code and title)</b>			
<b>Mobile</b>		<b>Email</b>	
<b>Address</b>			
<b>Please select the reason for this complaint</b>			
<i>Please tick and provide further details below</i>			
<input type="checkbox"/> Driver Academy Australia Trainer / Staff member (please provide name): <input type="checkbox"/> Current or former Driver Academy Australia learner (please provide name): <input type="checkbox"/> Services provided (please specify): <input type="checkbox"/> Facilities or equipment (please specify): <input type="checkbox"/> Course resources <input type="checkbox"/> Other (please specify):			
<b>Have you made a formal complaint about this issue before?</b>			
<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, provide date of previous:			
<b>Details (Summary)</b>			
<i>Please outline the reasons for your complaint in as much detail as possible and attach supporting evidence.</i>			
<b>Learner Acknowledgement</b>			
I hereby acknowledge that I have read and understand the Driver Academy Australia's <i>Complaints and Appeals Policy Procedures</i> . I understand that all information provided is true and accurate and I may be requested to provide further information or attend a meeting upon request to discuss my complaint further. I am willing to attend a meeting at Driver Academy Australia if required.			
<b>Name</b>		<b>Date</b>	
<b>Signature</b>			

Driver Academy Australia OFFICE USE ONLY			
Receiving staff member		Date	
Complaints number			
<input type="checkbox"/> Complaint recorded aXcelerate (SMS) <b>Date entered:</b> <input type="checkbox"/> Complaint checked for completeness / accuracy and sufficient detail <input type="checkbox"/> Acknowledgement sent to learner <b>Date sent:</b> <b>Method:</b> <input type="checkbox"/> Complaint forwarded to Operations and Compliance Manager and / or CEO <b>Date sent:</b> <input type="checkbox"/> Complaint entered into Driver Academy Australia’s <i>Complaints or Appeals Register</i> <b>Date entered:</b>			
Findings / decision			
Complaint Outcome	<input type="checkbox"/> Supported		<input type="checkbox"/> Not Supported
Improvements required to Driver Academy Australia’s systems (please provide details and ensure entered into Continuous Improvement Register)			
Staff member		Date	
Staff member’s signature			

## Appendix B: Appeal Form

This form should be used to submit an appeal in relation to Driver Academy Australia (The Academy). The information provided on this form will be used exclusively by The Academy to consider your appeal. None of the information you provide will be disclosed to anyone outside of the business without your permission, unless we are required to do so by law.

If you wish to appeal an assessment decision, you must submit your appeal within 30 calendar days of your assessment result. If you wish to appeal another matter, you must submit your appeal within **seven (7) business days** of you receiving notification from Driver Academy Australia.

Please submit the completed form to The Academy via email to [enquiries@driveracademyaustralia.com.au](mailto:enquiries@driveracademyaustralia.com.au).

<b>Learner name</b>			
<b>Student ID</b>		<b>Date</b>	
<b>Course (code and title)</b>			
<b>Trainer / Assessor (if applicable)</b>			
<b>Mobile</b>		<b>Email</b>	
<b>Address</b>			
<b>Please select the reason for this appeal:</b>			
<p><i>Please tick and provide further details below</i></p> <p><input type="checkbox"/> Academic assessment outcome (please list relevant unit/s):</p> <p><input type="checkbox"/> Non-academic decision / outcome (please specify):</p> <p><input type="checkbox"/> Disciplinary action taken against you (i.e. breach of code of conduct) (please specify):</p> <p><input type="checkbox"/> Course fees or charges applied (please specify):</p> <p><input type="checkbox"/> Notice of intention to cancel enrolment (please specify):</p> <p><input type="checkbox"/> Notice of Intention to report you to authorities</p> <p><input type="checkbox"/> Other (please specify):</p>			
<b>Details (Summary)</b>			
<p><i>Please outline the reasons for your appeal in as much detail as possible and attach supporting evidence. If appealing an assessment outcome, please include the unit code(s) and title(s).</i></p>			

## Learner Acknowledgement

I hereby acknowledge that I have read and understand the Driver Academy Australia's *Complaints and Appeals Policy & Procedures*. I have (where applicable) discussed this appeal with my assessor. I understand that all information provided is true and accurate and I may be requested to provide further information / evidence or attend a meeting upon request to discuss my matter further. I am willing to attend a meeting at Driver Academy Australia if required.

