



Terms & Conditions

Provide First Aid / Provide CPR

Terms & Conditions

By booking your First Aid/CPR Course with Licences 4 Work, you acknowledge and accept the following terms and conditions:

1. Course Registration

1.1. Acceptance:

Booking your First Aid/CPR course implies your full acceptance of these terms and conditions.

1.2. Bookings:

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 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:

Ensure you have booked into the correct course. Booking an Express Advanced or Advanced course when you should have booked a Standard 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 Forklift & Order Picker 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 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 assessment will result in the non-issuance of your licence.

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 \$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.

4.2. 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 \$50 fee will apply. No third rescheduling is allowed.

Less than 7 days but more than 48 hours' notice: A \$50 rescheduling fee applies.

Less than 48 hours' notice: A \$150 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 \$35 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.

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:

ALL our first aid course includes a pre-course online component (reading and short test) which must be completed prior to the day of your course (Face to face attendance or Webinar attendance) with a pass mark of 100% (you will have multiple attempts online). Log-in details for the reading and pre-test are included with your course confirmation email.

It is imperative that you complete the pre-course learning prior to commencement of your training and print & bring your results with you (for your face to face course or for your completion session for Online/Mixed Mode)

If you do not complete the pre-course work you will need to Pay a \$50 reschedule fee and re-book the course for the next available date.

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:

Course duration varies depending on the course option chosen. Please refer to the website or brochure for more information.

8.3. Course Components:

All courses have a theory, practical and final assessment component.

Our online/mixed mode (completion session) first aid course includes a pre-course learning component. (readings and short videos followed by some quizzes), which must be completed prior to the day of your face-to-face completion session with a pass mark of 100% (you will have multiple attempts to complete the online tasks). Login details for the pre-learning and quizzes are included with your course confirmation.

Our Face-to-Face first aid course includes a pre-course online component (reading and short test) which must be completed prior to the day of your course (Face to face attendance or Webinar attendance) with a pass mark of 100% (you will have multiple attempts online). Log-in details for the reading and pre-test are included with your course confirmation email.

9. Other Important Information

9.1. 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.

9.2. 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.

9.3. 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.

9.4. Course Expiry:

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

9.5. 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.

9.6. Further Training:

Further training can be provided if required for a fee of \$50.

10. Additional Terms for Online/Mixed Mode (with completion session)

These additional terms apply if you have booked in for our Online Mixed Mode First Aid/CPR Course.

10.1. Course Requirements

In order to attain your certificate you will need to Satisfactorily complete the following;

- Complete any Online Pre-attendance work;
- Complete all assessments and quizzes satisfactorily
- Attend for your scheduled Practical Completion Session

10.2. Enrolment Period

You will have 6 months to complete all requirements of this course including: Participation in your scheduled online course, completion of all online assessments and attendance for a final practical completion session. After this time, you will forfeit all course fees.

10.3. Completion/ Practical Session

You **MUST NOT** book your Completion / Practical Session until you have completed ALL assessments found online as instructed by your trainer and as advised within your online learning portal.

If you are unable to attend the scheduled date, reschedule fees of \$50 apply.

10.4. Results and Outcomes

If you are booked for a **Completion/ Practical Session** and you do not complete all assessments Satisfactorily (this means meeting ALL requirements set out by your assessor), you will need to reschedule at a fee of \$50. This is allowed only once; after that, you will be required to rebook and complete your course at the advertised fee.

11. Additional Information

11.1. 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 First Aid/CPR training course with Licences 4 Work. Please read them carefully and adhere to all requirements and guidelines.