



# Heights & Confined Spaces

## Terms and Conditions

By booking your Heights and/or Confined training course with Licences4work, you acknowledge and accept the following terms and conditions:

### 1. Course Registration

**1.1 Acceptance:** Booking your Heights and/or Confined 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 Refresher 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 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 completion of the course will result in the non-issuance of your Statement of Attainment.

**2.2 ID:** You may need to provide one form of photo ID

### 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 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 \$50 fee will apply for each course. No third rescheduling is allowed.

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

Less than 48 hours' notice: A \$70 rescheduling fee or payment of the full fee (whichever is less) is required for each course.

Illness-related rescheduling: Notify us on the day, provide a medical certificate by the close of business on that day, and pay a \$50 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

**6.2 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 Learning 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 and state chosen. Standard, Advanced and Refresher courses have different schedules. Please refer to our course calendars or your booking confirmation email for your selected course.

### **8.2 Course Duration:**

Standard 1 Day Course is run over 8 hours in NSW, QLD, VIC and 4 hours in WA.

Advanced Half Day Course is run over 4 hours in NSW, QLD and VIC. Not available in WA.

Refresher Course is run over 4 hours available ONLY in NSW, QLD and VIC.

## **9. Course Options**

**9.1 Course Variations:** Each course option (Standard, Advanced, and Refresher) 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 eligible for a Statement of Attainment.

## **10. Mandatory Pre-Course Requirements for Western Australia Students**

**10.1 Standard Course:** Ensure your Pre-Course Quiz is successfully completed before arriving at your scheduled course. You MUST achieve a result of 100% in your pre-course quiz. Failure to meet the course requirements will result in a reschedule, with a \$50 fee per course.

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

**11.1 Change of Course:** You may change from an Advanced course to a Standard course or from Refresher to Standard, provided you provide more than 72 hours' notice. A fee adjustment may apply, along with a \$50 reschedule fee if it requires changing the training day.

## **12. Further Training**

**12.1 Further Training:** If, at the completion of the training session(s) you are deemed Not Yet Competent, you may be required to attend further day training at a cost of \$100 per course.

**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 \$50 per course
- Re-sit Practical UOC assessment at a fee of \$50 per course
- Further day of training at a cost of \$100 per course (weekday if the original booking was for a weekday)

## **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, 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 course requirements have been met, 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 issued a Statement of Attainment. Contact us for further information.

#### **14. Additional Information**

**14.1 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.

**14.2 Wallet Card:** Upon successful completion of training you can request a Wallet Card, which will be issued at a cost of \$10.

These terms and conditions govern your Heights and/or Confined training course with Licences4work. Please read them carefully and adhere to all requirements and guidelines.