Name		Date	
Signature			

## Driver Academy Australia OFFICE USE ONLY

Receiving staff member		Date	
Appeal Number			
<input type="checkbox"/> Appeal recorded in aXcelerate (SMS) <b>Date entered:</b> <input type="checkbox"/> Appeal checked for completeness / accuracy and sufficient detail <input type="checkbox"/> Acknowledgement sent to learner <b>Date sent:</b> <b>Method:</b> <input type="checkbox"/> Appeal forwarded to Trainer / Assessor (where applicable) <b>Date sent:</b> <input type="checkbox"/> Appeal forwarded RTO Manager and / or CEO <b>Date sent:</b> <input type="checkbox"/> Appeal entered into Driver Academy Australia's <i>Complaints or Appeals Register</i> <b>Date entered:</b>			
Findings / decision			
Appeal Outcome	<input type="checkbox"/> Appeal successful	<input type="checkbox"/> Appeal unsuccessful	
Improvements required to Driver Academy Australia's systems (please provide details and ensure entered into Continuous Improvement Register)			
Staff member		Date	
Staff member's signature			

## Appendix C: Access to Records Request Form

Driver Academy Australia (The Academy) respects the privacy and confidentiality of its personnel, stakeholders and learners who use its products and services. A learner can access their personal information, records and other information held by the Academy as outlined in the Academy’s *Privacy Policy and Procedures*.

All requests for access to personal and other information must be in writing as the individual must be able to identify themselves and verify their identity prior to any information being disclosed.

Please submit the completed form to the Academy via email to [enquiries@driveracademyaustralia.com.au](mailto:enquiries@driveracademyaustralia.com.au).

Requirements for proof of identity are:

- Full legal name
- Date of birth
- Serial number of ID given at time of enrolment (e.g. driver’s licence, passport or birth certificate (if recorded))
- USI number
- Individual’s address at time of certificate issuance

Request options:

1. Third party release for qualification
2. Reprint of issued qualification
3. Authorisation to provide verification of issued qualification
4. Other information in relation to their past or current studies with The Academy, such as resources or workbooks

Personal details			
Given name(s)		Surname (last name)	
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr		
Date of birth (DD/MM/YYYY)		Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
Mobile number		Home / Work phone	
Email address			
Street address			
Postal address (if different)			
USI number			

Please tick the appropriate box below for the option that you are making a request for and complete the required details.

<input type="checkbox"/>	<b>1. Authority to View Documents (Commonwealth Privacy Act 1988) Third Party Release. Only complete this section if a copy of your Certificate or Statement of Attainment is to go directly to a third party: Employer/Association</b>		
Qualification / unit (code & title)			
Qualification / unit (code & title)			
<b>Third Party Declaration</b>			
I, _____, <i>(Insert full legal name)</i> give permission to Driver Academy Australia to release a copy of my Certificate / Statement of Attainment (SOA) / Record of Results for the purpose of recording my Certificate / SOA / result to:			
_____ <i>(Insert organisation's name to release Certificate / SOA / Record of Results)</i>			
Please email to _____ <i>(insert email address)</i>			
Learner's name			Date
Learner's signature			

<input type="checkbox"/>	<b>2. Authority to email me a reprint of the original issued Certificate / Statement of Attainment (SOA) / Record of Results</b>		
Qualification / unit (code & title)			
Qualification / unit (code & title)			
Learner's name			Date
Learner's signature			

<input type="checkbox"/>	<b>3. Authority for the below specified person and/or business/organisation to request and receive verification that your issued qualification / SOA by Driver Academy Australia is genuine.</b>		
Qualification / unit (code & title)			
Qualification issue date		Certificate number	
Qualification / unit (code & title)			
Qualification / SOA issue date		Certificate number	
Requestor's name			
Organisation name			
Requestor's email			
I give permission for Driver Academy Australia to authenticate my Certificate / Statement of Attainment (SOA) / Record of Results			
Learner's name			Date

