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Head Office: 4 Saligna Drive, Tullamarine VIC 3043

Ph: 03 9330 2789

Australia Wide Forklift Training Centre Pty Ltd

(also trading as Advanced Heavy Vehicle Driver Training Centre)

ABN: 871 0929 9185

RTO No: 21784

Course Information Heavy Vehicle Licencing Specific Units of Competency

Course Overview

After successfully completing one of the following heavy vehicle courses, you will be eligible for a VicRoads heavy vehicle licence certificate of competency:

- Light Rigid Licence to drive a light rigid vehicle
- Medium Rigid Licence to drive a medium rigid vehicle
- Heavy Rigid Licence to drive a heavy rigid vehicle
- Heavy Combination Licence to drive a heavy combination vehicle
- Multi-Combination Licence to drive a multi-combination vehicle

The course content includes systematically and efficiently controlling all vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, and effectively managing hazardous situations. Assessment for these units will be undertaken within a licensing examination conducted by, and under the authority of, VicRoads. A written and practical assessment is conducted for each course.

Various categories of Victorian heavy vehicle licences and eligibility criteria are outlined in the section 'Heavy vehicle licence categories' on the [VicRoads website](#). Information on how to get a heavy vehicle licence, heavy vehicle licence assessment, accredited heavy vehicle training and test providers and heavy vehicle licence exemptions are also available in the section '[Heavy vehicle licence](#)'.

Eligibility and Prerequisites

To obtain a Heavy Vehicle driver licence in the categories below an applicant **must hold** an Australia Driver's Licence as follows;

- Light Rigid: Held a car driver's licence for at least 1 year (12 months)
- Medium Rigid: Held a car driver's licence for at least 1 year (12 months)
- Heavy Rigid: Held a car driver's licence for at least 2 years (24 months)
- Heavy Combination: Held a car driver's licence for at least 2 years (24 months) and a MR or HR licence for at least 1 year (12 months)
- Multi-combination: Must have held an Australian car licence for at least 24 months including a HR or HC licence for a minimum of 12 months and currently hold a Heavy Combination licence.

Note: Periods of cancellation, suspension, disqualification and unlicensed driving **are not** included when calculating the period of licence ownership.



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What you need to bring:

- Your Current Original Australian Drivers Licence
- An Original Australian Photo ID (if no current original photo drivers licence is available).
- Reading/driving glasses if required
- A photo of your Original ID is not acceptable evidence.

You must keep your current driver's licence with you for the duration of the course. If your address is different to that shown on your licence you must bring a utility bill showing your name and the new address.

You must be proficient and competent in the operation of a manual gearbox.

You must have basic English, literacy and numeracy (LLN) skills at a level sufficient to read and interpret workplace and VicRoads specific documentation (LLN test to be completed as part of enrolment). You must possess communication skills at an appropriate level to enable you to communicate with other road users.

Applicants **must be aged 18 or over**.

All trainees **must have 0.00% Blood Alcohol Content (BAC) and be drug free** during all training and assessment.

AWFTC courses do not guarantee a licence on completion of the course. The results are a direct reflection of your own ability to learn and drive the vehicle to VicRoads standards. Once the course starts, you are unable to swap vehicles or transmission categories. However a determination will be made on category downgrade/upgrade by your trainer/assessor as required.

If you break any Road Laws during the course you are fully responsible and must pay any fines or penalties incurred.

If your drivers licence is currently suspended, disqualified, cancelled or you are subject to a Fines Victoria Sanction you will not be eligible to enrol in a heavy vehicle course. Refer to <http://www.vicroads.vic.gov.au/> for further information.

You **must** meet the VicRoads medical standards before the course commences. If you have a medical/mental condition or are taking any prescription medicine you **MUST** contact AWFTC to obtain a medical report form to take to your doctor and return to AWFTC within 7 days of the course start date. You must pass an eyesight test.

Course Study Requirements

Study requirements differ for the different classes of licence and are described as follows:

- **Light Rigid, Medium Rigid or Heavy Rigid Courses require** - students to study "THE VICTORIAN BUS AND TRUCK DRIVERS HANDBOOK". The handbook can be purchased from AWFTC at a cost or can be obtained from any Vic Roads Branch. It can also be downloaded from the [VicRoads' website](http://www.vicroads.vic.gov.au/).
- **Heavy Combination Course requires** - students to study the "AWFTC HC/MC LEARNER'S GUIDE", this will be provided by AWFTC at the time of booking, at no cost.
- **Multi Combination Course requires** - students to study the "AWFTC HC/MC LEARNER'S GUIDE", this will be provided by AWFTC at the time of booking, at no cost.

To receive a heavy vehicle licence you need to successfully complete a knowledge assessment and a practical assessment, including an on-road driving and an off-road skills assessment. Testing is performed by AWFTC employees who will issue a Certificate of Competence to you when you have:

- satisfied eligibility requirements
- met the evidence of identity criteria
- passed all assessments to receive a heavy vehicle licence.



