



***Nationally Recognised Training
Provider Registered Training Organisation
Student Handbook***

Student Handbook Summary

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1. About Us






Welcome to Murcotts Driving Excellence.

Congratulations on your recent decision to further your study. We hope your time with us will be enjoyable and prosperous.

Murcotts is Australia's largest fleet and driver risk management organisation. We specialise in safe driving programs and serve the need of around 13,000 drivers each year.

We also deliver vocational education and training to the Transport & Logistics Industry.

These programs include:

-  AURTGA001 Drive and manoeuvre a trailer
-  TLIC1051 Operate commercial vehicle TLIC2015 Operate four-wheel drive vehicle TLIC3036 Apply safe car driving behaviours
-  FWPCOT3325 Operate a four-wheel drive on unsealed roads FWPCOT3326 Recover four-wheel drive vehicles
-  FWPCOT3328 Operate a four-wheel drive vehicle in a towing situation
-  FWPCOT3329 Perform complex 4x4 operations

2. Murcotts' Code Of Practice

Murcotts Driving Excellence will implement policies and management practices that maintain high professional standards in delivering education and training services and safeguard the educational interests and welfare of staff and students.

3. Course Duration And Delivery Methods

National Code	Title	Delivery Hours	Pre-reading Private Study, Theory Assessments	Total
TLIC1051	Operate commercial vehicle	15	5	20
TLIC0023	Operate four-wheel drive vehicle	15	4	19
TLIC3036	Apply safe car driving behaviours	15	5	20
AURTG001	Drive and Manoeuvre a trailer	5	3	8
FWPCOT3325	Operate a four-wheel drive on unsealed roads	15	4	19
FWPCOT3326	Recover four-wheel drive vehicles	15	4	19
FWPCOT3328	Operate a four-wheel drive in a towing situation	5	3	8
FWPCOT3329	Perform complex 4x4 operations	15	4	19

4. Entry Requirements

National Code	Title	Entry Requirements
TLIC1051	Operate commercial vehicle	<p>There are no specific pre-requisites to completing this unit. Participants must have:</p> <ul style="list-style-type: none"> • A current driver's licence enabling them to drive a light vehicle up to 4.5 tonnes. • A Light vehicle, registered and in sound mechanical and roadworthy condition, and with a tool kit and jack • Access to a personal computer with internet access to complete the online learning. <p>Prior to course commencement, the employer will be asked to provide details of the skill levels in a number of areas for each participant. These skill requirements are noted in the pre-course paperwork and include the following skills:</p> <ul style="list-style-type: none"> • Reading (able to read work instructions and documents such as the vehicle handbook) • Be able to interpret road signs • Problem-solving (such that they can recognise a hazard) • Numeracy (e.g. to be able to calculate tyre pressures and load calculations) • Oral communication (be able to communicate verbally with others and both take and receive instructions). • Computer skills (be able to use an online learning program) <p>The skills are deemed necessary to be able to complete the course.</p> <p>The trainer and assessor will be provided a list and description of any special needs that any participants may have. The trainer may contact the participant to confirm any strategy developed, but in any case, will develop a strategy to enable the delivery of the content and appropriate assessment to take place.</p> <p>Each participant in this program will also be expected to have a minimum of 100 hours of driving experience in a light vehicle. The employer will also be asked to confirm this level of experience.</p>

National Code	Title	Entry Requirements
TLIC0023	Operate four-wheel drive vehicle	<p>There are no specific prerequisites to completing this unit. However, students must provide:</p> <ul style="list-style-type: none"> • A current driver's licence enabling them to drive a light vehicle up to 4.5 tonnes. • 4WD vehicle registered and in sound mechanical condition, and with a tool kit and jack
		<ul style="list-style-type: none"> • UHF Radio (spare radios are available for loan through Murcotts) • Vehicle to be fitted with appropriate recovery points front and rear. <p>Prior to course commencement, the employer will be asked to provide details of the skill levels in a number of areas for each participant. These skill requirements are noted in the pre-course paperwork and include the following skills:</p> <ul style="list-style-type: none"> • reading (able to read work instructions and documents such as the vehicle handbook) • problem-solving (such that they could fault find a simple situation) • numeracy (e.g. to be able to calculate tyre pressures and load calculations) • oral communication (be able to communicate verbally with others and both take and receive instructions). <p>The skills are deemed necessary to be able to complete the course.</p> <p>The trainer and assessor will be provided a list and description of any special needs that any participants may have. The trainer may contact the participant to confirm any strategy developed, but in any case, will develop a strategy to enable the delivery of the content and appropriate assessment to take place.</p> <p>Each participant in this program will also be expected to have a minimum of 100 hours of driving experience in a four-wheel drive vehicle. The employer will also be asked to confirm this level of experience.</p>

