



# Terms & Conditions

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## Elevating Work Platform (Over 11m)



RTO ID #91413

# Terms & Conditions

By booking your Elevating Work Platform training course with Licences4work, you acknowledge and accept the following terms and conditions:

## 1. Course Registration

### 1.1. Acceptance:

Booking your Elevating Work Platform training course implies your full acceptance of these terms and conditions.

### 1.2. Bookings:

If you disagree with these terms and conditions, you must contact us within 24 hours of your 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 an Advanced course when you should have booked a Standard course may result in other avoidable fees. Please read these 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 requirements. 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 HRW assessment will result in the non-issuance of your license papers.

### 2.2. ID:

Correct ID (in line with your local High-Risk Work 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 \$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 \$150 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 other reasons: Must be booked within 7 days of the original date; otherwise, all fees are forfeited.

Rescheduling day 2: A \$180 rescheduling fee applies and must be paid in full prior to booking confirmation.

Rescheduling night attendance: A fee of \$180 applies per night, you are allowed to reschedule twice only. After this you will need to pay the full fee and re-enrol and all fees must be paid 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 \$180 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 based on the course option chosen. Standard, Advanced and Night courses have different schedules. 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 2 days then a 1 separate day for HRW assessment. If you are attending our VIC or WA site, then the course is 2 days including HRW assessment. Assessments are between 1/2 to a full day - see below for information. Assessment date based on availability and booked on day 2 if training requirements are met.

Standard Night Course is run over 3 nights then a 1 separate day for HRW assessment. If you are attending our VIC or WA site, then the course is 3 nights including HRW assessment. Assessments are between 1/2 to a full day - see below for information. Assessment date based on availability and booked on night 3 if training requirements are met.

Advanced Day Course is run over 1 day then a 1 separate day for HRW assessment. If you are attending our VIC or WA site, then the course is 1 day including HRW assessment. Assessments are between 1/2 to a full day - see below for information. Assessment date based on availability and booked on day 1 if training requirements are met.

Advanced Night Course is run over 2 nights then a 1 separate day for HRW assessment. If you are attending our VIC or WA site, then the course is 2 nights including HRW assessment. Assessments are between 1/2 to a full day - see below for information. Assessment date based on availability and booked on night 2 if training requirements are met.

## **9. Course Options**

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

Each course option (Standard and Advanced) entails different levels of training. It's essential to choose the option that best suits your needs to avoid extra fees.

### **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 to sit your final HRW Assessment on Assessment Day. 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 completed your training.

## 10. Mandatory Pre-Course Requirements for Standard and Advanced Options

**10.1. Standard Course Victorian Student:** If you are completing the course at one of our Victorian training centres you are required to complete your Student Workbook and attempt the Theory Assessment prior to starting your course. Failure to meet the course requirements will result in a reschedule and additional fees of \$200.

### 10.2. Advanced Course:

Ensure your Student Workbook is completed before starting the advanced course. Failure to meet the course requirements will result in a switch to the standard course with a \$200 fee. If you are completing this training in one of our Victorian locations, you must complete a workbook quiz and theory assessment prior to starting your course. Failure to meet the course requirements will result in a reschedule and additional fees.

## 11. Changing Course Options and Course Requirements

### 11.1. Change of Course:

You may change from an Advanced course to a Standard course, provided you provide more than 72 hours notice. A fee adjustment may apply, along with a \$250 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 HRW Assessment.

### 12.2. Standard and Advanced 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 \$90
- Re-sit Practical UOC assessment at a fee of \$90 (Standard Option Student)

- Further full day of training at a cost of \$180 (weekday if the original booking was for a weekday)
- Further training at a cost of \$180 (Night Class)

## **13. Other Important Information**

### **13.1. Refund Request:**

If you are entitled to a refund, please contact us and request it, 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, Sunshine West 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.

### **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.

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

If, at the completion of the training session(s) you feel you are not yet ready to sit for your HRW Assessment, despite passing your UOC assessments, you may choose to attend further day training at a cost of \$180 (weekday and weekend Standard Course) or \$180 (Night Class for Standard or Advanced Course)



### **13.7. Additional Driving:**

You may also request additional practical (driving) training at a fee of \$70/half hour - subject to availability.

**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.

## **14. HRW Assessment Terms**

### **14.1. Assessment**

HRW assessments are scheduled after meeting course requirements, including passing UOC assessments. You must book and attempt your HRW assessment no longer than 6 weeks from your commencement of training date.

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

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

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

HRW assessments include theory, calculation, and practical components.

### **14.4. Results and Licensing:**

Passing all assessment components grants you a Notice of Satisfactory Assessment, serving as your interim license for 60 days. You must apply for your National License to Perform High-Risk Work yourself, with an associated fee. Please check online to confirm the application process for your state.

### **14.5. 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 \$80 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 \$180. 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 HRW Assessment**

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

Assessment rescheduling is allowed once at no cost with more than 48 hours notice. This does not apply if you are undertaking this assessment at one of our **Perth or Melbourne Training Centres**. A \$180 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 ID as listed in item 2.2 is required, and appropriate attire (closed/covered shoes) are mandatory for assessment. Failure to comply results in a reassessment fee.

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

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

Passing all assessment components results in a Notice of Satisfactory Assessment, and you have 60 days to apply for your photo card license.

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

Fees apply for reassessment of failed theory, practical, or calculation components.

Reassessment must be completed within 60 days of the previous attempt.

## **18. Additional Information**

### **18.1. Further Training:**

If you feel unprepared to sit the HRW Assessment, despite passing UOC assessments, you may choose to attend additional training at a cost of \$180 (weekday and weekend Standard Course) or \$180 (Night Class for Standard or Advanced Course). Additional practical (driving) training is available for \$70/half hour, subject to availability.

### **18.2. 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 Elevating Work Platform training course with Licences 4 Work. Please read them carefully and adhere to all requirements and guidelines.