Learner's signature	
---------------------	--

<input type="checkbox"/>	<b>4. Request for other information in relation to their past or current studies with Driver Academy Australia, such as resources or workbooks.</b>
Qualification / unit (code & title)	
Qualification issue date	
Qualification / unit (code & title)	
Qualification / SOA issue date	
Date studies completed	
Requested Information (must be specific)	<input type="checkbox"/> Workbooks <input type="checkbox"/> Presentation Slides <input type="checkbox"/> Reading Resources <input type="checkbox"/> Other  Details:
Reasons for Request	
Please note, that Driver Academy Australia's policies and procedures do not permit a learner to distribute, barter / exchange or sell learning materials and resources to any other third-party, including resource and learning websites. <b>Requests for hard copies may incur a fee.</b>	
Learner's name	
	Date
Learner's signature	

Driver Academy Australia OFFICE USE ONLY	
Receiving staff member	
	Date
Request has been correctly completed	<input type="checkbox"/> Yes <input type="checkbox"/> No
Identity of person making request has been confirmed	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>1.</b> Authority to View Documents (Commonwealth Privacy Act 1988) Third Party Release. Only complete this section if a copy of your Certificate or Statement of Attainment is to go directly to a third party: Employer / Association.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
<b>2.</b> Authority to email me a reprint of the original issued Certificate / Statement of Attainment (SOA) / Record of Results.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
<b>3.</b> Authority for the below specified person and/or business/organisation to request and receive verification that your issued qualification by Driver Academy Australia is genuine.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
<b>4.</b> Request for other information in relation to the learner's past or current studies with The Academy such as resources or workbooks.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Staff member's signature	

## Appendix D: Amendment to Records Request Form

Driver Academy Australia (The Academy) respects the privacy and confidentiality of its personnel, stakeholders and learners who use our products and services. A learner can seek to correct or update their personal information held by the Academy as outlined later in the Academy’s *Privacy Policy and Procedures*.

All requests to update or change of personal information, including a certificate reprint, must be in writing as the individual must be able to identify themselves and verify their identity prior to any information being disclosed.

You should use this form to:

5. Request a change to records to rectify incorrect details and information
6. Request a re-issue of qualification in name where it has been changed legally

Please submit the completed form to the Academy via email to [enquiries@driveracademyaustralia.com.au](mailto:enquiries@driveracademyaustralia.com.au).

Requirements for proof of identity are:

- Full legal name
- Date of birth
- Serial number of ID given at time of enrolment (e.g. driver’s licence, passport or birth certificate (if recorded))
- USI number
- Individual’s address at time of certificate issuance
- Evidence of change of name, such as a marriage certificate, divorce certificate, a change of name certificate etc.

Personal details			
Given name(s)		Surname (last name)	
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr		
Date of birth (DD/MM/YYYY)		Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
Mobile number		Home / Work phone	
Email address			
Street address			
Postal address (if different)			
USI number			

Please tick the appropriate box below for the option that you are making a request for and complete the required details.

<input type="checkbox"/>	<b>1. Request to rectify incorrect information in our records.</b> Please ONLY complete fields that require updating and leave fields blank that are currently correct.		
<b>Given name(s)</b>		<b>Surname (last name)</b>	
<b>Title</b>	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr		
<b>Date of birth</b> (DD/MM/YYYY)		<b>Gender</b>	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
<b>Mobile number</b>		<b>Home / Work phone</b>	
<b>Email address</b>			
<b>Street address</b>			
<i>I declare that all of the information above is accurate and true. Supporting evidence has been included.</i>			
<b>Learner's signature</b>			

<input type="checkbox"/>	<b>2. You have legally changed your name and are requesting to have your qualification re-issued with your new legal name. State new legal name.</b> Note that upon application, a processing fee of \$100 must be paid.		
<b>Qualification / unit</b> (code & title)			
<b>Qualification / unit</b> (code & title)			
<b>Given name(s)</b>		<b>Surname (last name)</b>	
<b>Title</b>	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr		
<i>I declare that all of the information above is accurate and true. Supporting evidence has been included.</i>			
<b>Learner's signature</b>			

Driver Academy Australia OFFICE USE ONLY			
<b>Receiving staff member</b>		<b>Date</b>	
<b>Request has been correctly completed</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Identity of person making request has been confirmed</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Evidence supplied in support of change of name:</b> (Provide details of the document that has been supplied. PLEASE NOTE: document <b>must</b> be a certified copy or original sighted, noted accordingly and copy put on file)	<input type="checkbox"/> Yes <input type="checkbox"/> No Details:		
<b>5. Request to rectify incorrect information in our records.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
<b>6. Request to have qualification(s) re-issued with a new legal name.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
<b>Staff member's signature</b>			

## Appendix E: Change of Details Request Form

Driver Academy Australia (The Academy) respects the privacy and confidentiality of its personnel, stakeholders and learners who use our products and services. A learner can request a change in their personal information held by The Academy as outlined in the Academy’s *Privacy Policy and Procedures*.

