



# Terms & Conditions

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## Prepare Work Zone Traffic Management Plan



RTO ID #91413

# Terms & Conditions

By booking your Prepare Work Zone (PWZ) Training course with Licences 4 Work, you acknowledge and accept the following terms and conditions:

## 1. Course Registration

### 1.1. Acceptance:

Booking your PWZ 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:

Please ensure you have booked into the correct course. Booking a Traffic Control or Implementer course when you should have booked a PWZ course may result in other avoidable fees. Please read your terms and conditions carefully.

### 1.5. 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. Failure to have a USI before your assessment will result in the non-issuance of your Statement of Attainment.

### **2.2. ID:**

You are required to provide 100 points of ID. Please refer to the SafeWork NSW website for a complete list of acceptable ID forms.

## **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 \$200 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 \$250 fee will apply. No third rescheduling is allowed.

Less than 7 days but more than 48 hours' notice: A \$200 rescheduling fee applies.

Less than 48 hours' notice: A \$250 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 \$100 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.

Rescheduling day 2 or 3: A \$200 rescheduling fee applies and must be paid in full prior to booking confirmation.

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.

### 6.2. Day 2 Rebooking:

A fee of \$200 applies and must be paid in full prior to booking confirmation. Day 2 must be

rescheduled within 4 weeks from when you first commenced the course.

### **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, please refer to our course calendars or your booking confirmation email for your selected course.

### **8.2. Course Duration:**

Prepare Work Zone Traffic Management Course is run over 2 days than 1 separate day for assessment. Assessments will require a full day - see below for information. The assessment date is based on availability and booked after training requirements are met.

## **9. Course Options**

### **9.1. Course Variations:**

We offer a face to face and an online PWZ course. It's essential to choose the option that best suits your needs to avoid extra fees. To complete the course online you MUST have access to a computer or electronic device with a camera & microphone. A MOBILE phone is not a suitable device for this course.

### **9.2. Assessment:**

All Courses have a theory and practical requirement. You must successfully attain your

Statement of Completion (SOC) to be able to sit your final Assessment. Assessment day does not fall on consecutive days after your booked training, rather is subject to availability and your readiness for assessment. Waiting periods may apply, assessment days commence at various times and are subject to availability. You may book in for your assessment after you have met all your training requirements.

## **10. Mandatory Pre-Course Quiz Requirements**

**10.1.** You MUST have your Pre-Attendance quiz completed with a satisfactory result before starting the course. Failure to meet the course requirements will result in a reschedule and you will be required to pay a fee of \$250.

## **11. Changing Course Options and Course Requirements**

### **11.1. Change of Course:**

You may change from a face to face course to an online course, provided you provide more than 72 hours notice. A fee adjustment may apply, along with a \$150 reschedule fee if it requires changing the training day.

## **12. Unit of Competency (UOC) Assessment Requirement**

### **12.1. UOC Assessments:**

All courses include UOC assessments, both theory and practical. Passing these assessments is crucial for your Assessment.

### **12.2. Face to Face & Webinar 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 \$100
- Re-sit Practical UOC assessment at a fee of \$100
- Further full day of training at a cost of \$150

## **13. 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 and Newcastle sites and may result in towing at your expense.

### **13.3. Certificate Issuance:**

Certificates and Statements of Attainment will only be issued once all course requirements have been met and fees are paid, and we have the required information, including a valid USI.

### **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 course. Contact us for further information.

### **13.6. Further Training:**

If, at the completion of the training session(s) you feel you are not yet ready to sit for your final Assessment, despite passing your UOC assessments, you may choose to attend further day training at a cost of \$150.

**13.7.** 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.

## **14. Final Assessment Terms**

### **14.1. Assessment**

Final assessments are scheduled after meeting course requirement. You must book and attempt your final assessment no longer than 6 weeks from your Statement of Completion issue date.

### **14.2. Assessment Dates:**

Assessment dates are provided upon completing your training days and are subject to availability.

### **14.3. Assessment Components:**

Final assessments include theory, calculation, and practical components.

### **14.4. Reassessments:**

If you do not pass all components then you will have to be reassessed for the parts that you were deemed Not Yet Competent. Failed components will require reassessment, with fees of \$100 for each failed component. If you need to be reassessed for all three components or you do not show up to your scheduled assessment date you are required to pay \$150. If you do not pass all components then you will have to be reassessed for the parts that you were deemed Not Yet Competent. In this case, you will receive an Assessment Summary detailing your results. In this case, you must re-sit the assessment within 60 days.

## **15. Rescheduling for Final Assessment**

### **15.1. Rescheduling Assessment:**

Assessment rescheduling is allowed once at no cost with more than 48 hours notice. A \$150 fee applies if rescheduling is required within 48 hours. Illness-related rescheduling may require a medical certificate and an \$100 fee.



## **16. Start Time and Identification**

### **16.1. Assessment Start Time:**

Assessment can commence in the morning or afternoon. Check with one of our staff at the time of booking your assessment or refer to your assessment booking confirmation email. Arrive at least 10 minutes early to avoid late arrival, which results in a reassessment fee.

### **16.2. Identification:**

Correct 100 points ID, following SafeWork/WorkSafe requirements, and appropriate attire (closed/covered shoes) are mandatory for assessment. Failure to comply results in a reassessment fee.

## **17. Results and Time Limits for Final Assessment**

### **17.1. Passing Assessment:**

Passing all assessment components results in the issuance of your TCWT card issued by SafeWork NSW.

### **17.2. Failed Components:**

Fees apply for reassessment of failed theory, practical components. Reassessment must be completed within 90 days of the previous attempt.

## **18. Additional Information**

### **18.1. USI Requirement for Final Assessment:**

A valid USI is mandatory for the Final Assessment. Contact us for further information.

### **18.2. Further Training:**

If you feel unprepared to sit the Final Assessment, despite meeting the requirements of training, you may choose to attend additional training at a cost of \$150.

### **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 Prepare Work Zone Traffic Management training course with Licences 4 Work. Please read them carefully and adhere to all requirements and guidelines.