National Code	Title	Entry Requirements
TLIC3036	Apply safe car driving behaviours	<p>There are no specific prerequisites to completing this unit. Participants must have:</p> <ul style="list-style-type: none"> • A current driver's licence enabling them to drive a light vehicle up to 4.5 tonnes. • A Light vehicle, registered and in sound mechanical and roadworthy condition, and with a tool kit and jack • Access to a personal computer with internet access to complete the online learning. <p>Prior to course commencement, the employer will be asked to provide details of the skill levels in a number of areas for each participant. These skill requirements are noted in the pre-course paperwork and include the following skills:</p> <ul style="list-style-type: none"> • Reading (able to read work instructions and documents such as the vehicle
		<ul style="list-style-type: none"> handbook) • Be able to interpret road signs • Problem-solving (such that they can recognise a hazard) • Numeracy (e.g. to be able to calculate tyre pressures and load calculations) • Oral communication (be able to communicate verbally with others and both take and receive instructions). • Computer skills (be able to use an online learning program) <p>The skills are deemed necessary to be able to complete the course.</p> <p>The trainer and assessor will be provided a list and description of any special needs that any participants may have. The trainer may contact the participant to confirm any strategy developed, but in any case, will develop a strategy to enable delivery of the content and appropriate assessment to take place.</p> <p>Each participant in this program will also be expected to have a minimum of 100 hours of driving experience in a light vehicle. The employer will also be asked to confirm this level of experience.</p>

National Code	Title	Entry Requirements
AURTGA001	Drive and Manoeuvre a trailer	<p>There are no specific pre-requisites to completing this unit. In addition, participants must provide:</p> <ul style="list-style-type: none"> • A current driver's licence enabling them to drive a light vehicle up to 4.5 tonnes. • 4WD vehicle, registered and in sound mechanical condition, and with a tool kit and jack and fitted with a recovery point front and rear • A suitable trailer (single or tandem axle). This can be a trailer or a caravan that has weights that are legal and can be towed by the vehicle. <p>Prior to course commencement, the employer will be asked to provide details of the skill levels in a number of areas for each participant. These skill requirements are noted in the pre-course paperwork and include the following skills:</p> <ul style="list-style-type: none"> • Reading (able to read work instructions and documents such as the vehicle handbook and road signs) • Writing (complete workplace forms with the correct terminology) • Numeracy (e.g. to be able to measure, estimate and calculate weight and dimensions of trailer and load) • Oral communication (be able to communicate verbally with others and both take and receive instructions from people involved in or observing towing operation). •

National Code	Title	Entry Requirements
FWPCOT3325	Operate a four-wheel drive on unsealed roads	<p>There are no specific pre-requisites to completing this unit. In addition, participants must provide:</p> <ul style="list-style-type: none"> • A current driver's licence enabling them to drive a light vehicle up to 4.5 tonnes. • 4WD vehicle, registered and in sound mechanical condition, and with a tool kit and jack • UHF Radio (spare radios are available for loan through Murcotts) <p>Prior to course commencement, the employer will be asked to provide details of the skill levels in a number of areas for each participant. These skill requirements are noted in the pre-course paperwork and include the following skills:</p> <ul style="list-style-type: none"> • Reading (able to read work instructions and documents such as the vehicle handbook) • problem solving (such that they could fault find a simple situation) • numeracy (e.g. to be able to calculate tyre pressures and load calculations) <p>oral communication (be able to communicate verbally with others and both take and receive instructions).</p>
		<p>The skills are deemed necessary to be able to complete the course.</p> <p>The trainer and assessor will be provided a list and description of any special needs that any participants may have. The trainer may contact the participant to confirm any strategy developed, but in any case, will develop a strategy to enable delivery of the content and appropriate assessment to take place.</p> <p>Each participant in this program will also be expected to have a minimum of 100 hours of driving experience. The employer will also be asked to confirm this level of experience.</p>