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Course duration, content and timing

The course length varies from one day courses to one and a half days depending on the knowledge, skills, experience and learning needs of students and gearbox characteristics of the category of vehicle students are seeking a licence for. Additional training sessions will be scheduled for students requiring extra training or support when required for an additional fee.

Class timing: 07:30am – 04.00pm (including tea and lunch breaks) and subject to change depending on the vehicle availability, learning needs of students and other contingency situations. There will be an on-road and off-road training component prior to participants undertaking assessments.

Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. Driving involves the application of routine vehicle driving principles and procedures to maintain safety and to operate the vehicle category across a variety of driving contexts.

Course content includes:

- Theory review:
 - Driving hazards and related defensive driving techniques
 - Efficient driving techniques
 - Engine power management and safe driving strategies
 - Vehicle controls, instruments and indicators, and their use
 - Vehicle handling procedures
 - Pre-operational checks carried out on the vehicle and related action
 - Relevant state/territory driver licensing authority road rules, regulations, permit and licence requirements.
- Practical:
 - Pre-start checks
 - Cabin drill
 - Load restraint
 - Skill manoeuvres/reversing
 - Practical driving training

What to bring?

- You must bring your driver's licence and other documentation specified in the section 'eligibility and pre-requisites'.
- Wear appropriate clothing, appropriate covered safety footwear or shoes and high visibility clothing.
- High visibility vests will be provided for use (at no cost) during the course if you do not arrive wearing appropriate high visibility safety clothing.



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Assessment

- The assessment for all licence classes have knowledge (theory) tests, practical components and the candidate must meet the VicRoads criteria.
- The knowledge test (KT4) theory component for Light Rigid up to Heavy Rigid consists of 32 questions and is based on a book "THE VICTORIAN BUS AND TRUCK DRIVERS HAND BOOK". Pass mark is 26 out of 32.
- The knowledge test (KT5) theory component for a Heavy Combination consists of 20 questions based on the "AWFTC HC/MC LEARNERS GUIDE". Pass mark is 16 out of 20.
- Multi-combination theory assessment: Students must complete a unit of competency theory assessment prior to on-road training and assessment. The theory assessment is open book and should take approximately 15 minutes to complete. Students who obtained their HC licence prior to 1 Jul 2013 will also need to undertake the VicRoads articulated vehicle knowledge test (KT5).
NOTE: The VicRoads legislation allows for a student with a Heavy Rigid (HR) licence to apply for a Multi-combination (MC) licence and that the student must first successfully complete all components of the heavy combination (HC) training and assessment course. AWFTC will accept a booking from a HR licenced student to enrol in the HC course with the MC course enrolment to be scheduled no less than 14 days after the HC course is complete. AWFTC will issue a Certificate of Competency on successful completion of the HC course. The student can then proceed with a MC assessment, excluding the VicRoads articulated knowledge test (KT5) and load securing components (previously completed through the HC course). If the student fails the HC course they cannot undertake the MC course until re-assessed.
- The knowledge test theory component can be sat either verbally (which incurs an extra fee) or as a written assessment.
- There are provisions for verbal theory assessment, for students with language and literacy support needs.
- VicRoads also provides a VicRoads authorised interpreter for the candidate if required.
- All theory components of Heavy Vehicle courses have to be completed and passed prior to the driving component of the course.
- The practical component consists of four sections; 1) Reverse, 2) Drive, 3) Kerbside stop/coupling and 4) Load Restraint.
- Reassessment is available after each assessment, refer to the section 'Course Cost and Payment Options' as fees apply. Only one (1) assessment re-test is permitted each day.
- It is a VicRoads' requirement that ALL heavy vehicle licence assessments be carried out under video surveillance and voice recording conditions.



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Course Cost and Payment Options

- The course costs are inclusive of an administration fee.
- A deposit is required at the time of booking, or 24 hours from initial booking, to secure the course.
- Full payment must be made prior to the due date on the invoice. If payment by the due date does not occur, your booking will be automatically deleted from the course and the AWFTC course cancellation policy will apply.
- All heavy vehicle course fees cover the knowledge, skills and practical assessments.
- If you fail either of the assessments, retest fees apply and the fees can be requested prior to course commencement.
- A licensing fee is payable to VicRoads on being assessed as competent in the course and this fee is advertised on the VicRoads' website.

Payment Options Include: CASH / CREDIT CARD / ELECTRONIC FUNDS TRANSFER / EFTPOS

Bank Details: CBA

Account name: Australia Wide Forklift Training Centre Pty Ltd

Account No: 1019 4940 BSB: 063 242

Refund and Cancellation Policy

The AWFTC terms and conditions of a refund are as follows:

- A full refund of fees, or transfer to another AWFTC course, will be made if a course is cancelled by AWFTC for any reason.
- In the event the training is being paid for by an employer, course fees are transferable to other employees of the company.
- All other course fees are transferable at the discretion of AWFTC.
- Students will have the right to obtain a refund for services not provided by AWFTC in the event the:
 - Arrangement is terminated early.
 - AWFTC fails to provide the agreed services, e.g. a course is cancelled or rescheduled by AWFTC (to manage internal contingencies or to address any Government or regulatory directions) to a time when the student is unavailable; a replacement piece of equipment/plant/vehicle is not made available to address issues arising during training and assessment; or when it is no longer able to continue offering a course.

