

alllicences.com



bike



boat



jetski

CODE OF PRACTICE

**QRIDE**  
Motorbike Licences

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all licences.com Pty Ltd has made the best efforts to ensure the accuracy of the information contained in its Code of Practice.

all licences.com Pty Ltd reserves the right to revise and alter its Code of Practice at any time without notice.

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## **Code of Practice**

As a Training Organisation, all licences.com has agreed to operate in accordance with the Principles and Standards of QRIDE and our Code of Practice. This includes a commitment to recognise the training and / or qualifications issued by other QRIDE Motorcycle Training Organisations.

All Learners will be made aware of ALLL Code of Practice verbally at the start of each training session by ALLL Rider / Trainer.

### **Legislative Requirements**

all licences.com will comply with all legislative requirements of State and Federal Governing organisations including Workplace Health and Safety, Work Place Relations, Office of Fair Trading and Education Authorities.

### **Access and Equity**

all licences.com has a policy of equal access to training and employment regardless of race, colour, religion, gender or physical disability and regardless of the prevailing community values.

### **Quality Management and Administration**

all licences.com has policies and management strategies that ensure that sound financial and administrative practices are bring consistently applied and continuously improved. Management guarantees that its sound financial position will safeguard and protect client fees until used in training / assessment. Our Refund Policy is fair and equitable to all. all licences.com maintains adequate insurance policies.

## **all licences. com Responsibility to Students**

all licences.com, a family owned operation with a long history in training & assessment is committed to providing its clients with a quality training experience that meets both their recreational and workplace requirements.

All licences.com is a Department of Transport & Main Roads approved training organisation that offers personalised training programs meeting the QRIDE Consistent Assessment Process.

Our responsibility to you as the student is to provide a quality training experience that complies with the organisation's own policies and procedures, and those of the governing bodies

## **Student Responsibilities and Conduct**

all licences.com requires all students to:

- Conduct themselves in an acceptable manner during their studies, interaction with all licences.com staff and course candidates
- Not be under the influence of illegal substances or alcohol when attending course programs
- Ensure all information supplied to all licences.com is accurate
- Not submit work that they claim as their own that is gained from another source or person
- Notify all licences.com of any change to enrolment information and contact details
- Must be accompanied by accredited QRIDE rider / trainer during training for QRIDE

# Course Enrolment Procedures & Policies

## Course Information / Objectives & Outcomes

Course Information including information on training locations, times, pre-study requirements and items you will need during the course are available at the all licences.com website – [www.alllicences.com](http://www.alllicences.com), by telephoning all licences.com administration or from one of our Motorcycle Dealer Affiliates.

Our objective at all licences.com is motorcycling safety, and by the training we deliver to you, the Learner, we expect that you will leave confident that you can handle any road situation that may come your way, within the limitations of the motorcycle you are in charge of and be competent in all standards for your Motorcycle Licence.

Our ongoing objective is to impress upon you, the Learner, that road safety is ongoing, and by obtaining a Motorcycle Licence, this is only step one. We encourage all Learners to refresh, as well as complete Advanced Training.

Our objective is to encourage the motorcycling public to foster a culture of safety on your motorbike amongst your family & friends.

Keeping variety in delivery training sessions is our objective which will encourage you to participate in the subject matter. Our delivery methods include:

- Oral Presentations
- Simulation Activities
- Group Activities
- Practical Demonstrations
- Written Activities

All Licences.com will conduct QRIDE Training & Assessment in accordance with QRIDE Competency Standards; Company Procedures Manual, QRIDE Consistent Assessment Process and Approved Company Training Program.

## Enrolment Checklist

When enrolling in an all licences.com course, please ensure that you have considered these points and reviewed the materials nominated below:

That the course meets your workplace or recreational requirements

Have available the identification materials required for your motorcycle licence

Have read the all licences.com refund policy, payment policy and student responsibilities

Have the required skills in numeracy and literacy to participate in the course

Have considered if you require any special assistance to participate in the practical or theory component of the course.

***If you require assistance with any of the above items, please contact the all licences.com Administration.***

# Course Enrolment Procedures & Policies

## Enrolment Procedures

To enrol in an ALLL course contact ALLL Administration directly to receive an Information Pack or see our information on line at [www.alllicences.com](http://www.alllicences.com).