National Code	Title	Entry Requirements
FWPCOT3326	Recover four-wheel drive vehicles	<p>There are no specific pre-requisites to completing this unit. In addition, participants must provide:</p> <ul style="list-style-type: none"> • A current driver's licence enabling them to drive a light vehicle up to 4.5 tonnes. • 4WD vehicle, registered and in sound mechanical condition, and with a tool kit and jack and fitted with a recovery point front and rear • A vehicle mounted winch and a suitable recovery kit with straps, shackles, pulley block and dampener blanket. • UHF Radio (spare radios are available for loan through Murcotts) <p>Prior to course commencement, the employer will be asked to provide details of the skill levels in a number of areas for each participant. These skill requirements are noted in the pre-course paperwork and include the following skills:</p> <ul style="list-style-type: none"> • Reading (able to read work instructions and documents such as the vehicle handbook) • Problem solving (such that they could fault find a simple situation) • Numeracy (e.g. to be able to calculate tyre pressures and recovery resistance calculations) • Oral communication (be able to communicate verbally with others and both take and receive instructions). <p>The skills are deemed necessary to be able to complete the course.</p> <p>The trainer and assessor will be provided a list and description of any special needs that any participants may have. The trainer may contact the participant to confirm any strategy</p>
		<p>developed, but in any case, will develop a strategy to enable delivery of the content and appropriate assessment to take place.</p> <p>Each participant in this program will also be expected to have a minimum of 100 hours of driving experience in a four-wheel drive vehicle. The employer will also be asked to confirm this level of experience.</p>

National Code	Title	Entry Requirements
FWPCOT3328	Operate a four-wheel drive in a towing situation	<p>There are no specific pre-requisites to completing this unit. In addition, participants must provide:</p> <ul style="list-style-type: none"> • A current driver's licence enabling them to drive a light vehicle up to 4.5 tonnes. • 4WD vehicle, registered and in sound mechanical condition, and with a tool kit and jack and fitted with a recovery point front and rear • A registered and roadworthy trailer fitted with a current compliance plate <p>Prior to course commencement, the employer will be asked to provide details of the skill levels in a number of areas for each participant. These skill requirements are noted in the pre-course paperwork and include the following skills:</p> <ul style="list-style-type: none"> • Reading (able to read work instructions and documents such as the vehicle handbook and road signs) • Writing (complete workplace forms with the correct terminology) • Numeracy (e.g. to be able to measure, estimate and calculate weight and dimensions of trailer and load) • Oral communication (be able to communicate verbally with others and both take and receive instructions from people involved in or observing towing operation). <p>The skills are deemed necessary to be able to complete the course.</p> <p>The trainer and assessor will be provided a list and description of any special needs that any participants may have. The trainer may contact the participant to confirm any strategy developed, but in any case, will develop a strategy to enable delivery of the content and appropriate assessment to take place.</p> <p>Each participant in this program will also be expected to have a minimum of 100 hours of driving experience in a four-wheel drive vehicle. The employer will also be asked to confirm this level of experience.</p>

National Code	Title	Entry Requirements
FWPCOT3329	Perform complex 4x4 operations	<p>There are no specific pre-requisites to completing this unit. Participants must provide:</p> <ul style="list-style-type: none"> • A current driver's licence enabling them to drive a light vehicle up to 4.5 tonnes. • 4WD vehicle, registered and in sound mechanical condition, and with a tool kit and jack • UHF Radio (spare radios are available for loan through Murcotts) • Vehicle to be fitted with an appropriate recovery point front and rear. <p>Prior to course commencement, the employer will be asked to provide details of the skill levels in a number of areas for each participant. These skill requirements are noted in the pre-course paperwork and include the following skills:</p> <ul style="list-style-type: none"> • Reading (able to read work instructions and documents such as the vehicle handbook) • problem solving (such that they could fault find a simple situation) • numeracy (e.g. to be able to calculate tyre pressures and load calculations) • oral communication (be able to communicate verbally with others and both take and receive instructions). <p>The skills are deemed necessary to be able to complete the course.</p> <p>The trainer and assessor will be provided a list and description of any special needs that any participants may have. The trainer may contact the participant to confirm any strategy developed, but in any case, will develop a strategy to enable delivery of the content and appropriate assessment to take place.</p> <p>Each participant in this program will also be expected to have a minimum of 100 hours of driving experience in a four-wheel drive vehicle. The employer will also be asked to confirm this level of experience.</p>

