



# Product Disclosure Statement

**Version:** 3.0  
**Last amendment:** January 2023

# Product Disclosure Statement ('PDS')

## **Purpose**

To provide full disclosure to students to ensure they are informed and aware of all matters that concern them in dealing with our ALLTRUCK DRIVER TRAINING ('ADT').

## **Scope**

This PDS extends to all licensing training and assessment services that ADT offers. This includes both accredited (unit of competency) and non-accredited courses (licence-only pathways).

## 1. Registered Training Organisation ('RTO') details

- 1.1. RTO Code: 70253
- 1.2. Legal organisation name: Driver Solutions Pty Ltd
- 1.3. Trading names: ALLTRUCK DRIVER TRAINING ('ADT') and VERIFICO
- 1.4. ABN: 52 111 791 701
- 1.5. Scope of Registration: (Search our RTO code on [www.training.gov.au](http://www.training.gov.au))
- 1.6. Transport for NSW ('TfNSW') provider status: Approved to deliver Heavy Vehicle Competency Based Assessment ('HVCBA')
- 1.7. Head office and delivery site: 2C Burley Road Horsley Park NSW 2175
- 1.8. Website: <http://www.adt.nsw.edu.au>
- 1.9. Email: [info@adt.nsw.edu.au](mailto:info@adt.nsw.edu.au)
- 1.10. Phone: 1300 521 289

## 2. Options for students seeking to upgrade to a heavy vehicle licence in New South Wales

- 2.1. HVCBA with an accredited provider is the primary method for students to obtain a heavy vehicle licence in NSW. A provider is an RTO that has applied to TfNSW to be accredited to conduct assessments of students for a heavy vehicle licence, and to issue Certificates of Competence in respect of students for a heavy vehicle licence. HVCBA has been designed to allow for greater flexibility to best suit industry needs. Students that undertake HVCBA can select their own HVCBA provider, learn and be assessed in a vehicle of their choice and arrange their own appointment times.
- 2.2. Licensing unit of competency with HVCBA as the mandatory licensing authority's assessment tool – TfNSW has state that this pathway is **not required** for a heavy vehicle licence to be awarded. This option is like 2.1 but requires more training and assessment to address the skills and knowledge gaps between unit of competency details and mandatory assessment tools and thus cost more. Successful completion of this option results in a Statement of Attainment for one of the heavy vehicle licensing units of competency being awarded. This option takes more hours to compete, is more expensive, and as TfNSW does not require this option, is rarely used in NSW as a heavy vehicle licensing pathway. If you are enrolled in this pathway **your email notice will explicitly state the unit of competency code and full title.**

## 3. Prerequisites for Training and Assessment Services

- 3.1. HVCBA
  - 3.1.1. Meet the required medical standard prescribed by TfNSW.
  - 3.1.2. Have the required licence tenure for the class of licence you are upgrading to.
  - 3.1.3. Be in possession of a current and appropriate Australian Drivers licence.
  - 3.1.4. Have passed a Driver Knowledge Test (DKT) deliver by Service NSW.
  - 3.1.5. Received the correct Learner Logbook and Guidebook for the class of licence being upgraded to from Service NSW.
  - 3.1.6. Paid all required fees to Service NSW <https://www.nsw.gov.au/driving-boating-and-transport/driver-and-rider-licences/heavy-vehicle-licences/heavy-vehicle-licence-fees>
  - 3.1.7. Not have a prohibition of business with government agencies (this is usually due to unpaid fines).
  - 3.1.8. Complete this form (can be done in person) <https://www.transport.nsw.gov.au/system/files/media/documents/2022/registered-training-org-hvcba-app.pdf>
- 3.2. HVCBA with Heavy Vehicle Licence unit of competency
  - 3.2.1. All requirements specified in 3.1.
  - 3.2.2. Meet the Language, Literacy and Numeracy (LLN) requirements of the unit of competency, which ADT has determined is Core Skills level two, for all five Core Skills. More information can be found at: <https://www.dewr.gov.au/download/6976/australian-core-skills-framework/10893/document/pdf>

- 3.2.2.1. If issues with LLN are established, ADT may require that a commercially available LLN assessment tool be used to determine the student's levels. This is provided at cost price.