## Fees & Charges

\$495	two day QRIDE "Pre-Learner" (REL) training & assessment
\$280	one day "RE" assessment
\$495	two day "RE" training & assessment
\$775	three day "RE" training & assessment
\$250	½ day "R" assessment
\$530	1 ½ day "R" training & assessment
\$280	one day refresher "RE" or "R"

## **Withdrawal from Enrolment**

A participant may withdraw from a course at any time by contacting the all licences.com Administration, and then confirming their withdrawal in writing to all licences.com. You will be awarded recognition for any units completed satisfactorily.

A refund may be available, please refer to our refund policy to determine if you qualify. You may arrange to restart your course within a 3 month period.

## **Withdrawal from Enrolment without Notice**

Withdrawal from a course without notice to all licences.com Administration will result in all fees paid to date forfeited. You will only be awarded recognition of units completed if fees are paid in full.

## **Reassessment of Withdrawn Students**

If a long period has elapsed since withdrawing from a course, students who qualify to recommence their course may be asked to complete an assessment of knowledge and skills previously obtained. A reassessment fee may be charged.



## Bikes

You will be provided with a motorbike which suits the Class of Motorbike Licence for which you are eligible to train:

- Hondas 125 "REL" / "RE" (LAMS Approved)
- Suzukis 500 "RE" (LAMS Approved)
- Yamahas 800 "R"
- Kawasakis 1000 "R"
- Yamaha 250 "RE" (LAMS Approved)
- Yamaha 600 "RE" (LAMS Approved)
- Yamaha 600 "R"
- Hondas 250 "RE" (LAMS Approved)

## Protective Clothing

Students MUST wear:

- Helmet meets Australian Standard 1698—1988 approved requirements;
- Pants that cover the full length of the leg;
- Long sleeved shirt or jacket made from protective material designed to minimise abrasions;
- Eye protection designed for use by motorbike riders;
- Fully enclosed gloves designed for use by motorbike riders;
- Fully enclosed shoes

all licences.com will provide helmet, jacket & gloves if needed.

## Separation Procedure

Learner MUST be accompanied by an accredited Rider / Trainer during all QRIDE training & assessment.

If you are separated from your Rider / Trainer:

- Pull over to the side of the road (in a safe location) - preferably on the same road as travelled on with Trainer
- If you have not been located within 10—15 minutes of separation, please contact Trainer by phone (details on business card / or training bike)

## Liability for Damage

- Payment for your course includes insurance on the motorbike & protective equipment whilst being used by you, the Learner

## Refund Policy

### **all licences.com Cancels A Course**

If all licences.com cancels a course for any reason, you have the option of a complete refund of all fees paid in advance without any administration fees imposed, or the choice of transferring to the next available course.

### **You Withdraw before Course Commences**

If you withdraw from a course outside of 36 hours of the course commencement, you have the option of transferring to the next available course or a refund in full of fees paid in advance. If you withdraw from a course within 36 hours of the course commencement no refund applies.

### **Withdrawal once a Course Commences**

No refund also applies if you withdraw from the course once it commences. You will receive recognition for any units completed satisfactorily.

### **Withdrawal due to Hardship or Illness**

If you are required to withdraw from a course due to illness or personal hardship, all licences.com may at its discretion provide a refund as long as you can provide a medical certificate. You can request to transfer your prepaid fees to another course date. If a refund is provided, a \$100 cancellation fee will apply and no recognition of units completed will be issued.

### **Course Extension Policy**

all licences.com believes in supporting all students in attaining the course qualification or licence they are studying for, however all licences.com is not obligated to offer a course extension or additional training and assessment to any student who does not complete their course in the allocated time. all licences.com will offer any student who requires additional training or assessment the opportunity, but a fee may apply.

### **Course Expulsion**

all licences.com Rider / Trainer may invoke the right to expel any student who acts in a way that is detrimental to his / her safety or to the safety of the other students in attendance—no refund applies.

all licences.com Refund Policy is in accordance with Part 3 of the Fair Trading Act 1989.