5. Delivery Locations & Facilities

National Code	Title	Delivery Location/facilities
TLIC1051	Operate commercial vehicle	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. Practical training and assessment takes place at various locations including a closed public road network area. The area chosen may have facilities to conduct additional Theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of the open public road network will be used after appropriate assessment and risk mitigation have been carried out. An area of closed public roads (such as a race track or large closed car park) is required for the emergency stopping, steering and manoeuvring of vehicles as part of the practical component. This area needs to be at least 200metres square.
TLIC0023	Operate four-wheel drive vehicle	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. Practical training and assessment takes place at various locations including a closed public road network area. The area chosen may have facilities to conduct additional Theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out. In Melbourne this is the Lerderderg 4WD Training centre. In other states this is a similar area close to the client's place of operation.
TLIC3036	Apply safe car driving behaviours	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. Practical training and assessment takes place at various locations including a closed public road network area. The area chosen may have facilities to conduct additional Theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of the open public road network will be used after appropriate assessment and risk mitigation have been carried out. An area of closed public roads (such as a race track or large closed car park) is required for the emergency stopping, steering and manoeuvring of vehicles as part of the practical component. This area needs to be at least 200metres square.

National Code	Title	Delivery Location/facilities
AURTGA001	Drive and Manoeuvre a trailer	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcott's office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. Practical training and assessment takes place at various locations including a closed public road network area and may include a road with curves suitable for trailer forward and reverse driving, manoeuvring and parking. The area chosen may have facilities to conduct additional Theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of the open public road network will be used after appropriate assessment and risk mitigation have been carried out. Most times areas are provided by the client and reflect real world situations that students find themselves in. For the practical training component, where necessary, Murcotts has access to Sandown motor race circuit which has the required practical facilities and road network.
FWPCOT3325	Operate a four-wheel drive on unsealed roads	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. Practical training and assessment takes place at various locations including the public road network. The area chosen may have facilities to conduct additional Theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out. In Melbourne this is the Lerderderg Training Centre. In other states it is a forested area close to the client's place of work.
FWPCOT3326	Recover four-wheel drive vehicles	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcott's office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. Practical training and assessment takes place at various locations including the public road network. The area chosen may have facilities to conduct additional Theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out. In Victoria this is the Lerderderg 4WD Training Centre. In other states it is a similar location close to the client's place of operation.

National Code	Title	Delivery Location/facilities
FWPCOT3328	Operate a four-wheel drive in a towing situation	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcott's office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. Practical training and assessment takes place at various locations including a closed public road network area and may include an unsealed road with curves suitable for trailer forward and reverse driving, manoeuvring, parking and conducting an emergency stop. The area chosen may have facilities to conduct additional Theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of the open public road network will be used after appropriate assessment and risk mitigation have been carried out. Most times areas are provided by the client and reflect real world situations that students find themselves in. For the practical training component, where necessary, Murcotts has access to Sandown motor race circuit which has the required practical facilities and unsealed road network.
FWPCOT3329	Perform complex 4x4 operations	<ul style="list-style-type: none"> The theory session will be held in a suitable venue at the client's premises, a suitable conference room or in a Murcotts office training room and be as close to where the practical activities will take place (if practicable). The venue chosen will have all facilities for conducting a theory session of this type. Practical training and assessment takes place at various locations including the public road network. The area chosen may have facilities to conduct additional Theory as well as sufficient practical areas for all required skills to be demonstrated. A suitable area of state forest will be used after appropriate assessment and risk mitigation have been carried out. In Melbourne this area is the Lerderderg 4WD Training Centre. In other states it is a similar area close to the client's place of operation.

Resources to be supplied by the student or employer

All students must provide a vehicle in which they can practise their driving skills and in which they can be assessed for their practical skills. This vehicle may be owned by either the employer or the student.