#### **4. Training criteria**

- 4.1. For HVCBA, at a minimum, our trainers will provide training against the standards prescribed by the regulatory licence authority, unless the student is being assessed on criteria without training.
- 4.2. For HVCBA, with enrolment in a heavy vehicle licensing unit of competency, at a minimum, our trainers will provide training against the standards prescribed by the regulatory licence authority and the unit of competency details in the training package, unless the student is being assessed on criteria without training.
- 4.3. Trainers may provide training beyond the criteria specified, but this not a mandatory requirement.
- 4.4. While our team of trainers is highly skilled and experienced, we cannot guarantee that the training content will cover all aspect of the assessment requirements, as there are over three hundred and fifty road rules and many other conditions that could be encountered. Therefore, the onus is on the student to be prepared by studying the resources that we provide at enrolment, including the publication 'A guide to Heavy Vehicle Competency Based Assessment' and other resources provided. See <https://www.nsw.gov.au/sites/default/files/2021-09/a-guide-to-heavy-vehicle-competency-based-assessment.pdf>
- 4.5. Some students will need additional time beyond the scheduled time to be deemed competent enough to attempt the final assessment.

#### **5. Assessment criteria**

- 5.1. The driving criteria required to gain a heavy vehicle licence are detailed in the Austroads National Heavy Vehicle Assessment Guide and TfNSW Guide to HVCBA.
- 5.2. The Assessment criteria for a heavy vehicle licence with licensing unit of competency pathway are the same as 5.1 but also includes a knowledge test designed by ADT to address knowledge evidence gaps between the unit of competency details and the TfNSW assessment tool.

#### **6. Failed Assessments and Reassessment**

- 6.1. ADT will always endeavor to facilitate successful assessment outcomes for students.
- 6.2. It is considered normal for a minority percent of student to fail an assessment and require reassessment.
- 6.3. While a failed assessment is not the ideal outcome, our staff will provide feedback with compassion and provide reassessment opportunity at the earliest available opportunity.
- 6.4. In some cases, a Final Competency Assessment ('FCA') is terminated (stopped immediately). This is a scheme requirement for cases where a Road Rule is broken, or safety is compromised.
- 6.5. In cases where an FCA is Failed or Terminated, only the FCA component of the licensing program is required to be reassessed.
- 6.6. In the event of an assessment termination, the allocated time of two hours is consumed, even if the assessment is terminated in less time. The reason for this is that time was dedicated to a particular student and cannot be used for another student. A two-hour fee is the minimum fee payable for a final assessment, even when an assessment is terminated early.
- 6.7. Unless specified in writing, only one final assessment attempt is provided for the course fee.
- 6.8. Reasonable fees apply for additional time for reassessment, as per booking notice email and training agreement.
- 6.9. We will endeavor to provide reassessment opportunity on the same day, but we cannot guarantee staff or vehicle availability. Fatigue management is considered here also.

## **7. Recognition of Prior Learning and Current Competency**

- 7.1. Students may elect to seek Recognition of Prior Learning ('RPL') for any unit of competency on our scope of registration. This pathway option should be selected at application.
- 7.2. Students may elect to receive an assessment only on part or all the heavy vehicle licence criteria. The course pathway plans are negotiated between the student and Trainer/Assessor.
- 7.3. With exception to rare cases, all heavy vehicle licence course students have experience driving cars and/or other forms of motor vehicle such as light trucks and motorcycles. This fact is considered in our Training and Assessment Strategy.
- 7.4. A Competency Test ('CT') is available in HVCBA for classes of licence Light Rigid, Medium Rigid, and Heavy Rigid. A CT is not an available option for Heavy Combination or Multi Combination.

## **8. Training Needs Analysis**

- 8.1. Our Course Coordinator may discuss your personal needs over the phone or via email. Notes may be taken and provided to the Trainer/Assessor.
- 8.2. Our Trainer/Assessor conducts a documented Training Needs Analysis ('TNA') on the student at the commencement of the course.
- 8.3. The outcomes of this analysis will inform the Trainer/Assessor on the most appropriate pathway for the student.

