

SUMMARY OF POLICIES AND PROCEDURES FOR STUDENTS OF DRIVER SKILLS INTERNATIONAL

All of the policies, procedures and forms referred to are available from the trainer at the start of the class, from the DSI website (www.driverskills.com.au) or via calling DSI on 1300 880 956.

Code of Conduct

All students are expected to abide by the 'student code of conduct'. Breaches of the 'Student code of Conduct' are dealt with in accordance with the 'Student Disciplinary Policy'.

Access and Equity

Please refer to the DSI 'Access and Equity Policy'.

Training that meets your needs

DSI is responsible for the quality of its training and assessment, in compliance with the Standards for NVR Registered Training Organisations 2015, and for the issuance of the AQF certification documentation.

If you at any point through-out your course require any assistance or support (including Language and Literacy, learning, mobility, visual impairment or hearing) please discuss these needs with Driver Skills International staff. If you do not tell us about any condition that may affect your learning, we will not be able to assist you.

Driver Skills International has detailed the testing and examination policies (including considerations applied when a student is ill) in the 'Assessment Guideline Policy Process'.

Note: any information you tell us in relation to your needs will remain confidential and only used to support you.

Complaints and Appeal Procedures

All complaints and appeals are taken seriously and their findings incorporated into procedures as appropriate.

Please refer to the DSI 'Complaints and appeals policy and procedure'. Any formal complaints should be lodged using the 'Complaint Form'.

Appeals against Assessment Grades

Students may appeal against a result shown on their student record / assessment and may lodge their appeal as outlined above. Appeals should be lodged using the 'Appeals Form'.

Flexible Forms of Assessment

Driver Skills International has facilities to provide flexible forms of assessment as required, for students in proven extenuating circumstances. The student must apply in writing to the Training Manager / Directors with details of the circumstances. The Training Manager / Directors will assess the application, and the student notified in writing.

Access to student Records and Participation

Driver Skills International is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the Training Manager / Directors and they will be more than willing to help you.

Fees, payments and refunds

Driver Skills International has detailed its approach to fees, payments and refunds in the 'Fees and refunds policy'. Any requests for refunds must be submitted on the 'Refund request form'.

Refund Policy in the Event of a Course Being Cancelled

In the event of a course being cancelled, the student will be provided with the opportunity to be re-scheduled or issued with a full refund of fees.

Recognition of qualifications issued by other RTO's.

Recognition of qualifications already in possession of the student is detailed in the 'Recognition of Quals Policy'

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available for all Units of Competency. The RPL process is detailed in the 'Recognition of Prior Learning Policy'.

Administrative Contacts

Occasionally students may need to consult the Trainers and or the Training Manager / Directors with comments, questions, suggestions or other matters. If the required information is not found in the Policies and Procedures identified, refer the question to the Trainer or Training Manager / Directors.

Fees and Late Payments

Refer to 'Fees and Refund Policy' for details

Work Health and Safety Procedures

The Organisation realises its responsibilities to clients. Staff are to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Work Health and Safety standards and procedures.

Assessment Re-sit Procedure**Stage 1: Student undertakes in-class assessment**

Students will be notified within 14 days of undertaking an assessment of their performance.

If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced and arrangements made for opportunity of assessment.

Students who are deemed to be Not Yet Satisfactory are to be provided with information identifying the areas in which they have not achieved scarification.

Students will then have the opportunity to repeat the assessment task within 7 days of notification.

Stage 2: Student deemed Not Yet Satisfactory in Second Assessment Attempt

If the Student is again deemed Not Yet Satisfactory they will be provided with information identifying the areas in which they failed to achieve competency.

The student must then participate in a new assessment task within 7 days of notification; a fee may be applied up to \$50.00 at the discretion of the Training Delivery Manager. The student will be advised if this applies and would be required to be paid prior to the THIRD assessment attempt.

Stage 3: Student deemed Not Yet Satisfactory in Third Assessment Attempt

If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.

For re-sits/re-submits students must meet the Attendance Policy requirement.

Course feedback

Course feedback can be provided by completing the form at;

www.driverskills.com.au/registered-training-organisation-information-and-documentation/