Fees

All fees and costs associated with the delivery of these units is paid by students' employers

6. Trainers And Assessors

Demonstrated competencies at least to the level of those being delivered

- For Trainers: Completion of TAE40116 Certificate IV in Training and Assessment
- For Assessors: Completion of AESS00011 Assessor Skill Set or its successor
- For Trainers and Assessors: Current industry skills directly relevant to the training and assessment being provided
- For Trainers and Assessors: Current knowledge and skills in vocational training and learning that informs their training and assessment.

Training Environment

Murcotts will meet the following minimum training environment standards:

1. Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
2. Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
3. Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.
4. Ensure that venues outside are suitable for the training being conducted and have been subject to a risk assessment prior to use.
5. Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:



- name and registered number of the provider as shown on the Certificate of Registration;
 - name of the person receiving the qualification;
 - name of the course or units as shown on the Scope of Registration;
 - the Nationally Recognised Training Logo
 - the appropriate Australian Qualifications Framework statement
 - identification of the recognition authority
 - date issued; and
 - authorised signatory of the Registered Training Organisation
6. Identify units of competency achieved on any certification issued in relation to courses based on national competency standards.
 7. Accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

7. Marketing And Recruitment

Murcotts will meet the following minimum publicity and promotion standards:

1. Market units of competency within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
2. Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
3. Advise prospective students of:
 - its Scope of Registration;
 - application processes and selection criteria;
 - fees and costs involved in undertaking training;
 - fee refund policy (commercial providers only);
 - qualifications to be issued on completion or partial completion of courses;
 - competencies to be achieved during training;
 - assessment procedures including recognition of prior learning;
 - literacy and numeracy requirements

- grievance procedure;
 - staff responsibilities
 - facilities and equipment; and
 - student support services.
4. Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
 5. Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

8. Access And Equity Operating Principles

1. The Registered Training Organisation aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
2. The Organisation's training services are delivered in a non-discriminatory, open and respectful manner.
3. The Organisation's staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
4. The Organisation's facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
5. Client selection for training opportunities is conducted in a manner that includes and reflects the diverse client population.
6. The Organisation actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
7. The Organisation provides culturally inclusive language, literacy and numeracy advice and assistance that aids clients in meeting personal training goals.
8. The Organisation is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
9. The following State and Commonwealth legislation reinforces the importance of having an Access and Equity Policy, as well as providing a legal framework for each of the Registered Training Organisation's Access and Equity Operating Principles:
 - Equal Opportunity Act, 1995 (Vic)
 - Sex Discrimination Act, 1984 (Cth)
 - Sex Discrimination Amendment Bill, 1995 (Cth)
 - Disability Discrimination Act, 1992 (Cth)
 - Workplace Relations Act, 1996 (Cth)
 - Affirmative Action (Equal Employment Opportunity for Women) Act, 1986 (Cth)
 - Equal Opportunity for Women in the Workplace Amendment Bill, 1999 (Cth)
 - Human Rights and Equal Opportunity Commission Act, 1986 (Cth)
 - Public Records Act, 1973 (Cth)
 - Racial Discrimination Act, 1975 (Cth)
 - Racial Hatred Act, 1995 (Cth)
 - Racial Vilification Act, 2001 (Vic)
10. Staff and students of the Registered Training Organisation are required to comply with the requirements of this legislation at all times.

11. If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the Compliance Manager.

9. Assessment Procedures

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is the key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

What is Competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- performance at an acceptable level of technical skill;
- organising one's tasks;
- responding and reacting appropriately when things go wrong; and
- transferring skills and knowledge to new situations and contexts.

Assessment Methods

The assessment methods in all units consists of a set of theory questions and a demonstration of the learners' driving skills as relevant to the requirements of the unit of competency.

Feedback

Where students are assessed as not competent they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

Reassessment

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

10. Complaints And Appeals

Students have access to Murcotts complaints and appeals process. The complaints and Appeals procedure ensures that fair and equitable processes are implemented for any complaints or appeals by students.

Students are able to submit a formal complaint relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to Administration or directly to the Compliance Manager. All complaints are handled with confidence and are reviewed by the Compliance Manager.

A student may also appeal a decision made in regard to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified assessment task, they may have the assessment reviewed by submitting an appeal form.

Copies of the Complaints Procedure is available on Murcotts' website at [Student Information - Murcotts](#).