## **9. Options available to Students completing HVCBA Training and Assessment (TfNSW Heavy Vehicle Competency Based Assessment (HVCBA) Operating Procedures September 2021)**

- 9.1. A Student is free to decide his / her own program to achieve completion of the HVCBA process (or Recognition of Prior Learning by attempting a Competency Test).
- 9.2. A student may choose to:
  - 9.2.1. Complete driving instruction or private tuition prior to commencing the Training Course
  - 9.2.2. Take driving instruction and / or private instruction (not with an Assessor) between Training Course or Assessment
  - 9.2.3. If a student has heavy vehicle driving experience, the student may elect to undertake a Competency Test ('CT') (excludes licence class HC and MC). Note that a student completing a CT is required to successfully demonstrate competence of all relevant criteria for the class of licence applied for, in a one-off assessment. No prior instruction, training, or experience (excluding 30 min vehicle familiarisation) is permitted unless the Assessor conducting the CT is a different person to the Trainer. Conduct of a CT must be limited to those students who have extensive learner driving experience of vehicles within the licence class being applied for. All relevant HVCBA criteria CT completion details and pass rates are closely monitored by TfNSW. RTOs and Assessors should use their expertise to determine a student's level of experience and suitability to attempt a CT.
  - 9.2.4. Be eligible to undertake an FCA after successful completion of all relevant Training Course criteria
  - 9.2.5. Take combined driving instruction and completion of the Training Course prior to attempting an assessment with another Assessor.
- 9.3. A Trainer is expected to take every opportunity to evaluate (assess) a student concurrently during delivery of the Training Course.

## **10. Condition B endorsement**

- 10.1. A licence holder applying for a higher class of licence and passing the driving test or HVCBA assessment in a vehicle with an automatic or synchromesh gearbox will have the licence for the higher class endorsed. In both circumstances the licence will be endorsed with a condition 'B': "may only drive a heavy vehicle fitted with an automatic or synchromesh gear box". This condition applies to licence classes MR, HR, HC, and MC. It does not apply to licence classes C or LR. There is no licence endorsement if:

- 10.1.1. The assessment is passed in a truck fitted with a constant mesh (crash) gear box.
- 10.1.2. The driver already holds a class MR or higher that is not endorsed with the synchromesh condition.
- 10.1.3. Under HVCBA all criteria have been passed in a vehicle with a constant mesh (crash) gearbox.
- 10.2. Removal of Condition B.
  - 10.2.1. Heavy vehicle drivers who wish to have a 'B' condition removed from their licences can do so by:
    - 10.2.1.1. Undergoing an Service NSW driving test in a vehicle which is fitted with a Constant mesh gear box; or
    - 10.2.1.2. Undertaking a Competency Test (CT).
  - 10.2.2. This test vehicle can be any vehicle type authorised by a class MR or higher. For example, a driver with a class HR licence endorsed with a condition 'B' can have the condition removed by passing a short test in a vehicle covered by a class MR, HR licence.

## **11. Preparing for Heavy Vehicle driver training and assessment**

- 11.1. It is important that you prepare yourself before the training and assessment program. Contact us to speak with a trainer on 1300521289, if you have any questions or need support.
- 11.2. A online preparation course is available exclusively to ALLTRUCK students.

## **12. Training times**

- 12.1. Consistent with the principles of Competency Based Training, and informed by a student's unique Training Needs Analysis, each student may receive a different amount of training.
- 12.2. For students enrolling in a unit of competency, training times are prescribed on an individual basis. An estimated amount of training and assessment time is specified in the course information provided online. The appropriate Australian Qualification Framework (AQF) Volume of Learning is considered in the Training and Assessment Strategy.

## **13. Assessment times**

- 13.1. For HVCBA, the minimum 'Training Course' times are prescribed by the TfNSW (note that Training Course means evaluation in HVCBA, and this is a form of assessment — see TfNSW Heavy Vehicle Competency Based Assessment (HVCBA) Operating Procedures September 2021 procedure 2.2.1)
- 13.2. For students enrolling in a unit of competency, assessment times are like 13.1 but additional assessment time is required to collect evidence of knowledge and other gaps, as specified in the unit of competency details.