## Course Credits & Recognition of Prior Learning

You may qualify to have your current skills and/or qualifications recognised via one of the systems outlined below:

### **Credit Transfer**

Credit can be obtained for study already completed. Credit transfer involves assessing previously completed courses or study that is equivalent to the study you are now undertaking. You will need to be able to provide documentation such as a Statement of Attainment from an RTO for a unit that has equivalent outcomes to the unit(s) in the course you are undertaking. Please contact all licences.com to arrange information on application process.

### **Recognition of Prior Learning (RPL)**

Recognition of prior learning recognises a student's skills and experience gained through formal and informal training, the workplace and general life. RPL process is different for each student, if you believe your workplace activities or training in other forms of motorcycling may contribute to some or all of the course units, please contact all licences.com Administration for an RPL Information Pack. Regardless of RPL, QRIDE training is a Competency Based Training Program.

## **Access and Equity**

all licences.com encourages and supports people of all abilities to participate in training programs.

### **Anti-Discrimination**

all licences.com does not tolerate nor does it condone any form of unlawful discrimination or harassment by all licences.com staff of any student, employee or prospective employee based on their age, gender, nationality, sexuality, disability, pregnancy, religious beliefs, or ethnic background. If you believe you have been the subject of discrimination or harassment please contact all licences.com Administration immediately.

### **Access for people with Disability**

Students with a disability are encouraged to participate in all licences.com courses. Parts of all licences.com courses can be adapted to suit the needs of students with various disabilities. Some courses require a specific level of mobility and the ability to meet the minimum licence requirements. If you have any accessibility or physical learning needs, please contact all licences.com prior to the commencement of the course.

### **Numeracy and Literacy**

all licences.com is committed to assisting students with differing numeracy and literacy skills. Many courses may require a high level of numeracy and literacy to complete the course. If you have any concerns, all licences.com can provide assistance by referring you to professional services who offer training in these skills.

## Appeals Policy

All licences.com seeks to minimise appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful at all times. If you have any concerns about your assessment, RPL or results you should discuss these with your Trainer / Assessor, and if not satisfied contact the all licences.com Administration.

all licences.com Appeals Policy states:

- Students have the ability to submit or undertake any assessment task two (2) times
- Students should discuss any concerns about their results with their trainer before contacting all licences.com Administration
- If a student is not satisfied with the outcome after consulting their Trainer, they have 21 days from the date of the result being awarded to submit a written appeal to the all licences.com Administration
- If a student is unsatisfied with the result of the formal appeal, they can request the matter be referred to the all licences.com Appeals Panel
- all licences.com Appeals Panel comprises one or more independent persons appointed by the Directors of all licences.com, who are experienced in the course field and the assessment process
- Decisions of the all licences.com Appeals Panel may be mediated by a third party if required
- Any expenses related to the appeal process will be borne by the student unless the Appeals Panel finds in favour of the Student.

You can request an Appeal Application Form from ABSLC Administration.

## Accessing Student Personal Information and Results

Students can request copies of their submitted enrolment information, RPL applications, assessments, results, Statement of Attainments and Qualifications. A fee may be applicable if the requested copy is a replacement for information or certificate already provided by all licences.com. all licences.com Privacy Policy will apply to all requests for student information and results.

## Sanctions

all licences.com will honour all guarantees outlined in its Code of Practice.

### **Records and Documentation Management**

all licences.com has policy and procedures to ensure all student, assessment and version control records meet QRIDE Standards; and that client records are managed securely and confidentially, and are available for client perusal upon request. Under QRIDE Standards records will be maintained for 5 years and provision will be made to transfer the records to an alternative organisation if all licences.com ceases operation.

### **Marketing and Advertising Policy**

all licences.com markets QRIDE Motorcycle training product with integrity, accuracy and professionalism, avoiding vague and misleading statements. In providing information to our clients, no false or misleading comparisons are drawn with any other training organisations or training product.

### **Internal and External Reviews Policy**

all licences.com agrees to participate in external monitoring and audit processes as required by the Registering Authorities and have in place a process of regular Internal Review focusing on evidence collected during the year relevant to all areas of service and delivery within the Company, grievances, and feedback from clients / industry.

