



Terms & Conditions

RIIHAN309F

CONDUCT TELESCOPIC MATERIALS HANDLER OPERATIONS

JustCareers
TRAINING

LICENCES 4
WORK

RTO ID #91413

Terms & Conditions

- “If you have booked your course then you will have already accepted these terms and conditions”
- “If you book your course over the counter at one of our offices then you will be given these terms and conditions”
- “If you book over the phone, then you are required to visit our website for the full terms and conditions of your course. Should you disagree with these terms then you will have to contact us within 24 hours of you phone booking for a full refund.”
- “We are not a Cricos Registered Provider and our courses are not Cricos Registered - if you are on a Student Visa you should not book this course.”
- All students will require a USI in order to get their certificates on the day, this information has been sent to you and this only takes a few minutes. If you do not have a USI by the time you do your assessment then you will not receive your licence papers.

IMPORTANT NOTE: Please read your terms and conditions carefully.

Booking

- Course bookings are non-transferable to another person nor are fees paid transferable to another course unless you have provided more than 7 days’ notice.
- Enclosed shoes must be worn at all times. If you arrive without enclosed shoes, you will be refused entry to your course. No refunds apply. If you can arrange for shoes before morning tea, then you will be allowed to continue.
- Payment in full is required to secure your position in the course.

Cancellation

- If you cancel with more than 7 days’ notice, then you may apply for a full refund.
- If you cancel with less than 7 days but with more than 72 hours’ notice, then you will lose \$150 of any fee paid. You will be refunded any difference in fees.
- If you cancel with less than 72 hours then you will forfeit all payments made and no refunds will apply.
- If you do not turn up on the day then you will lose all fees paid.

Rescheduling

- If you reschedule with more than 7 days then there is no fee payable. This applies once only.
- For a second reschedule with more than 7 days notice a fee of \$150 will apply. There can be no 3rd rescheduling - you will lose fees paid and have to make and pay for a new booking to attend.
- For your first booking - If you reschedule with less than 7 days notice but more than 72 hours, then there is a \$150 rescheduling fee and all amounts owing must be paid at the time of rescheduling your course to secure your booking. No refunds will apply in this situation.
- If you reschedule with less than 72 hours notice, then there is a total loss of your booking fees. No refunds will apply in this situation.
- If you are required to reschedule your course or a day in your course due to illness, you must notify us on the day and a medical certificate must be supplied by the close of business on that day and a fee of \$100 is payable in order to reschedule your course.
- If you are required to reschedule your course due to illness or any other reason, a new date must be booked in within 7 days of your original booking or you will lose all fees paid and will have to make a new booking.

Non-Attendance/Lateness/Expectations

- Other than the above, there are no refunds except in genuine emergencies. In this case, we may ask to see evidence before granting a refund. Decision will ultimately be made by management.
- In the event you are running more than 15 minutes late to your course, you will not be allowed to enter. No refunds shall apply.
- If you arrive under the influence of drugs or alcohol, or you behave in a disruptive, dangerous or disrespectful manner then your course may be cancelled and you may be asked to leave the premises. Police will be contacted if required.

Access of Materials

- On confirmation of your booking, we will be providing you access to your pre-course materials.

Course timings and duration

- Standard Day Course hours are 8:30am - approx 5:00pm
- This is a 1 day course.

Course Information

- All Courses have a theory and practical assessment component. You must successfully pass both in order to attain the competency.
- A TSHA Card fee of \$25 payable for Gold Card Licence.

Assessment Requirement

- If you do not pass your Theory or Practical assessments at the end of your training session(s), you will be required to be reassessed or attend for a further day training depending on results attained. Results may require you to Re-sit your assessment at a fee of \$100.

Other Important Information

- If, at the completion of the training session(s) you feel you require further training (theory and practical), despite passing your Tests, you may choose to attend further day training at a cost of \$150
- You may also request additional operating training at a fee of \$100/half hour - subject to availability.
- Just Careers Training (trading as Licences 4 Work) reserves the right to cancel a course due to unforeseen circumstances. Should this occur, any fees paid will be refunded in full, or you may reschedule with no additional fees. In such cases, Just Careers Training's liability will be limited to the amount of fees paid only.
- Where you are entitled to a refund as per these terms, and where this has been approved, then you must complete a Request for Refund Form. You may request this form from any of our customer service staff. Refunds may take up to 14 days to appear in your account and will only be paid to the party that made the payment.
- Onsite parking is available at our training premises.
- Certificates and Statements of Attainment (TSHA Gold Card where applicable) will not be issued until all fees owing are paid and we have the required information to issue a certificate, this includes the need to have a valid USI.
- All courses expire 6 months after the original commencement date. After this date, you will be required to recommence your course.