11. What Happens If Murcotts Are Unable To Deliver The Training And Assessment.

In the event that Murcotts have commenced delivery of training and are unable to fulfil the full delivery, a full refund will be provided to the employer.

12. Confidentiality And Privacy

At Murcotts, we believe an individual's right to keep their personal information private is highly important. We are committed to protecting and maintaining the privacy, accuracy and security of your personal information.

This Privacy Policy outlines all the ways in which Murcotts aims to protect your personal information and what sort of information we hold about you, for what purposes, how it is collected, held, used and disclosed.

Murcotts Driving Excellence Pty Ltd, its associated entities and subcontractors are bound by the Privacy Act 1998 (as amended by the Privacy Amendment Private Sector Act 2000) and the associated 10 National Privacy Principles (NPPs), The Spam Act 2003, Australian e-Marketing Code of Practise, and are committed to respecting the privacy of your personal information.









Murcotts holds personal information about its clients, customers, suppliers and staff. This information includes names, addresses, phone numbers and email addresses and may also include other personal information where necessary. This information is held principally in order to enable Murcotts to provide driver training and related services to its clients, to procure goods and services from its suppliers and to manage the associated financial transactions. Murcotts also hold information to enable us to contact clients and others to inform them of services we provide, to inform them of new programs and special offers, and to maintain records.

Murcotts also collects personal information for the purpose of operating as a Registered Training Organisation The requirements of ASQA may mean the release of your personal information for the purposes of audit.

Only employees of the Murcotts Group and those who perform services on our behalf are authorised to handle or have access to your personal information. All Murcotts employees are bound both by the Murcotts Code of Conduct and by confidentiality clauses in their employment agreements. Those who perform services on our behalf are also bound by privacy and confidentiality agreements.

13. Personal Information

We may also use your personal information for the following:

-  To communicate purchasing and booking confirmations, pre and post course/program information
-  To respond to your request for information
-  To communicate road safety messages and tips, e-newsletters
-  To inform you about special offers, and products and services offered by Murcotts
-  To conduct our business which includes performing internal administration and operations such as accounting, risk management, record keeping, archiving, testing and staff training
-  To develop new programs, products and services
-  To undertake planning, research and statistical analysis
-  To fulfil our legal requirements such a disclosure to law enforcement agencies or the courts

To provide statistical information to Skills Victoria Training System (SVTS) on behalf of the Commission

Murcotts Driving Excellence is obligated to provide your personal information to the National Centre for Vocational Education Research (NCVER) – a non-profit agency owned by State, Territory and Federal ministers responsible for vocational education and training. Whilst studying with Murcotts or after completion of your certificate, you may be contacted by NCVER with the request to participate in their Student Outcomes Survey (SOS). You can read more about the NCVER Student Outcomes Survey here: <http://www.ncver.edu.au/sos/faq.html>.

Disclosing Your Personal Information

Murcotts will only disclose your personal information where we are allowed to or obliged to do so by law or where we have your express or implied consent.

Where we disclose your personal information to organisations that perform specific essential services for us, we limit this disclosure to the information they need to perform the service. Importantly, we bind these companies and service providers through contractual arrangements to the same standard of care as we uphold ourselves.

They are only given the right to use the personal information for the specific service or function that they are performing and cannot legally provide or use this information for any other purpose.

We will never sell, or rent individual personal information with anyone without your advance permission or unless ordered by a court of law.

Destroying Personal Information

We will take all reasonable steps to destroy personal information in a secure manner or remove identifying features from it, if it is no longer required by us. This is subject to any legal obligations we have to retain information for a certain period of time such as training records required to be maintained by the Australian National Training Authority.

14. Electronic Communications And Data Collection

Email Privacy

If you received an email from Murcotts your email address is either listed with us as someone who has expressly shared this address for the purpose of receiving information in the future ("opt-in"), or you have booked and/or attended a program or purchased a product or service from us or otherwise have an existing relationship with us.