## **14. Safety in Training and Assessment**

- 14.1. A condition of dealing with ADT is that students must follow all safety procedures required by ADT or regulatory authorities.
- 14.2. A safety induction is provided to each student at the beginning of a course.
- 14.3. Students and Trainers/Assessors must be free from illicit drugs, alcohol and/or medicines that may affect their driving during the training/assessment.
- 14.4. Students must acknowledge and accepts the ADT policy that requires students be well rested prior to undertaking training and assessment in a heavy vehicle. ADT is serious about managing fatigue, and students who arrive fatigued due to irresponsible behaviours or other circumstances may have their training and assessment program stopped short, which could result in the student sacrificing their allocated course time. The point to note here is that the onus is on the student to take all required steps to prepare themselves for driving a heavy vehicle.



## 15. Appealing an assessment outcome

- 15.1. Access the policy and form at <https://www.adt.nsw.edu.au/wp-content/uploads/2024/01/Complaints-and-Appeals-7.0.pdf>

## 16. Making a complaint

- 16.1. Access the policy and form at <https://www.adt.nsw.edu.au/wp-content/uploads/2024/01/Complaints-and-Appeals-7.0.pdf>

## 17. Read our terms and conditions

- 17.1. <https://verifico.com.au/agreement/> Password: adt

## 18. Payment methods

- 18.1. Cash
- 18.2. EFTPOS
- 18.3. Bank Transfer
- 18.4. Credit Card via phone and [website](#)

## 19. Requesting a refund

- 19.1. Access the policy at <https://www.adt.nsw.edu.au/wp-content/uploads/2024/01/Refunds-6.0.pdf>

## 20. Service guarantee

- 20.1. If ADT is unable to deliver service for reasons such as, but not limited to, vehicle breakdowns and staff sick leave, the student is entitled to transfer to another course date, or receive a full refund, or a partial refund if a percent of the course has been conducted. ADT will not be held liable for any expenses incurred by the student; in the unlikely event we cannot deliver service.

## 21. Privacy

- 21.1. ADT will comply with all privacy laws and be diligent of protects student information.
- 21.2. The student must agree to TfNSW advising ADT of their eligibility status. To progress, we need to get their permission to contact the TfNSW to find out if they are eligible for the assessment. The only information that we will obtain from TfNSW is whether the student is eligible to take the assessment. We will not be able to see any other information.
- 21.3. The student must provide consent to ADT, including its assessors to record video, audio, and GPS of the licence assessment (FCA/CT), and accept and provide consent to ADT allowing the video, audio, and GPS recording to be retained by ADT in line with TfNSW requirements, which is for at least 7 years, or longer if deemed necessary by ADT Management. It is mandatory that a video camera is used in the cabin of vehicles to capture the on-road components of the FCA/CT as per the HVCBA Accreditation Agreement between TfNSW and ADT. This surveillance will be conducted in accordance with the Surveillance Devices Act, Workplace Surveillance Act and Privacy and Personal Information Protection Act.

## 22. Definitions

- 22.1. Transport for New South Wales ('TfNSW') — The driver licensing authority in New South Wales.
- 22.2. Heavy Vehicle Competency Based Assessment ('HVCBA') — The privatised heavy vehicle driver licensing scheme in New South Wales.
- 22.3. Unit of Competency — An accredited unit is a single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification. In Australia an accredited unit may be called a 'module', 'subject', 'unit of competency' or 'unit'.
- 22.4. Assessment — Assessment is a process to determine a student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration.

- 22.5. Registered training organisation ('RTO') — A registered training organisation is a vocational education and training organisation registered by a state or territory registering body in accordance with the Australian Quality Training Framework (AQTF).
- 22.6. Statement of attainment — A statement of attainment recognises that one or more accredited units has been achieved.

### **23. Frequently Asked Questions**

- 23.1. <http://www.adt.nsw.edu.au/faq/>