



# Terms & Conditions

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## Elevating Work Platform (Under 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. 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 Requirement:**

You will be asked to present one form of photo ID when undertaking this course.

## **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 \$150 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 \$150 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 night attendance: A fee of \$150 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. 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 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:**

This course is run over 1 day if a day course is selected. The night course will require 2 nights of attendance.

## **9. Course Options**

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

Not applicable to this course.

### **9.2. Assessment:**

All Courses have a theory and practical Unit of Competency (UOC) Assessment. You must successfully pass the UOC assessments to be issued with a Statement of Attainment.

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

Not applicable

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

### **11.1 EWPA Yellow Card:**

If you have booked an EWPA yellow card course, you are required to pay a licence fee of \$25 which will be issued by EWPA association.

### **11.2 Unit of Competency:**

If you have booked an EWA Unit of Competency course, you will be issued with an Statement of Attainment only.

## **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 to be issued with a Statement of Attainment.

## **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, 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:**

Further training can be provided if required for a fee of \$150.

### **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. Additional Information**

### **14.1. Further Training:**

You may choose or be advised 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.

### **14.2. 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.