

Mengel Training Services Pty Ltd

(Understanding the needs of the Transport Industry)



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Student Handbook

Version 2.1

I would like to take the opportunity to welcome you to Mengel Training Services Pty Ltd and thank you for enrolling in our training course.

Mengel Training Services Pty Ltd is part of the Ideal Group which has been providing professional truck driver training since 1980.

The aim of our organisation is to train and give you the opportunity to gain the knowledge, skills and ability to enter the road transport industry with confidence.

All our courses are nationally accredited and conducted within the requirements of the most up to date training packages.

Our staff has many years of experience in the industry and is always eager to pass on their knowledge and experience to you. The quality of outcomes relies largely on the motivation and dedication of participants. Mengel Training Services Pty Ltd will provide you with professional training program and learning environment for you to obtain the qualifications required to enter the transport industry. Please feel you have the opportunity to draw all the required information to reach your goal.

I would like to again thank you for attending this course.

Shane Mengel
Director
Mengel Training Services Pty Ltd

Student Handbook Table of Contents

The Student Handbook contains the following information to assist you in your preparation to attend the course:

| Item |
|---|
| Course Details |
| Course enrolment policy |
| Code of Practice |
| Legislative Requirements |
| Access and Equity policy |
| Provision for language, literacy and numeracy |
| Client support |
| Course Accreditation |
| Course Financial Management Policy <ul style="list-style-type: none"> • Course payment, Credit Policy, and Refund Policy |
| Recognition of Prior Learning (RPL) policy |
| Assessment Policy |
| Complaints, and Appeals <ul style="list-style-type: none"> • Complaints Policy, , and Appeals Policy |
| Record Management Policy |
| Anti-Discrimination and Sexual Harassment Policy |
| Work Health and Safety Policy |
| Dress Requirements |
| Participant Rules, Punctuality, Personal details, Consideration for others, Mobile phones, Alcohol and Drugs, Discipline procedures, Consequence of misconduct |
| Participant voluntary withdraw procedure |
| Course Overview <ul style="list-style-type: none"> • Structure, Qualifications, Employment prospects, Entry requirements, Assessment, Course fees, and resources |

Enrolment Policy

You can apply to enroll for the course by contacting Mengel Training Services Pty Ltd on any of the following numbers and an enrolment form will be sent to you:

- Office: 4634 0512
Email: office@idealdrivingschool.com.au

Participants are required to complete and submit the enrolment form to the address below. The enrolment form is to reach Mengel Training Services Pty Ltd 14 days prior to the commencement of the course. If the enrolment form is not received by the required time you will not be enrolled to attend the course.

Mengel Training Services Pty Ltd
Unit 20, 11-15 Gardner Court
Toowoomba QLD 4350

It is important that all information on the enrolment form is completed correctly to allow Mengel Training Services Pty Ltd the opportunity to check all evidence to ensure you meet all prerequisites to attend the course. The payment for the course is to be made when the enrolment form is submitted. If the participant does not meet the prerequisites to attend the course all payment will be refunded in full.

Mengel Training Services Pty Ltd will notify you by phone and in writing that your enrolment form has been received to confirm your enrolment on the course. A receipt for payment will be included with your enrolment letter.

Code of Practice

The Director of Mengel Training Services Pty Ltd is a member of the Australia Driver Trainers Association (QLD Inc (ADTA Q) and conducts all training to ensure it meets the requirements of the ADTA Q Code of ethics. Training has been conducted to ensure all training staff are aware of the requirements and standards of the ADTA Q Code of Ethics.

Legislative & Law Requirements

Mengel Training Services Pty Ltd will comply with legislative requirements of the State/Territory and Federal Government, but not limited to: Work Health and Safety Act 2011, the Privacy Act 1988, Copyright Act 1968, Human Rights and Equal Opportunity and Industry Specific Legislation, National Vocational Education and Training Regulator Act 2011.

Access and Equity policy

All students will be selected in an ethical and responsible manner and consistent with the curriculum or National Training Package.