All requests to update personal details must be submitted in writing as the individual must be able to identify themselves and verify their identity prior to any information being disclosed. Please submit the completed form to the Academy via email to [enquiries@driveracademyaustralia.com.au](mailto:enquiries@driveracademyaustralia.com.au).

The Academy will confirm the change of details in writing within seven (7) business days.

Learner change of details	
I am a learner of Driver Academy Australia and wish to advise a change of:	
<input type="checkbox"/> <b>Name</b> (please provide of change of name)	<input type="checkbox"/> <b>Home address</b>
<input type="checkbox"/> <b>Contact number</b>	<input type="checkbox"/> <b>Contact email address</b>
<input type="checkbox"/> <b>Employer / workplace</b>	<input type="checkbox"/> <b>Other</b> (please specify):
<b>Learner name</b> (as on current records)	
<b>Date of birth</b>	
<b>Current course enrolled</b> (code & title)	

New information	
Please only complete information that has changed and attach proof if necessary.	
<b>Given name(s)</b>	<b>Surname (last name)</b>
<b>Title</b>	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr
<b>Mobile number</b>	<b>Home phone number</b>
<b>Email address</b>	
<b>Employer / Workplace</b>	
<b>Work phone number</b>	
<b>Other</b> (please specify)	
I hereby declare the information I have provided is true and accurate.	
<b>Learner’s name</b>	<b>Date</b>
<b>Learner’s signature</b>	

Driver Academy Australia OFFICE USE ONLY			
Receiving staff member			Date
Request has been correctly completed		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Information updated in aXcelerate LMS <input type="checkbox"/> Information has been updated in the learner's file <input type="checkbox"/> Communication via email sent to affected stakeholders at Driver Academy Australia (i.e. trainers / assessors, admin) <input type="checkbox"/> Change request acknowledged in writing			
Staff member's signature			

## Appendix F: Refund Request Form

This form should be used if you are requesting a full or partial refund of fees paid to Driver Academy Australia (The Academy). Please ensure you provide all required information and send an email to [enquiries@driveracademyaustralia.com.au](mailto:enquiries@driveracademyaustralia.com.au), and attach supporting documentation where applicable. Please clearly address your correspondence to the **Accounts Department**.

Your refund request will be assessed on its own merits and in accordance with the Academy's *Fees, Charges and Refunds Policy and Procedures*. A written reply will be sent to you within **ten (10) business days** with the determined outcome. If successful, a refund will be made as per the policy and procedures.

Personal Details			
Learner name			
Student ID		Date	
Course (code and title)			
Course dates			
Company name (if applicable)			
Mobile		Email	
Address			

Reason for Refund Request			
<input type="checkbox"/> Course cancelled by RTO	<input type="checkbox"/> Withdrawal before course start date	<input type="checkbox"/> Withdrawal after course start date	
<input type="checkbox"/> Compassionate or compelling circumstances (e.g. medical reasons, family emergency)	<input type="checkbox"/> Overpayment of fees	<input type="checkbox"/> Other (please specify):	
Fees paid (\$)		Date fees paid	
Refund amount requested (\$)			
Explanation of Refund Request			
Please provide a detailed explanation of why you are requesting a refund. Attach additional pages if necessary.			
Supporting documentation attached (in some instances you may have to attach multiple pieces of evidence)			
<input type="checkbox"/> Medical Certificate	<input type="checkbox"/> Proof of Payment		
<input type="checkbox"/> Evidence of withdrawal	<input type="checkbox"/> Other (please specify):		

**Please Note:** Driver Academy Australia may contact you to gather further details about your refund request in order to improve its training product(s) and customer service.

