

Australia Wide Forklifts Training Centre Pty Ltd

ALSO Trading as

Advanced Heavy Vehicle Driver Training Centre

RTO Manual



QM001/2006

Section 1

Quality Policy Statement

Australia Wide Forklift Training Centre is committed to being the best provider of professional quality driver/operator education and training for all our customers and clients in the following vehicle categories:

- Forklifts
- Order Pickers
- Heavy Vehicle Training and Testing in
 - Light Ridged vehicles
 - Medium Ridged vehicles
 - Heavy Ridged vehicle
 - Heavy combination vehicles
- Heavy Vehicle Licence Test Administration Course

To achieve these objectives, Australia Wide Forklift Training Centre has implemented a Quality Assurance Management System that complies with the requirements of **Australian Quality Training Framework(AQTF) – Standards for Registered Training Organisations (RTO)**.

Risk Management

A thorough investigation has been conducted to identify all risks to the business. Australia Wide Forklift Training Centre has developed the policies and procedures to address these risks for the effective operation of the business within the Quality Manual.

The implementation and maintenance of this Quality Management System shall ensure our customers and clients are provided with the highest standards of service at all times and that our instructors, equipment and management skills are continually being monitored and developed to provide the not up to date quality training available.

The management of Australia Wide Forklift Training Centre encourages active participation by all staff in our Quality Management System through continuous training and awareness programs.

A Code of Practice for Australia Wide Forklift Training Centre Pty Ltd is available on request by staff and students. It provides staff commitment to deliver the best possible outcome for our students. It also gives peace of mind that policies and procedures have been developed and implemented in the best interests of all.

OH&S and Return to Work Policy

Occupational Health and Safety

Australia Wide Forklift Training Centre is committed to providing a safe and healthy environment for all staff, contractors, students and visitors.

Australia Wide Forklift Training Centre responsibilities to staff, contractors, students and visitors is have in place safe systems of supervision, work, training, equipment and access within the company location at 4-8 Mareno Road Tullamarine Victoria 3043.

Australia Wide Forklift Training Centre responsibilities to staff, contractors and students working in alternative location(on site) will be obliged to follow the host company OH&S Policies and Procedures while in that location and for the duration of the training period. Where no OH&S policies and procedures are apparent or have not been introduced, Australia Wide Forklift Training Centre Policies and Procedures are to be adhered to for the duration of the training period.

Staff, contractors, students and visitors will be expected to follow any instructions given for their safety and to abide to all documented safety procedures and safe work practices used within Australia Wide Forklift Training Centre.

Australia Wide Forklift Training Centre will use staff and contractors to facilitate **Communication** and **Consultation** processes for the identification of risks, incidents and the resolution of any identified concerns within a practicable and reasonable time frame to be negotiated with all parties concerned.

Australia Wide Forklift Training Centres Staff are all accountable for Safety within the workplace.

Return to work

If any staff member or contractor is injured while working directly for Australia Wide Forklift Training Centre it will be our goal to return the injured party to work as soon is medically practicable with the aid of an Rehabilitation Co-ordinator and Medical advise.

Australia Wide Forklift Training Centre will endeavour to find and allocate appropriate alternative duties until the employee / contractor is able to resume normal duties as per the Rehabilitation Act.

Equal Employment Opportunity Policy

Harassment and Discrimination

Australia Wide Forklift Training has a legal obligation to provide safe study and work environments for all students and staff, free from all forms of harassment and discrimination. It is unlawful for teachers or other staff to harass or discriminate against you; for students to harass teachers or other staff; or for students to harass or discriminate against other students. If you experience discrimination or harassment you have the right to complain and be supported during the complaints process. If you have a complaint made against you and you may be subject to disciplinary action.

Australia Wide Forklift Training has policies prohibiting harassment and discrimination and procedures for making complaints. Australia Wide Forklift Training is committed to educating the community about these issues and to ensuring that nobody is victimised for making a complaint.

Harassment: is any behavior, comments or displayed material that is threatening or offensive, or that makes you feel unsafe.

Harassment can be verbal, written or visual and it can come from one person or from a group.

Discrimination: means that you have been treated unfairly, because of your actual or assumed age, career status, disability/impairment, gender identity, industrial activity, marital status, parental status, physical features, political belief or activity, race, religious belief or activity, sex, sexual orientation, personal association, or if you are pregnant or breast feeding.

Depending on the circumstances, someone might both harass and discriminate against you. Both harassment and discrimination are grounds for a complaint.