Mengel Training Services Pty Ltd seek to meet the needs of individuals and the industry through the integration of access and equity guidelines to ensure participants are provided with the opportunity to participate and achieve their outcomes. We will ensure that equity principles for all participants are implemented through fair allocation of resources and conduct of assessments to ensure outcomes are achieved without discrimination.

Provision for Language, Literacy and Numeracy

Mengel Training Services Pty Ltd will Endeavour to provide assistance to students with language, literacy and numeracy difficulties. This could include directing students to relevant government organizations for assistance.

Those students with literacy and numeracy difficulties will be allowed extra time where available to work with the trainer on an individual basis to assist them to understand the content of the course/training.

If you feel you may have difficulty meeting the requirements of the course/training please contact Mengel Training Services prior to the commencement of the course/training. It is the policy of Mengel Training Services Pty Ltd to give students assistance to enable them to meet the standards required for the course/training.

Client Support

Mengel Training Services Pty Ltd will take reasonable steps to gain the support needed by our students/clients to assist them in successfully completing the course/training they have enrolled in. This may include assistance from external government agencies or another RTO.

If for any reason you wish to change trainers throughout the course/training you can request it in writing through the Director Mengel Training Services Pty Ltd. All information regarding this request will be confidential and will have no detrimental effect to your outcome.

Meeting Learners Needs

Mengel Training Services Pty Ltd seek to meet the needs of individuals and the industry through the integration of access and equity guidelines to ensure participants are provided with the opportunity to participate and achieve their outcomes. We will

ensure that equity principles for all participants are implemented through fair allocation of resources and conduct of assessments to ensure outcomes are achieved without discrimination.

Mengel Training Service is an equal opportunity trainer and employer. All assessments will be made on the participant's merits, without regards to:

- Race,
- Colour,
- Religious beliefs,
- Gender,
- Pregnancy,
- Relationship status,
- Sex,
- Age, etc.

Students with Language, literacy and Numeracy difficulties or physical problems are encouraged to pursue their career goal. Mengel Training Services Pty Ltd will endeavour to prepare training and provide support services to enable participants to reach their goal. Unfortunately due to state and federal legislation participants may not be able to attend training due to medical and physical conditions. This decision will need to be made by a medical practitioner. A medical certificate will need to be provided for those who have a medical or physical condition.

If any student requires any client support you are required to notify Mengel Training Services 5 working days prior to the commencement.

Course Accreditation

All courses conducted by Mengel Training Services Pty Ltd are conducted in accordance with current Nationally Recognised Training, TLI10 Transport and Logistics Training Package. This qualification is recognized under the Australian Qualification Framework guidelines. On successful completion of the course participants will be issued with a qualification. This certificate could be forwarded to you by mail, or presented to you on completion of your course.

Where a certificate is issued, a list of all units of competency will be included with the certificate.

Any participant completing individual units of competency contained within an accredited course or national recognized training package will be issued with a Statement of Attainment. The Statement of Attainment recognizes that a participant has successfully completed part of a course or qualification. The Statement of

Attainment can then be used to gain a credit transfer for the competency(s) within Mengel Training Services Pty Ltd or another Registered Training Provider.

Financial Management policy

Course Payment

All course payment is to be made to Mengel Training Services Pty Ltd in conjunction with the participant enrollment form. If payment has not been made prior to the commencement your attendance on the course will not be accepted. Payment can be made by cash or cheque (made to Ideal Driving School). EFTPOS facilities are available at the office. All payments are placed in a Mengel Training Services Pty Ltd account.

Mengel Training Services Pty Ltd will forward a receipt to the participant on receiving payment for the course.

Credit

The terms of credit are at the discretion of the Director Mengel Training Services Pty Ltd, and subject to the provision of adequate client identification. Mengel Training Services Pty Ltd will hold qualification until all outstanding fees are paid in full.

Refund Policy

In the event a course is cancelled Mengel Training Services Pty Ltd will make a full refund to the participant.

If the participant has the desire to take an alternate course within Mengel Training Services Pty Ltd, fees will be fully transferable to that course.