Bank account details (for refund payment) (PLEASE NOTE: Refunds can only ever be made to the same entity / person and account that made the original fee payment)	
Account name	
Account BSB	
Account number	

Learner Acknowledgement	
I hereby acknowledge that I have read and understand the Driver Academy Australia's <i>Fees, Charges and Refunds Policy and Procedures</i> and declare that all information provided is true and accurate.	
Name	Date
Signature	

**Terms and Conditions:**

1. Refunds will be processed in accordance with the Driver Academy Australia's *Fees, Charges and Refunds Policy and Procedures*.
2. Refunds will only be made to the person or entity that originally paid the fees unless otherwise authorised in writing by the payee.
3. The processing of the refund will commence once the Academy has received the completed Refund Request Form and all required supporting documents and assessed the claim.
4. The Academy reserves the right to refuse a refund if conditions outlined in the *Fees, Charges and Refunds Policy and Procedures* are not met.
5. Refunds will be processed within five (5) business days of receipt of a complete application.

Driver Academy Australia OFFICE USE ONLY			
Receiving staff member		Date	
All returned materials (if applicable) have been received in an acceptable condition. <input type="checkbox"/> Yes <input type="checkbox"/> No   If no, please detail why:			
Refund approved	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Refund authorised by		Refund number	
Amount refunded		Refund date	
Authoriser's signature			

## Appendix G: Privacy Notice

### Why Driver Academy Australia collects your personal information

As a registered training organisation (RTO), Driver Academy Australia collects a learner's personal information so The Academy can process and manage the enrolment in a vocational education and training (VET) course with The Academy.

If adequate information is not provided as requested, The Academy may not be able to process application for enrolment in a nationally-recognised training course.

### How personal information is used

The Academy uses a learner's personal information to enable the RTO to deliver VET courses to learners, and otherwise, as needed, to comply with its obligations as RTO.

### How personal information is disclosed

The Academy is required by law – under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) – to disclose the personal information collected about a learner to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

The Academy is also authorised by law – under the NVETR Act – to disclose a learner's personal information to the relevant state or territory training authority.

### How the NCVER and other bodies handle learners' personal information

The NCVER will collect, hold, use and disclose learners' personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. A learner's personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose a learner's personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)

If you would like to seek access to or correct any of your information, in the first instance, please contact The Academy using the contact details listed in this handbook.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities.

For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

### Surveys

You may receive a learner survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact Driver Academy Australia to:

- Request access to your personal information;
- Correct your personal information;
- Make a complaint about how your personal information has been handled; and / or
- Ask a question about this Privacy Notice

For information about how Driver Academy Australia collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to The Academy's *Privacy Policy and Procedures* which can be obtained by contacting The Academy on 0415 059 019 or via email at [enquires@driveracademyaustralia.com.au](mailto:enquires@driveracademyaustralia.com.au)

## Appendix H: Relevant legislation

### Vocational Education and Training (VET) sector

- National Vocational Education and Training Regulator Act 2011: <https://www.legislation.gov.au/C2011A00012/latest/versions>
- Standards for NVR Registered Training Organisations (RTOs) 2025
  - Outcome Standards for NVR Registered Training Organisations: <https://www.legislation.gov.au/F2025L00354/asmade/text>
  - Compliance Standards for NVR Registered Training Organisations: <https://www.legislation.gov.au/F2025L00355/asmade/text>
- Financial Viability Risk Assessment Requirements 2021: <https://www.legislation.gov.au/F2021L01040/latest/text>
- Data Provision Requirements 2020: <https://www.legislation.gov.au/F2020L01517/latest/text>
- Australian Qualifications Framework: <https://www.aqf.edu.au>
- Standard for VET Accredited Courses 2021: <https://www.legislation.gov.au/Details/F2021L00269>

### Driving Instructor Licencing

#### South Australia:

- National Vocational Education and Training Regulator Act 2011:

### Consumer Law

- Competition and Consumer Act 2010 (Cth): <https://www.legislation.gov.au/C2004A00109/latest/text>
- Australian Consumer Law (ACL): <https://consumer.gov.au/australian-consumer-law>

### Fair trading and consumer protection

#### Commonwealth

- Australian Consumer Law (Cth): <https://consumer.gov.au/australian-consumer-law>

#### South Australia

- Fair Trading Act 1987 (SA): <https://www.legislation.sa.gov.au/lz?path=/C/A/FAIR%20TRADING%20ACT%201987>
- Fair Trading Regulations 2025 (SA): [https://www.legislation.sa.gov.au/lz?path=/v/r/2025/fair%20trading%20regulations%202025\\_61](https://www.legislation.sa.gov.au/lz?path=/v/r/2025/fair%20trading%20regulations%202025_61)

