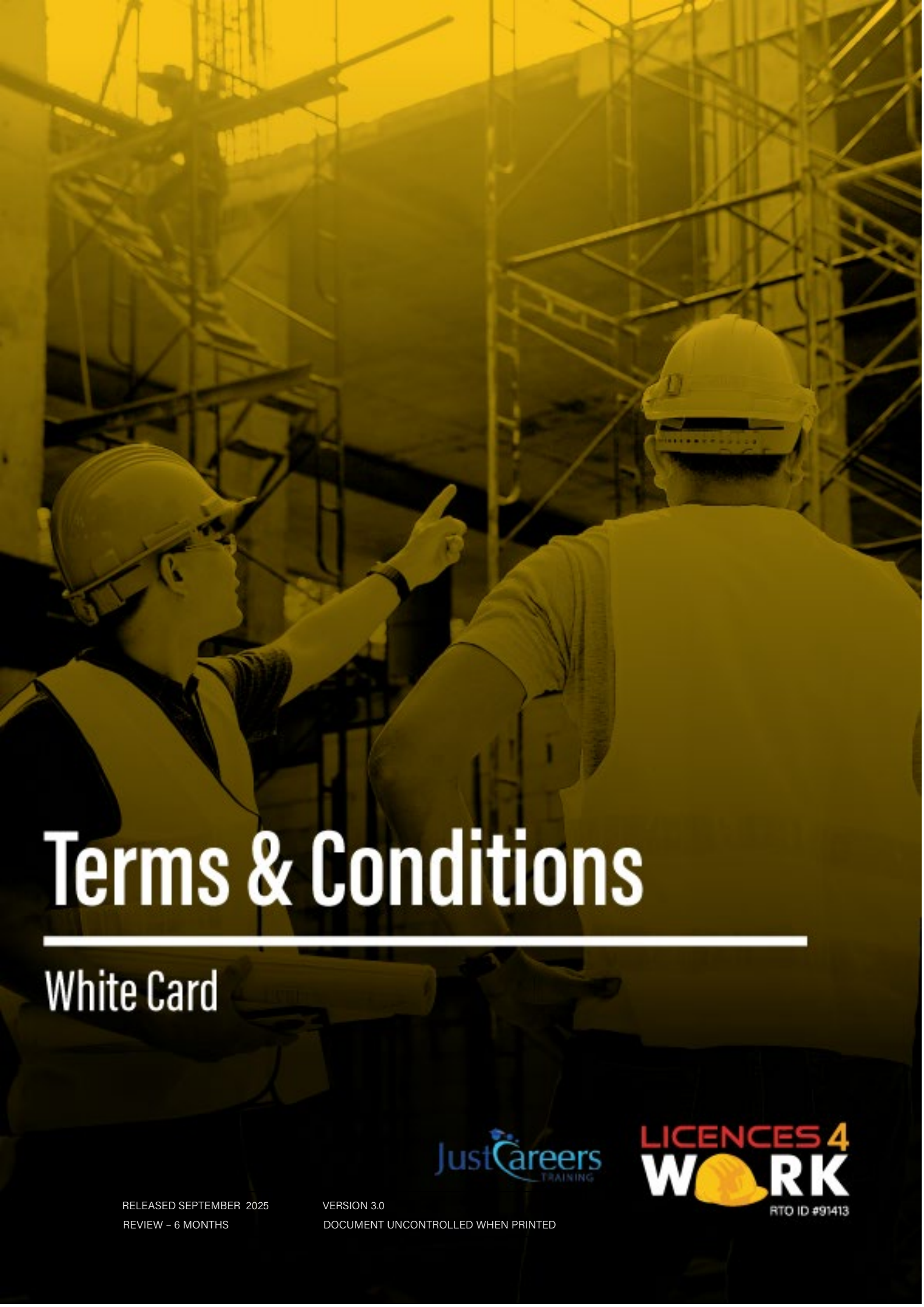

Terms & Conditions

White Card

JustCareers TRAINING

LICENCES 4 WORK
RTO ID #91413

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Terms & Conditions

By booking your White Card training course with Licences4work, you acknowledge and accept the following terms and conditions:

1. Course Registration

1.1. Acceptance:

Booking your White Card training course implies your full acceptance of these terms and conditions.

1.2. Booking Method:

If you book your course in person at one of our offices, you will receive a copy of these terms and conditions. For phone bookings, please visit our website for the complete terms. If you disagree with these terms, you must contact us within 24 hours of your phone booking for a full refund.

1.3. CRICOS:

Our courses are not CRICOS Registered. If you are on a Student Visa, please refrain from booking this course.

1.4. Course Selection:

Ensure you have booked into the correct course. Booking an Online course when you should have booked a Face to Face course may result in other avoidable fees.
Please read your terms and conditions carefully.

1.5. Combo or Super Saver Selection:

For those who've registered for a Combo course or opted for a Super Saver package, the terms and fees apply to each course individually.

1.6. Language, Literacy & Numeracy (LLN Requirements):

All our courses carry a minimum LLN requirement. You are required to inform us prior to your course commencement of any pre-existing LLN Support. Additional training sessions may be required to support your competency pathway. Please refer to applicable additional training fees). Refunds where LLN requirements have not been met are available, however,

the manager and the National Quality Team will be required to investigate and approve the refund. For comprehensive information regarding our LLN Policy, please refer to our website.

2. Unique Student Identifier (USI) & ID Requirements

2.1. USI Requirement:

All students must have a Unique Student Identifier (USI) to receive their certificates on the training day.