The AWFTC cancellation policy is as follows:

- If cancelling 7 working days prior to the course start date a refund, less \$50 administration fee, will be reimbursed.
- If cancelling between 1-7 days prior to the course start date, the student deposit will be forfeited or the company invoiced 75% of the course cost.
- If cancelling within 24 hours prior to course commencement or failing to attend the start time of the course scheduled, you will be held responsible for 100% of the course fee and there will be no refund.
- All refunds must be requested in writing with name, address, contact details, course details, date and reason for requesting a refund.



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Benefits of this Training

AWFTC is an ASQA Registered Training Organisation and as such maintains its compliance with the VET Quality Framework.

AWFTC does not guarantee that you will successfully complete the course or obtain a particular employment outcome. The training and assessment at AWFTC will enable you to obtain a licence once you successfully complete the course requirements and comply with VicRoads requirements relevant to the licence category.

Access, Equity and Privacy

AWFTC and its employees embrace the principles of Occupational Health and Safety and strive to ensure that all potential and current students receive Access and Equity into courses and throughout the delivery of the courses. AWFTC will ensure that any person who meets the entrance requirements has appropriate access to staff, equipment and facilities to enable them to have the best chance of achieving a positive outcome.

Privacy Statement

AWFTC is committed to protecting the privacy of your personal information. An overview of how AWFTC handles your personal information, under the [Privacy Act 1988](#) (Privacy Act) and the [Australian Privacy Principles](#) (APPs), is provided in the AWFTC Privacy Notice available on the website; <https://www.australiawideforks.com.au/rto-information>

AWFTC will not, without your consent, disclose personal information for any purpose other than for the main purpose of fulfilling our business commitment to you except where it is required or authorized by law or we reasonably believe it is necessary to prevent serious or imminent threat to any person's life, health or safety or the public's health or safety.

Student Welfare, Support and Safety

Students' support requirements (e.g. LLN support, administration assistance, need for additional training etcetera) will be identified during the enrolment process. AWFTC delivers courses of very short duration and therefore does not provide "student services" other than administration, training and assessment or trainer/assessor support and reasonable adjustments (as approved by VicRoads). Administration assistance does not incur any additional fees. If a student has any difficulties during their course we encourage them to talk to their trainer.

Students requiring counseling or support services should discuss the matter with their trainer or administration staff. The trainer/administration staff will assist to the limit of their training, and in the event that further action is required, refer the student onto the appropriate service or to the student's own General Practitioner.

Students will not be expected to attend classes for more than 8 hours a day. Classes may be held outside the prescribed class timing on any day where a specific employer or student needs are identified.

Student participation and progress will be monitored by AWFTC trainers/assessors. Students are encouraged to talk to their trainer to gain access to further information about student welfare, support and safety.

All students have access to a kitchen, microwave, fridge, tea, coffee and a vending machine at AWFTC. There are also a number of café's within reasonable driving distance.



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Student Records

A VicRoads Certificate of Competency cannot be re-issued by AWFTC (as per Vic Roads Regulations) but arrangements can be made with VicRoads by AWFTC to request a re-issue from VicRoads. Please contact AWFTC for further details.

Individuals that require access to their student files may apply in writing to AWFTC.

Continuous Improvement

AWFTC is committed to continuous improvement of its operations and will therefore require you (and your employer if applicable) to complete feedback questionnaires during and after the course is completed. These evaluations and questionnaires are simple and short. AWFTC encourages honesty in your comments so that we have the opportunity to improve our training delivery services.

Student Conduct, Cheating and Plagiarism

AWFTC is committed to ensuring a safe and productive educational environment. Students will be required to behave in a safe, mature and respectful manner. Students are expected to cooperate with all AWFTC staff and trainers and abide by the AWFTC's policies, procedures and guidelines on health and safety.

Cheating and plagiarism is not acceptable at AWFTC. If cheating or plagiarism is identified consequences will occur. Details of these consequences are available by contacting AWFTC, however a repeated offense will result in the student being expelled from AWFTC with NO REFUND.

Complaints and Appeals

If you wish to make a complaint about anything related to AWFTC, or appeal any decisions made by AWFTC (including assessments, assessment results, training resources or staff conduct) while undertaking the course, an informal resolution is recommended in the first instance by raising any issue with your trainer. Should the informal complaint or appeal not be resolved satisfactorily, AWFTC has a formal complaint and appeals procedure with a form available from your trainer, the AWFTC student lunchroom or the [AWFTC website](#). After exhausting the AWFTC procedures you can contact VicRoads or ASQA if you are still not happy with the outcome.