#### New South Wales

- Fair Trading Act 1987 (NSW): <https://legislation.nsw.gov.au/view/html/inforce/current/act-1987-068>
- Privacy and Personal Information Protection Act 1998 (NSW): <https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-1998-133>
- Fair Trading Amendment (Code of Conduct for Short-term Rental Accommodation Industry) Regulation 2020 (NSW): <https://legislation.nsw.gov.au/view/pdf/asmade/sl-2020-634>

#### Queensland

- Fair Trading Act 1989 (Qld): <https://www.legislation.qld.gov.au/view/whole/html/inforce/2016-03-04/act-1989-084>
- Property Occupations Regulation 2014 (Qld): <https://www.legislation.qld.gov.au/view/pdf/inforce/current/sl-2014-0251>

#### Victoria

- Australian Consumer Law and Fair Trading Act 2012 (Vic): <https://www.legislation.vic.gov.au/in-force/acts/australian-consumer-law-and-fair-trading-act-2012/032>

- Australian Consumer Law and Fair Trading Regulations 2022 (Vic): <https://www.legislation.vic.gov.au/in-force/statutory-rules/australian-consumer-law-and-fair-trading-regulations-2022/001>

## Australian Capital Territory (ACT)

- Fair Trading (Australian Consumer Law) Act 1992 (ACT): <https://www.legislation.act.gov.au/a/1992-72>
- Fair Trading Regulation 2009 (ACT): <https://www.legislation.act.gov.au/sl/2009-59/>

## Privacy

### Commonwealth

- Privacy Act 1988 (Cth): <https://www.legislation.gov.au/C2004A03712/latest/text>
- Privacy Regulation 2013 (Cth): <https://www.legislation.gov.au/F2013L02126/latest/text>

### South Australia

- Information Privacy Principles: <https://www.dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars/DPC-Circular-Information-Privacy-Principles-Ipps-Instruction.pdf>

### New South Wales

- Privacy and Personal Information Protection Act 1998 (NSW): <https://legislation.nsw.gov.au/view/html/inforce/current/act-1998-133>
- Privacy and Personal Information Protection Regulation 2019 (NSW): <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2019-0391>

### Queensland

- Information Privacy Act 2009 (Qld): <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014>
- Information Privacy Regulation 2009 (Qld): <https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2009-0135>

### Victoria

- Privacy and Data Protection Act 2014 (Vic): <https://www.legislation.vic.gov.au/in-force/acts/privacy-and-data-protection-act-2014/031>

## Australian Capital Territory (ACT)

- Information Privacy Act 2014 (ACT): <https://www.legislation.act.gov.au/a/2014-24>
- Information Privacy Regulation 2014 (ACT): <https://www.legislation.act.gov.au/sl/2014-25/>

## Discrimination

### Commonwealth

- Australian Human Rights Commission Act 1986 (Cth): <https://www.legislation.gov.au/C2004A03366/latest/text>
- Age Discrimination Act 2004 (Cth): <https://www.legislation.gov.au/C2004A01302/latest/versions>
- Disability Discrimination Act 1992 (Cth): <https://www.legislation.gov.au/C2004A04426/latest/text>
- Racial Discrimination Act 1975 (Cth): <https://www.legislation.gov.au/C2004A00274/latest/text>
- Sex Discrimination Act 1984 (Cth): <https://www.legislation.gov.au/C2004A02868/latest/text>
- Equal Opportunity for Women in the Workplace ACT 1999 (Cth): <https://www.legislation.gov.au/C2004A00572/asmade/text>

### South Australia

- Equal Opportunity Act 1984 (SA): <https://www.legislation.sa.gov.au/lz?path=%2Fc%2Fa%2Fequal%20opportunity%20act%201984>

- 

## New South Wales

- Anti-Discrimination Act 1977 (NSW): <https://legislation.nsw.gov.au/view/html/inforce/current/act-1977-048>
- Anti-Discrimination Regulation 2019 (NSW): <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2019-0381>

## Queensland

- Anti-Discrimination Act 1991 (Qld): <https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>

## Victoria

- Equal Opportunity Act 2010 (Vic): <https://www.legislation.vic.gov.au/in-force/acts/equal-opportunity-act-2010/030>