Bullying/Workplace Violence.

Everyone has the right to be safe at work and everyone has the right to be employed free of violence. There are laws that can be used to help people who are experiencing workplace violence. Australia Wide Forklift Training also has policies which prohibit violence and bullying and complaints procedures for people to use if they experience violence or bullying. As a student you may be young and new to the job or work placement. This does not mean that you have to put up with violence or bullying in any form. Bullying includes behaviors such as name calling and nasty jokes, intimidation and physical abuse such as pushing, hitting or crowding, taking or damaging other people's belongings, actively excluding individuals or groups, being given meaningless or impossible tasks, humiliation and being set up to fail.

It is against the law to hurt or assault other people, and those who harm other workers deliberately, may be charged by the police or the WorkSafe Authority.

If you are a victim of workplace violence, or if you see violent incidents at Australia Wide Forklift Training or work, it's very important to get advice quickly. If nothing is done about trivial incidents of violence, the danger nearly always increases. Acting quickly might prevent the workplace violence from escalating and causing serious injuries for workers.

If you act violently, you risk disciplinary action and losing your placement.

Workplace violence has wide scope and is defined as physical assault, threatening behavior or verbal abuse, and racial and sexual harassment occurring in the work or training setting.

If you experience any of these issues while taking part in Australia Wide Forklift Training activities, please advise your Trainer or the Training Manager of Australian Wide Forklift Training.

Students with Disabilities

All practicable measures will be taken to accommodate students with disabilities. These measures will need to comply with VWA and VicRoads guidelines, standards and regulations. Some regulations may exclude students from obtaining licences (ie blindness) therefore each student with a disability will need to be assessed on a case-by-case basis.

Student welfare and guidance services

Student welfare and guidance services can be arranged in conjunction with the employer or individual if required

Disciplinary notification for non-compliance to policies

Non-compliance to these policies by staff or students will result in disciplinary action being taken. This may be in the form of verbal warning followed by formal warning and then suspension from services, courses or employment. These policies will be communicated to students and staff during their induction period.

Australia Wide Forklift Training will maintain a safe & effective learning environment and will discipline students in situations where their actions impede or reduce the capacity of other course participants to learn. Behaviours deemed unacceptable include: -

- Wilful damage or unauthorised removal of Australia Wide Forklift Training property,
- Behaviour that is in contravention of OH&S Act 2005 and policy,
- Behaviour that is in contravention of sexual harassment guidelines,
- Discrimination, bullying or other principles adopted by Australia Wide Forklift Training.
- Cheating on Testing or assessment Processes

Any discipline issues will be dealt with by the Training Staff in the first instance and if need be escalated to the Managing Director.

If action occurs, it will take place in a confidential and conciliatory manner with penalties according to the nature and severity of the issue

Personal Information

Australia Wide Forklift Training Centre Pty Ltd is committed to complying with Australia's Privacy Act. The primary purpose in collecting personal information is to enable us to perform tasks such as respond to your requests, or to contact you via mail, e-mail or phone to assist you with any enquiries regarding products or services we offer. We also use your personal information for marketing purposes such as to notify you of services and events we may offer/hold.

You can request to access your personal information at anytime to update or correct the information we hold on you by email, post or phone as detailed below. Your personal information will not be disclosed to a third party without your written permission.

All requests for access to personal information should be made by writing to

The Admin Manager

Australia Wide Forklift Training Centre

4-8 Mareno Road

Tullamarine, Victoria 3043

Phone: 03 9330 2789

Fax: 03 9330 2710

Email: australiawideforks@bigpond.com

Security

Australia Wide Forklift Training Centre Pty Ltd has taken all appropriate measures to prevent unauthorised access to, improper use and the inaccuracy of your personal information.

Accuracy of collected data

Australia Wide Forklift Training Centre Pty Ltd will on its own initiative, or at your request, replenish, rectify or erase any incomplete, inaccurate or outdated personal data.

Non-Personal Information Collected Automatically

Please note that we may aggregate statistics about our customers, sales patterns, and related information for analysis, but these statistics will include no personally identifying information.

Risk Management

We ensure that all products, services and processes meet customer and organisation requirements by vigilant and pro-active management and supervision. Systems and processes are regularly reviewed and monitored to ensure they are effective, relevant and correctly implemented.

Mark Hobden

Managing Director

Australia Wide Forklift Training Centre

06 Jan 06