

OUR COURSES

NATIONALLY ACCREDITED TRAINING

- RIIMPO318F Conduct civil construction skid steer loader operations
- RIIMPO321F Conduct civil construction wheeled front end loader operations
- TLIC3004 Drive heavy rigid vehicle
- TLIC3005 Drive heavy combination vehicle
- TLIC4006 Drive multi-combination vehicle
- TLILIC0003 Licence to operate a forklift truck

NON-ACCREDITED TRAINING

- Light Rigid Driving Lessons
- Medium Rigid Driving Lessons

BOOKING INFORMATION

To find out more about our services, training requirements or book a course; contact our bookings team they can provide information on:

- Fees and charges
- Course availability
- Terms and conditions
- General course information
- Duration and availability

All secured bookings will be confirmed via email. This email contains essential information regarding your training.

WHAT OUR CLIENTS ARE SAYING:

"Trainer very helpful + would strongly recommend" ~Josh

"Great patient instructors – will recommend highly" ~James

"Great delivery very happy as and found it a great experience" ~Kelly

"Everything explained well, relaxed trainer." ~Tim

"Felt absolute relaxed the whole time being first time ever driving a truck. Brilliant!!" ~Rick

HANDY TO KNOW

- to secure a booking we require a 50% deposit
- when making a booking we will require all the details from your WA Drivers Licence (number, expiry date and your DoB)
- you must carry your driver's licence at all times when in the truck
- when booking you will need to select your preferred gearbox type (automatic, synchromesh or unrestricted)
- A Seven day cancellation policy applies to all bookings
- If you require more detailed information in regards to our services, this is available in the student handbook



STUDENT INFORMATION BROCHURE

Keens Truck Driver Training is a Registered Training Organisation in Western Australia and we welcome you to our organisation.

We are proud of our training programs and look forward to you joining us in one of them soon.

We have over 20 years experience in the transport industry and providing training services.

Our trainers and assessors have extensive experience in the industry and we will provide you with a training experience that will prepare you for your own needs in the future.



UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognized training delivered by a registered training organization will need to have a USI

For more information or to create a USI is available for www.usi.gov.au

STUDENT FEEDBACK

We are always interested in receiving feedback from students. This way we can find out we do well and how we can improve. If you would like to discuss your comments

- Speak with a staff member
- Complete a feedback form available from the front counter
- Share your feedback on our Facebook page

In accordance with legislation, all RTO's are required to collect feedback from students. All RTO's are audited against the Standard for RTO's 2015 your feedback provides evidence of our activity in relation to this set of conditions.

FEES, CHARGES AND REFUNDS

For full details on fees, charges and refunds please refer to our fees policy available from the front office staff

General information

- To cancel or reschedule a booking we require a minimum of seven (7) days' notice, otherwise the deposit is forfeit
- To secure a booking a deposit of 50% is required at time of booking
- When bookings for lesson + retest, FULL payment is required to confirm the booking
- Keen's Driver Training Bunbury charge an \$80.00 Administration fee per booking. This fee is included in the course cost and is non-refundable.
- ***If you fail to attend or withdraw on the day or during your training, no refund will be issued***

COMPLAINTS AND APPEALS

We encourage all students that have a grievance, to make sure that the matter is raised with the appropriate person before lodging a formal complaint/appeal.

To access the formal complaints and appeal policy/form please speak with the front office staff for assistance. (note): formal complaints will need to be lodged in writing on the grievance form.

Where issues are not resolved through informal or formal internal grievance procedures, these matters can be escalated to the Training & Accreditation Council of Western Australia.

OUR COMMITMENT

- Provide accurate and timely information
- Treat you with respect, courtesy and respond to your individual needs
- Ensure a safe, supportive and effective environment in which to learn
- Provide access to trainers and assessors who are qualified and experienced
- Ensure training & assessment activities are current with industry expectations
- Respond to your questions or other matters in an expedient manner
- Treat personal information as confidential
- Store your personal information in secure systems

STUDENT EXPECTATIONS

- Provide accurate and truthful information
- Follow all safety procedures, instructions and requirements
- Take responsibility to identify and inform staff of learning needs or assistance requirements
- Be aware of and comply with our policies that relate to student participation
- Participate fully in all training and assessment activities
- Make sure own behaviours do not have a negative impact upon other students or staff
- Report any matters that concern you, and treat information obtained through participation in a confidential manner