

## Introduction

Murcotts Driving Excellence Pty Ltd (Murcotts) is a Registered Training Organisation and meets the administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia and is audited by the State Government registering authority to verify adherence to these standards.

## Programs

Murcotts offers the following accredited and nationally recognised qualifications/units of competency:

- TLIC107C – Drive Vehicle
- TLIC2507B - Operate Four-Wheel Drive Vehicle
- FPICOT2234A – Operate Four-Wheel Drive Vehicle
- FPIFGM3208A – Perform Complex 4x4 Operations
- SRODRV001B – Drive and recover a Four-Wheel Drive Vehicle

See individual course brochures for more information on content and vocational outcomes.

## Application Processes and Selection Criteria

Selection for enrolment in the course will be approved for applicants who meet the following selection criteria:

- They must have current drivers licence (unless participating in a special course for unlicensed drivers or a non driving course such as a workshop)
- They must not be adversely affected by medication or illicit drugs or alcohol
- They have completed an enrolment/application and paid the appropriate fee.

## Fees and Costs Involved in Undertaking Training

Fee schedule can be viewed on our website via the following link: [Driving Courses/Fees](#)

## Refund Policy – Private Individuals

**Refunds** - refunds of fees and Vouchers are subject to the following:

**Vouchers** – Murcotts' Gift Vouchers, sponsored prize Vouchers or third party Vouchers provided by Manufacturers or as Corporate promotional prizes may be redeemed for selected Murcotts programs. Each Voucher will expire if the holder fails to **book** and **attend** a program before the expiry date that appears on the voucher. Vouchers cannot be refunded or redeemed for cash in any circumstances.

**Program Cancellations by Murcotts** - If a program or course is cancelled by Murcotts, arrangements for attending a course on an alternative date will be arranged, otherwise fees paid will be refunded. Vouchers are not refundable but may be redeemed for an alternative date or program.

**Participant Non Attendance** - If a participant fails to attend the total fee paid will be forfeited. If the participant is redeeming a Voucher for the program the voucher will be forfeited.

**Cancellation / Postponement** - A participant seeking to cancel or postpone a program booking, will forfeit the fee or Voucher unless the participant can fill their booking with a replacement.

**Ill Health Cancellations** - If due to special circumstances such as illness (medical certificate required), a participant cannot attend and notifies Murcotts no later than the morning of the program, alternative dates for attendance may be offered without the imposition of a rebooking fee.

**Late Attendance at Courses** – Participants who arrive at a course or program after the nominated starting time may not be permitted to attend the program for safety reasons as a consequence of missing vital information/briefings and/or venue safety compliance requirements. In such cases the participant will forfeit their fee or voucher.

## Refund Policy – Corporate Customers

For Corporate, Government, special group or exclusive program bookings, the Terms & Conditions for non-attendance, cancellations and transfers are contained in the Application for Corporate Client Status or your contract document.

## Qualifications to be Issued

Attendees completing all assessment requirements for a course will be awarded a certificate corresponding to the completed course. Attendees completing assessment requirements for part of a course will be awarded a statement of attainment indicating which modules or units of competency they have completed.

## Competencies to be Achieved During Training

Competencies to be achieved during training are detailed in the brochures for each course.

## Assessment Procedures

In general terms assessment during training will involve:

Direct evidence from -

- examples within the workplace;
- observation of the driver;
- simulations, including competency and skills tests, projects and assignments.

Supplementary evidence from –

- oral and written questioning;
- personal reports;
- witness testimony.

Attendees will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Attendees will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.

## Recognition of Prior Learning

Attendees who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL) or Cross Credits.

## Dispute Resolution Procedure

Murcotts has a dispute resolution procedure to provide attendees with a fair and equitable process for resolving any disputes or complaints they may have. Written copies of the procedure are available upon request.

## Relevant Legislation and Policies

OH&S <http://www.business.channel.vic.gov.au>

EO <http://www.eoc.vic.gov.au/>

VET <http://www.otte.vic.gov.au/>

WorkCover <http://www.workcover.vic.gov.au>

Privacy <http://www.privacy.gov.au/>

## Access and Equity policy

Murcotts has a Code of Conduct which includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy and relevant legislation are met by Murcotts at all times.

## Privacy

Murcotts collects personal information for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who are the registering authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit.

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.

Please follow this link to view Murcotts Privacy and Anti Spam Policy: [Murcotts Privacy Policy](#) or visit our website at [www.murcotts.com.au](http://www.murcotts.com.au)

## Special Needs

Please notify us if you consider you may have language, literacy or numeracy, or physical difficulties that may inhibit your participation in training. Murcotts will make reasonable efforts to modify our delivery and assessment procedures to enable participation by all people who meet our entry criteria.