## Australian Capital Territory (ACT)

- ACT Discrimination Act 1991: <https://www.legislation.act.gov.au/a/1991-81>
- Discrimination Regulation 2016 (ACT): <https://www.legislation.act.gov.au/sl/2016-23/>

## Work health and safety / occupational health and safety

### Commonwealth

- Model Work Health and Safety Act (Cth): <https://www.legislation.gov.au/C2011A00137/latest/text>
- Model WHS Regulations (Cth): <https://www.safeworkaustralia.gov.au/doc/model-whs-regulations>
- Model Code of Practice: First aid in the workplace (Cth): <https://www.safeworkaustralia.gov.au/doc/model-code-practice-first-aid-workplace>
- Model Code of Practice – Managing the risk of falls at workplaces: <https://www.safeworkaustralia.gov.au/doc/model-code-practice-managing-risk-falls-workplaces>

### South Australia

- Work Health and Safety Act 2012 (SA): <https://www.legislation.sa.gov.au/lz?path=/c/a/work%20health%20and%20safety%20act%202012>
- Work Health and Safety Regulations 2012 (SA): <https://www.legislation.sa.gov.au/lz?path=/c/r/work%20health%20and%20safety%20regulations%202012>
- SafeWork SA codes of practice: <https://safework.sa.gov.au/resources/codes-of-practice>

### New South Wales

- Work Health and Safety Act 2001 (NSW): <https://legislation.nsw.gov.au/view/html/inforce/current/act-2011-010>
- Work Health and Safety Regulation 2017 (NSW): <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2017-0404#sec.2>
- SafeWork NSW codes of practice: <https://www.safework.nsw.gov.au/resource-library/list-of-all-codes-of-practice>

### Queensland

- Work Health and Safety Act 2011 (Qld): <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018>
- Work Health and Safety Regulation 2011 (Qld): <https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2011-0240>

- WorkSafe QLD codes of practice: <https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>

## Victoria

- Occupational Health and Safety Act 2004 (Vic): <https://www.legislation.vic.gov.au/in-force/acts/occupational-health-and-safety-act-2004/044>
- Occupational Health and Safety Regulations 2017 (Vic): <https://www.legislation.vic.gov.au/in-force/statutory-rules/occupational-health-and-safety-regulations-2017/015>

## Australian Capital Territory (ACT)

- Work Health and Safety Act 2011 (ACT): <https://www.legislation.act.gov.au/a/2011-35/default.asp>
- Work Health and Safety Regulation 2011 (ACT): <https://www.legislation.act.gov.au/sl/2011-36/>
- WorkSafe ACT codes of practice: <https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice>

## Appendix I: Zoom (Online) Meetings

Driver Academy Australia may use ZOOM as its primary video conferencing platform.

[Other platforms may be used – the expected online etiquette is consistent across all platforms.](#)

You **do not** need a Zoom account to participate in Zoom meetings hosted by The Academy. If this is your first Zoom meeting on your device, click download and run Zoom. The Zoom.exe file will download, and you will need to open the file.

**Note:** This only needs to be done once for any device on which you use Zoom for the first time.

**TIP:** Do this well in advance of your scheduled meeting.

It is best to use a PC (personal computer) or laptop to participate in these sessions. It is not recommended to use a SMART phone or other SMART device such as a tablet etc. If this is an issue, please contact your trainer / assessor to discuss.

If you are inexperienced or unsure on how to use Zoom, please watch either or both videos on how to use Zoom. To access, scan the selected QR code.

### Zoom for Dummies



### Zoom Tutorial for Beginners: How to Use Zoom Video Conferencing



The Academy's trainers / assessors or administration staff will provide you with the meeting details, including:

- Date and time
- Meeting ID number or meeting link
- Meeting password

## Student identification

Upon entry to the first session, you must have your personal photo ID ready. Upon request, hold your photo ID next to your face so that it is visible to your trainer, who can then verify you as the learner.

At all times, keep the video feature on. This ensures that the trainer has full confidence that all learners are in attendance, attentive and participating as they should.

## Choose video layout

At the upper right of the Zoom window, you can switch between active speaker view (shows the speaker) and gallery view (Shows all attendees – depends on screen size and settings – can go to more than one page of images). You can also switch between a shared screen and the video by clicking on a button available in this location during a screen share.