Inferred Consent

Section 2.3.2 of the Australian e-Marketing Code of Practise states that "Message Originators and

Message Service Providers may send...Commercial Communications to Recipients...providing that... it can be reasonably Inferred ... that the Recipient has Consented to receive such Commercial

Communications (Inferred Consent)." According to section 2.4.1 'Inferred consent' is deemed to exist if Murcotts can show that the Recipient has an existing and continuing relationship with us, and would have a reasonable expectation of receiving such commercial communications. Recipients therefore include all customers, account holders, subscribers, members, licensees, registered users, employees and contractors. For this reason, every person who requests information or submits an order for a Murcotts product or service will automatically be added to our subscriber database.

We use security measures to protect against the loss, misuse and alteration of data used by our system.

How can you stop receiving emails from us?

We will respond immediately if you notify us at anytime that you do not wish to receive emails from us.





Each email sent contains an easy, automated way for you to cease receiving emails from us, or to change your expressed interests. If you wish to do this, simply follow the instructions at the end of any email.

Website Privacy

Murcotts understand that when you access our website or interact with us online, the privacy and confidentiality of your personal information is important to you. Murcotts is therefore committed to safeguarding the personal details you provide us.

The Information We Collect

Each time someone visits our site, our web server may collect the following types of information:

-  The number of users who visit
-  The date and time of visits
-  The number of pages viewed
-  How users navigate through the site

No attempts are made to identify anyone browsing our site.

This data is captured so that we can evaluate the effectiveness and quality of website and its content for the purposes of improving our services.

15. Contact Us

These principles and obligations are embraced by Murcotts as part of our standard business procedures and Quality Assurance System.

Under the National Privacy Principles, you can access personal information we hold on you and you may request corrections of information which is incorrect or out of date.

If you would like to access or update any personal information held by Murcotts about you, or if you have any other queries relating to privacy, please contact our Student Administrator on 1300 555 576 or by email: studentadmin@murcotts.edu.au.

In line with our quality assurance system, Murcotts will regularly review this Privacy Policy to ensure it is current therefore this information can be subject to change. Please return periodically to review our latest Policy.

16. Student Support

Murcotts is dedicated to providing a high standard of service to Students. You can contact your Trainer and Assessor by phone or email during office hours. We endeavour to respond to Students as quickly as possible, usually within 2 working days.

Prior to the training we endeavour to identify any support Students may need. Should you require further support, outside of the services that we provide (such as verbal assessment and printed versions of pre training learning material)

we can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid by the Student to the service provider. Such fees are the responsibility of the Student, unless your employer is willing to pay for costs incurred.

Should you, your workplace or your assessor identify that you require any additional support, we will work with you to develop to ensure that we provide or access the required support.

17. Student's Rights And Responsibilities

Students are entitled to the following rights:

- Receive training and assessment that is in accordance with the requirements of unit of competency
- Receive a copy of the unit of competency and information regarding the program of study, availability of learning resources and appropriate services
- Learn from Trainers who have demonstrated competencies, including industry experience, in the area of study and who possess the minimum qualification of Certificate IV in Training and Assessment
- Have RPL applications assessed fairly and adequately by a trained assessor
- Be part of a learning environment, where respect for the individual is highly regarded, is free from harassment and discrimination, and has fair and equitable procedures for dealing with student grievances, complaints and appeals.

Students are responsible for:

- Being fully committed to your own learning, the decisions taken in relation to it, and the challenges involved
- Avoid at all costs the temptation of plagiarism
- Work with honesty and integrity
- Accept responsibility for decisions made about courses and program choices
- Respect Murcotts staff, facilities and resources, and follow relevant policies, and safety and security advice.

18. Recognition Of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to

identify and assess previously acquired skills and knowledge against the required competency standards.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the Managing Director by following the 'Complaints and Appeals Policy and Procedure.'

19. Copyright And Plagiarism

"Plagiarism" is a broad term referring to the practice of using someone else's ideas or work and presenting them as their own. Plagiarism is a form of cheating and is not permitted at Murcotts. Acts of plagiarism include:

- Copying the work of another student
- Copying any section, no matter how brief, from a book, journal, article or other written or electronic sources, without duly acknowledging it as a quotation
- Copying any map, diagram, table or figures without duly acknowledging the source
- Claiming someone else's practical work for an observation assessment

Where plagiarism is suspected, the matter shall be brought to the attention of the Managing Director, Operations. If it is found that plagiarism or breach of copyright has occurred, students will automatically fail the assignment. Further breaches may result in the student being removed from the Course.

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