If the participant wishes to withdraw from the course he/she must submit a letter of request for withdrawal indicating the reasons for withdrawal. This application must be forwarded to Mengel Training Services Pty Ltd at least 7 days prior to the commencement of the course. If the participant withdraws from the course a fee of 10% of the course cost will be charge for administration fees. Each application will be taken individually and the decision will be at the discretion of the Director Mengel Training Services Pty Ltd.

Mengel Training Services Pty Ltd has a no refund policy if a participant withdraws after the commencement of the course.

Re Assessment Policy.

That the practical assessment fee includes one attempt at the practical assessment, and those subsequent reassessments due to a not satisfactory result will attract additional fees.

Other arrangements would have to be discussed with the Director of Mengel Training Services Pty. Ltd.

Recognition of Prior Learning Policy (RPL)

Recognition of Prior Learning means that the participant may be able to receive recognition for training, skills and experience acquired through accredited courses, and through on-the-job training (OJT). For RPL to occur the participant can supply certificates and Statements of attainment they have undertaken.

For RPL to occur the student will be required to submit an RPL Application Form to Mengel Training Services with certificated documentation to support the training, outlining the competencies achieved. If documentation is not available an assessment will be conducted to assess the participant's ability to meet the outcomes required to be deemed competent.

Mengel Training Services Pty Ltd may include a challenge assessment to confirm the competency standard of the participant.

If the participant has RPL recognized he/she will not be required to participate in the training relating to those units within the course.

Credit Transfer is another term that is sometimes confused with RPL. However, there is an essential difference. RPL is an assessment of individual competencies, while credit transfer assesses a course/ units/modules against one another to determine the extent to which there is a match.

Credit transfer, as defined in the AQTF

.....assesses the requirements of an initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course. The assessment is used to determine the extent to which the achievement of the previous qualification is equivalent to the required learning outcomes, competency outcomes, or standards in another qualification. This may include credit transfer based on formal learning that is outside the AQF framework.

Assessment Policy

Competency based assessment is different from other types of assessment which have been traditionally used in education and training. In Competency based assessment, skill and knowledge are assessed against specific criteria as set out in competency standards. Competencies relating to courses conducted by Mengel Training Services Pty Ltd are outline in the Student Handbook.

Competency based assessment is the process of collecting evidence and making judgement on whether or not competency has been achieved. Mengel Training Service assessment is based on gathering sufficient evidence which is valid, reliable and fair, to make judgement against the required criteria.

In the event a participant does not achieve competency in an assessment. He/She will be given the opportunity to be assessed again. If this does occur please contact your trainer for further information.

At the commencement of the course the trainer will discuss competency based training and provide an overview of the course and how it will take place. If you have any questions regarding competency based training please feel free to discuss it with the trainer.

All other training and assessment will be conducted by Mengel Training Services Pty Ltd.

Complaints and Appeals Policy

If any stage you do not agree with the outcome of an assessment you have the right to appeal the decision. The initial appeal can be discussed informally with the assessor to try and resolve the result. You may appeal the result of an assessment in writing to the Training Development Officer of Mengel Training Services Pty Ltd outlining the reasons for appeal; this can be done within 7 days of the assessment. Your appeal will be investigated and if it cannot be resolved a reassessment will be organised. On the completion of that assessment you believe you have grounds for appeal you can direct your appeal to the Director of Mengel Training Services Pty Ltd. The assessment result will be investigated and you will be notified the outcome of the investigation.

Mengel Training Services Pty Ltd will direct the appeal to an external agency for review if the appeal cannot be resolved.

Any assessment result will be held until the outcome of the appeal has been resolved and all involved are satisfied with the outcome of the appeal.

Any participant enrolled in a course conducted by Mengel Training Services Pty Ltd who has a complaint on any matter not related to an assessment decision, will be given every opportunity to present their case. The participant with the complaint should take the following steps to try and resolve the issue:

- Make an informal approach to the person you have the complaint with to try and resolve the matter.
- If the matter cannot be resolved to the satisfaction of both parties a request can be made in writing to the Director or Training Development Officer of Mengel Training Services Pty Ltd. At this stage a facilitator will be arranged to attempt to resolve the complaint.