**Note:** The view may differ if you are using a different operating system (e.g. IOS with an Apple laptop). The ZOOM layout may change from time to time so, while it may look different, the functionality will remain the same, if not be improved. If you have any questions, please ask the trainer / assessor or staff member.

## General guidelines

If you click on Participants (bottom tool bar), you can see who is currently in the meeting. The participants list also gives you the option to raise your hand or rename yourself.

- **To raise a hand:** Notifies host (e.g. the trainer) and shows a prompt to simulate hand raise
- **To change your name:** Hover over your name to change it as it is seen in the participants list and video window. Ensure that you enter your correct name as per your course enrolment

To **comment**, raise your hand icon. Once selected, you can **unmute** your microphone by clicking the microphone icon at the bottom left of the control bar and make your comment. All participants will be able to hear you. Once finished, lower your hand icon and **mute** yourself.

- The host also has the ability to mute you and / or all attendees.

Be respectful and do not be disruptive by unmuting yourself to make a comment without being requested to do so.

Refrain from participating in other activities while in attendance at the meetings. For example, using mobile phone for communication, social media, gaming, surfing the net, etc. will only distract you from being attentive to the information being presented.

The Academy is committed to providing a training environment free from discrimination, bullying, victimisation and/or harassment of any kind. All aspects as covered by this handbook apply for all video conferencing meetings via Zoom.

## Leave meeting

Click 'Leave meeting' to leave the webinar/ support / training session at any time. If you leave, you can rejoin if the session is still in progress, as long as the host has not locked the session. It is always best to confirm with the host beforehand.

## Video meeting etiquette: 5 Tips to ensure a great attendee experience

There is no substitute for good manners in all daily interactions, and they're certainly appreciated more than ever in workplace or training meetings. There are some common guidelines that comprise good meeting etiquette – being on time, maintaining eye contact, paying attention – and applying those same principles to our video meetings can go a long way toward a productive learning environment. It can also help elevate your personal reputation into "great meeting host" territory in future.

Traditional business meetings are too often considered unproductive due to too many delays and interruptions. Reliable, easy-to-use video conferencing platforms like Zoom have helped restore meetings' and training reputations, but can ensure that every learner gets the most out of the allotted time.

Some of the most common-sense meeting decorum – avoiding eating and drinking, minding your body language, and being respectful to whoever is speaking – are no-brainers. So, here are five (5) additional etiquette tips to help ensure a focused and effective Zoom meeting.

- 1. Introduce everyone at the beginning:** Just like a real meeting or social event, you wouldn't initiate a conversation between two acquaintances who haven't met without introducing them. The same practice applies to a virtual meeting or training session. All parties should be introduced at the beginning to create a welcoming environment and stimulate engagement.
- 2. Ensure that you have a clean, work or learning appropriate background:** Attendees should focus on the session content, not someone's untidy office, amazing art collection or activities by other parties in the background. By having a clean setting with work and learning appropriate art and decorations, it reduces the chance of distraction. Everyone should also try to attend the session from a quiet area that has minimal background noise and movement. Zoom's [virtual background](#) feature is an easy way to eliminate background distractions when attending the session in a less organised or busy location.
- 3. Look into the camera when talking instead of looking at yourself:** If you're looking at yourself on the screen while talking, it will seem like your attention is elsewhere. Direct eye contact into the camera while speaking gives attendees the impression that you are looking at them rather than off to the side, which creates an environment where everyone feels engaged and present in the conversation. Be sure to position your web camera and monitor at eye level so you can look into the camera and simulate that eye-to-eye connection with other attendees.
- 4. Eliminate distractions and focus on the session or subject matter being presented:** Notifications from messaging applications, ringtones, and applications running on your desktop can be distracting, which can make attendees / other learners feel disrespected and undervalued. Mitigating these distractions helps keep the session focused and free from interruption.
- 5. Be aware of your audio and video settings:** Check whether your microphone is unmuted and that your camera is on to ensure that all attendees can hear you and see you when you speak. If you notice that someone in the session is speaking but their microphone is muted, you can alert others / your trainer that they are muted by requesting that they unmute their audio in the chat tab. You can also manage how you start and join meetings – with video on, entering a meeting muted, etc. – in your [Zoom Meeting Settings](#).