### **Training and Assessment Standards Policy**

all licences.com will ensure personnel have appropriate qualifications and experience to deliver the training and assessment within the organisation's scope of registration. Courses will be delivered to meet the requirements of the relevant Training Package. Trainee trainers must be notified to Department of Transport & Main Roads before commencing training.

### **Conflict of Interest**

all licences.com will not employ any person who is an employee of Department of Transport & Main Roads or Queensland Police Service.

### **IT Policy**

all licences.com will ensure that only approved personnel have access to IT systems containing student records and personal information, and that measures will be undertaken to maintain the security and reliability of the IT systems.

**OH & S Policy**

all licences.com maintains policy and procedures to comply with Occupational Health and Safety requirements to ensure training facilities and operations are maintained and operated in a safe manner. Staff and students are required to follow all procedures in place and conduct themselves in a manner in which ensures the safety of others.

**Risk Management Policy**

all licences.com maintains policies and procedures that minimise the risk of not meeting QRIDE Standards in training, assessment, issuing of qualifications and management.

**Staff Recruitment and Professional Development Policy**

all licences.com undertakes a procedure to ensure personnel have adequate qualifications for their role and meet QRIDE qualification standards. all licences.com encourages and provides a progress for continuous professional development and competency verification.

**Staff Conduct Policy**

all licences.com requires all personnel to conduct themselves in a fair and professional manner at all times. Personnel are required not to bring into disrepute all licences.com, any student, other training organisation, supplier or Registration Authority. Personnel will abide by ALLL Code of Practice and "Code of Conduct" for Queensland Accredited Rider Trainers July 2007.

**Appeals and Complaints Administration Policy**

all licences.com is committed to providing a fair and transparent appeals and complaints system that will resolve any disputes in a timely manner.

**Refund Policy and Fee Protection Policy**

all licences.com refund policy provides a written guarantee concerning refunds in certain circumstances. all licences.com fee processing procedures and management systems ensure fees are protected and released only once training has commenced.

## **Privacy Policy**

all licences.com maintains a Privacy Policy to protect the information provided by students. all licences.com follows the 10 National Privacy Principles the Federal Government has developed that are derived from the Privacy Act 1998 (and the 2000 Amendment to the Act). These are available at: <http://www.privacy.gov.au/publications/npps01.pdf>.

### **What information does all licences.com collect?**

all licences.com is committed to maintaining the sensitive student information to maintain its privacy obligations. all licences.com has adopted a privacy policy that applies to all information you provide during enrolment, assessment and course evaluation.

all licences.com follows the Australian Federal Government's 10 National Privacy Principles that are derived from the Privacy Act 1998.

all licences.com is required to collect details as part of the enrolment and assessment processes. This information may include but not limited to details of your residence, name and date of birth, forms of identification such as passport and Medicare details, education background, employment history, spoken languages, as well as numeracy and literacy skills. all licences.com may also collect information in regards to disability status and gather information through promotions and course evaluation surveys.

### **How does all licences.com use this information?**

all licences.com uses this information to assist in providing the training courses you have enrolled in, prepare individual training plans, process your qualification and keep you informed of all licences.com products or partner products that may be of interest to you.

### **How does all licences.com store this information?**

all licences.com is required to keep this information and your records of assessment for the purposes of QRIDE compliance. This information is stored electronically and in hard copy within secure locations for a minimum period of 3 years as per the QRIDE standard.

### **Who does all licences.com share this information with?**

all licences.com does not share, sell or rent personal information to third parties, including your workplace and family without your consent, except when required as below.

Submit copies of your competencies and details as required to Licensing Authorities  
Cooperate with a legal process it is obligated to under the law  
Fulfil a request for information as per the process explained below.



### **How do I obtain or release copies of my personal information?**

Principle 6 'Access and correction' of the ten National Privacy Principles from Schedule 3 of the Privacy Act 1988 (Cth) provides for an individual to access their personal information held by an organisation. In most instances the organisation must allow the individual access to the information on request by the individual. If the individual can establish that the information is not accurate, complete and up-to-date, the organisation must take reasonable steps to correct information.

To obtain or release copies of your personal information, please contact all licences.com Administration and request a Information Release Form.