- If the participant is not satisfied with the outcome and the matter is not resolved must provide a written notice of appeal to Mengel Training Services Pty Ltd requesting an independent review from an external agency.
- Mengel Training Services Pty Ltd must document the complaint and the matter is to be raised at the next raised at the next meeting.

Record Management Policy

Mengel Training Services Pty Ltd has a system in place to record personal, assessment results and appeals and complaint issues.

Mengel Training Services Pty Ltd is committed to keeping accurate records for our clients on the activities and results achieved. These results are kept in the event a participant requires information relating to an assessment result or activity on a particular course. All records are confidential and will not be discussed or release to any organization external to Mengel Training Services Pty Ltd without written approval from the participant.

All personal details are collected for administrative purposes and are filed and imputed into a computer system. All personal details are kept confidential and will not be released to any agency outside of Mengel Training Services Pty Ltd without written approval form the applicant.

All assessments will be conducted and results recorded on the relevant assessment forms these results will updated on the participants file which will be retained on the respective course file for a period of 30 years.

A participant may request in writing the result of any competency to assist with any future career development.

A participant will have access to their training material during the course .

Anti-Discrimination and Sexual Harassment Policy

Anti-Discrimination

Mengel Training Services Pty Ltd ensures State and Federal legislation in relation to Anti-Discrimination are adhered to at all times.

Discrimination is when a person is treated unfavorably because of one of the following

- Race,
- Colour,
- Religious beliefs,
- Gender,
- Pregnancy,

- Relationship status,
- Sex,
- Age, etc.

Mengel Training Service is an equal opportunity trainer and employer. All assessments will be made on the participant's merits, without regards to:

- Race,
- Colour,
- Religious beliefs,
- Gender,
- Pregnancy,
- Relationship status,
- Sex,
- Age, etc.

If any participant feels they are being discriminated against they are to report to the Training Development Officer as soon as possible.

Sexual Harassment

Sexual harassment is unwelcome sexual behaviour, including words, directed at or about one person by another or sexually charged comments or 'jokes'. It can occur anywhere, but it is most common in the workplace, goods and service providers, and educational institutions. It includes 'pervasive sexuality' at work. It can happen to women and men, and age is no barrier.

Sexual harassment can involve colleagues or employer-employees. A supervisor, manager of teacher/lecturer can sexually harass an employee or student.

Mengel Training Services Pty Ltd understands it is in its best interests to safeguard the workplace against sexual harassment.

Sexual harassment is:

- Unwelcome jokes of a sexual nature;
- Sexually explicit emails screen-savers or posters;
- Insults or taunts based on sex, including 'sleazy' comments or 'smutty' talk;
- Staring or leering-such as obvious lingering looks, staring at breasts or groin, etc;
- Unwanted sexual advances or requests for sexual favours-including suggestive offers or invitations, or requests for meeting 'later' ignoring refusals or

discomfort displayed by the invitee, asking a person if they would like to have sex, or 'get closer', etc;

- Intrusive questions or comments about a person's private life or body for example, asking about their living arrangements or sexual relationships, asking when they last 'had sex' commenting with leers on 'what they did last night' when someone arrives late;
- Initiating conversations about your own private life-like telling others about your sex life, fantasies and desires, whether about that person or someone else;
- Unsolicited physical contact of a sexual nature-such as touching, brushing up against, kissing, massaging shoulders;
- Unwelcome remarks of a sexual nature-including inappropriate comments on clothing, telling a person they look 'sexy' or when angry, saying 'all she/he needs a good time in the cot', or 'you're not getting enough' and so on;
- Stalking or loitering around someone's office, hanging over someone's desk, following a person home from work or school;
- Inappropriate behaviour at work parties or 'outside' functions relating to employment/education
- Offering of benefits or threats, implied or explicit, in return for sexual favours-including 'smutty', harassing, or sexually threatening emails, letters, sms or conduct etc;
- Unprofessional behaviour such as ' marking up' students for granting sexual favours, denying access to a person's career or scholastic advancement unless they comply with sexual requests, preventing attendance at staff/school/club functions, etc unless you 'come across' sexually.