2.2. ID:

Correct ID (in line with your local Regulator ID requirements)

- NSW
- QLD
- WA
- VIC

3. Booking

3.1 Transferability

Course bookings are non-transferable to another person or to another course, except when we receive more than 7 days' notice from the original booking date.

3.2 Footwear Requirement

Enclosed shoes are mandatory at all times during the course. Failure to arrive with appropriate footwear will result in refusal of entry, with no refunds provided. You may be allowed to continue if you obtain suitable shoes before the morning tea break.

4. Cancellation

4.1. Cancellation Periods:

More than 7 days' notice from your original booking date: You may apply for a full refund.

Less than 7 days but more than 48 hours' notice from your original booking date: You will lose $50 of your paid fee, and the remaining balance will be refunded.

Less than 48 hours notice from your original booking date: No refunds will be issued, and all payments made will be forfeited.

Non-attendance without prior notice: All fees paid will be forfeited. If you've paid the booking fee only, an invoice for the remaining amount will be sent to you.

5. Rescheduling

5.1. Rescheduling Periods:

More than 7 days' notice from your original booking date: No fee applies.

Second reschedule with more than 7 days' notice: A $25 fee will apply. No third rescheduling is allowed.

Less than 7 days but more than 48 hours' notice: A $25 rescheduling fee applies.

Less than 48 hours' notice: A $50 rescheduling fee or payment of the full fee (whichever is less) is required.

Illness-related rescheduling: Notify us on the day, provide a medical certificate by the close of business on that day and pay a $25 fee to reschedule.

Rescheduling due to illness or other reasons: Must be booked within 7 days of the original date; otherwise, all fees are forfeited.

All alternate days (Day or Night) must be done within 4 weeks from when you first commenced the course.

6. Non-attendance / Lateness

6.1. Late Arrival:

Arriving more than 15 minutes late to your course will result in denied entry with no refunds provided.

6.3. Genuine Emergencies:

In this case, we may ask to see evidence before granting a refund. Decisions will ultimately be made by management.

7. Access to Materials

7.1. Pre-course Materials:

You will receive access to pre-course materials upon booking. You may choose to download and bring our learning resources to your course. If you are unable to bring these in, a copy will be loaned to you on the day. Copies of the learning material may be purchased onsite for a small fee.

8. Course Timings and Duration

8.1. Course Hours:

Course hours vary based on the course option chosen. Please refer to our course calendars or your booking confirmation email for your selected course.

8.2. Course Duration:

Standard Day Course is run over 1 day

Standard Night Course is run over 6 - 7 hours

Online Connect delivery (NSW Only) is run over 1 day.

9. Course Options

9.2. Assessment:

All Courses have a theory and practical Unit of Competency (UOC) Assessment. You must successfully pass the UOC assessments to be able get your ticket/certificate.

10. Mandatory Requirements for Online Connected Options – NSW Only

10.1. Standard Course NSW Student:

If you reside in NSW you can complete this course online. To be able to complete this course successfully online (via connected delivery) you must have the following PPE's during the webinar

- A Hard Hat
- A high Visibility Vest (night & day – so it has reflective strips)
- Hearing Protection (muffs or earplugs – can be disposable)
- Eye Protection (safety goggles)
- Respiratory Protection (simple dust mask as a minimum).

You must have access to a Computer or an electronic device with a camera and microphone. You must complete online assessment during the webinar we recommend you use a device that will allow you to do this with ease.

11. Unit of Competency (UOC) Assessment Requirement

12.1. UOC Assessments:

All courses include UOC assessments, both theory and practical.

12.2. Standard and Online Courses:

Failing UOC assessments may require re-sitting the theory or practical assessment or attending additional training, depending on the results. Fees apply.

- Re-sit Theory UOC assessment at a fee of $50
- Re-sit Practical UOC assessment at a fee of $50 (Standard Option Student)

12. Other Important Information

13.1. Refund Request:

If you are entitled to a refund, please contact us and request, via our customer service staff. Refunds may take up to 14 days to process and will be paid to the party that made the payment.

13.2. Parking:

Street parking is available at our premises around the country. Parking within the unit complex is strictly prohibited at our Sydney, Newcastle, Melbourne and Perth Sites and may result in towing at your expense.

13.3. Certificate Issuance:

Certificates and Statements of Attainment will only be issued once all fees are paid, and we have the required information, including a valid USI. A Certificate will be issued to all upon successful course completion. In QLD & WA you will be given your white card upon course completion.

13.4. Course Expiry:

All courses expire 6 months after the original commencement date. After this period, a new booking is required.

13.5. USI Requirement:

If you do not provide a valid USI you will not be permitted to undertake your HRW assessment. Contact us for further information.

13.8. 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.

13.9. Replacement Card

If you have lost your card or damaged it, you will need to contact the regulator for your state. In QLD we can give you a replacement card with a fee and upon providing required documents.

13. WorkSafe Card Fees

14.1. Card Fees

Students completing this course in NSW & VIC will be required to pay a regulator card fee of $32 in VIC & $30 in NSW. Physical cards are issued by the regulator and takes around 4 weeks.

14. Additional Information

18.3. Course Cancellation:

We reserve the right to cancel a course due to unforeseen circumstances. In such cases, fees paid will be refunded, or you may reschedule with no additional fees. Our liability is limited to the amount of fees paid.

These terms and conditions govern your White Card training course with Licences 4 Work. Please read them carefully and adhere to all requirements and guidelines.