Mengel Training Services Pty Ltd will not tolerate any Anti-Discrimination or Sexual Harassment. Mengel Training Services Pty Ltd will investigate any complaint of Discrimination or harassment; the matter will be taken seriously and dealt with confidentially. Any trainer or participant who has been proven to discriminate or harass another person will have disciplinary action taken against them. This may either have the persons employment terminated, participant removed from the course or have the matter forwarded to the Queensland Discrimination Commission and Human Rights and Equal Opportunity Commission.

Work Health and Safety Policy

Mengel Training Services Pty Ltd takes the safety and welfare of all course participants very seriously. A safety brief will be given to all participants at the commencement of each course. Participants are to adhere to the requirements covered in the brief.

Mengel Training Services Pty Ltd will work together with all relevant employees and stakeholders in workplace health and safety matters. If any person identifies any situation that is unsafe they are to report it to a staff member of Mengel Training Services Pty Ltd. Action is to be taken immediately to rectify or isolate the situation to ensure the safety of others.

Mengel Training Services Pty Ltd will maintain a Work Health and Safety Incident Register to allow any workplace health and safety incidents to be recorded to allow Mengel Training Services Pty Ltd to continually improve the safety standard of the organization.

Work Health and Safety Participants responsibilities

All participants have a responsibility under the Work Health and Safety Act 2011. Students must:

- Not act in a manner that endangers the health and safety of themselves or others while participating in any course activity whether it be indoors or under on the job activities.
- Must carry out safety directions given by any member of or conducting duties for Mengel Training Services Pty Ltd.
- Must not interfere with any stores and equipment provided by Mengel Training Services Pty Ltd.
- Must report any unsafe practice or incident to the staff of Mengel Training Services Pty Ltd.

NOTE: Any student who does not comply with the legal requirements is in breach of the act and action can be taken against the Work Health and Safety Act.2011.

Dress Requirements

Due to the nature of training you will be required to attend theory lessons conducted in a classroom environment and also activities outdoors within a transport yard and in vehicles on public roads. For this reason Mengel Training Services Pty Ltd require you to wear the following for safety reasons:

- Fully enclosed suitable footwear
- High Visibility clothing (Mengel Training Service will provide this item if required please identify if you require this item when you submit your enrolment form)
- Hat /Cap for outdoor activities
- Sunscreen
- Trousers short or long to suit participant's needs.

Participant Rules

Punctuality

Mengel Training Services Pty Ltd has developed a training program and daily schedule to training to be conducted systematically and timely. For this reason participants are requested to be punctual and arrive to allow training to commence at the allocated time. An attendance sheet will be marked daily to ensure all participants are in attendance. If you are absent from any lessons arrangements can be made to have sessions completed at a later date. These sessions will be conducted at an additional cost to the participant unless a satisfactory reason for non attendance is given (this will be at the discretion of the Director Mengel Training Services Pty Ltd.

If for some reason you are not able to attend training or you will be arriving late it would be appreciated if you could telephone and advise Mengel Training Services Pty Ltd.

Personal Details

If a participant has any changes to there personal particulars they are to notify Mengel Training Services Pty Ltd to allow records to be updated.

Consideration of others

Mengel Training Services Pty Ltd asks that you behave in a manner appropriate to the learning environment. Which includes?

- Smoking is not permitted in classrooms, buildings, or vehicles. Designated smoking area will be identified for those participants who wish to smoke. Smoking will only be allowed during breaks.
- Swearing and abuse will not be tolerated
- It is requested that voices be kept to level that will not disturb others.
- Treat other participants and staff with respect
- At the end of the days activities remove or place rubbish in bins and leave the area clean and tidy.

Mobile phones

Mobile phones are to be turned off during training sessions. Breaks will be taken during the day this will allow participants the opportunity to check messages and make any necessary phone calls. If you have a requirement to have your mobile phone on during training notify the trainer prior to the commencement of the lesson and turn the phone to silent so it does not distract other participants. Mobile phones are to be turned off during all driver training and assessments.

Alcohol and Drugs

Mengel Training Services Pty Ltd prohibits the use of alcohol and drugs during training and assessment on the course. Due to the nature of the course (Transport and logistics road transport) all participants are to have a BAC of zero level. Any participant found to have a BAC over Zero or under the influence of a drug will be removed from the course and may be liable of prosecution under state and federal legislation

Discipline procedures.

Mengel Training Services Pty Ltd will to the best of its ability provide all participants the opportunity and an environment suitable for learning and assessment. To allow this to happen largely relies on the attitude and behaviour of personnel attending the course. For this reason Mengel Training Services Pty Ltd will not tolerate any misconduct.

Misconduct is any behaviour which:

- Disrupts the learning of others
- Prevents any staff member from carrying out their duties
- Endangers the safety of other participants or staff
- Interferes with the operation and training provided by Mengel Training Services Pty Ltd

The following examples of behaviour would constitute misconduct if a participant participated in:

- **Vandalism or theft** - of any buildings, stores and equipment under the control of Mengel Training Services Pty Ltd
- **Safety** – did not follow the directions and requirements of the Workplace Health and Safety Brief
- **Failure to comply with direction** – in the event of an emergency, refused any direction given by trainers, and disrupts others from learning.
- **Cheating** – was caught cheating in an assessment or plagiarising other participants work
- **Verbal abuse** – of trainers, staff or other participants on the course
- **Physical abuse** – of trainers, staff or other participants on the course
- **Weapons** – Carried a weapon on there person whilst attending a course, or used a weapon to threaten another person.

Consequence of misconduct

1st instance – will be a verbal warning

2nd instance – will be a formal written warning. This warning will be placed on the participants file.

3rd instance – may result in the withdrawal from the course. This will be at the discretion of the Director Mengel Training Services Pty Ltd.

Participant Voluntary Withdrawal Procedure

In the event a participant wishes to withdraw from a course he/she is to submit a Voluntary Withdrawal Form (attached) to the Director Mengel Training Services Pty Ltd outlining your reason why you wish to be withdrawn from the course. There will be no refund of fees if a participant voluntarily withdraws from the course.

The only exception to the above would be for bereavement, illness (Medical Certificate must be provided) or extreme personal hardship. Each and every situation is considered individually and at the discretion of the Director Mengel Training Services Pty Ltd.

Course Overview

The transport industry is one of the most important industries in the sustainability of our country. It relies on professional and dedicated people for the movement of freight around the country to allow us to enjoy the Australian way of life. The training conducted by Mengel Training Services Pty Ltd trains allows participants the opportunity to gain the knowledge, skills and ability to enter the road transport industry with confidence.

Qualifications

Participants will receive a nationally recognized Certificate or Statement of Attainment at the successful completion of the course.

Job Placement

The Director of Mengel Training Services Pty Ltd is well respected within the transport industry and has been rewarded with many successful participants gaining employment within the transport industry. Job placement at the completion of the course cannot be guaranteed however the skills and knowledge gained through the training will be beneficial to you.

Further Education

Participants can use their Statement of Attainment as recognition towards other certificates in transport and logistics.

Course Fees

Information regarding course fees can be obtained by contacting Mengel Training Services Pty Ltd Pty Ltd on:

- Office: 4634 0512 (W))
- Email office@idealdrivingschool.com.au

Once full payment of course fees is received by Mengel Training Services Pty. Ltd., they then are fully committed to the completion of the training course/s. If Mengel Training Service's Pty. Ltd. cannot fulfil their commitment they will engage at their cost the services of another RTO to complete the training course/s as required.

Resources

Mengel Training Services Pty Ltd will provide all vehicles and equipment for the conduct of the course.

Participants are required to bring writing pad and pen for the taking of notes.

Mengel Training Services Pty Ltd will provide reference material for participants to complete assignments

Assignments

There will be a requirement for participants to complete assignments in their own time.

These assignments will be assessed and feedback will be provided.

Quality Management Focus.

Mengel Training Services Pty. Ltd., has a commitment to providing quality service and has a strong focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs. Feedback forms will be supplied at the commencement of the course.