



Terms & Conditions

Traffic Management Courses

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JustCareers
TRAINING

LICENCES 4
WORK

RTO ID #91413

Terms & Conditions

By booking your Traffic Controller course or Traffic Management Plan Implementer course with Licences4work, you acknowledge and accept the following terms and conditions:

1. Course Registration

1.1. Acceptance:

Booking your Traffic Controller course or Traffic Management Plan Implementer 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:

Ensure you have booked into the correct course. Booking an individual course when you should have booked a combo 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 Traffic Controller and Implementer 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. Additional training sessions may be required to support your competency pathway. Please refer to the additional applicable 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 and Statement of Completion (SOC). Failure to provide a USI before the completion of your training will result in certificates not being issued.

2.2. ID:

You must bring original documents that meet the 100-point ID requirements for both your course *and* your assessment, as outlined in the SafeWork NSW guidelines. It is your responsibility to ensure you have the correct ID on the day.

If you do not provide the required ID:

- **For courses:** You cannot participate and must reschedule, incurring a **\$100 fee** (or **\$150** for a Combo course).
- **For assessments:** You cannot be assessed and must reschedule, incurring a **\$50 fee**.

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 Attire Requirement

Industry standard PPE is required. Training requires long pants (preferably work pants, no track pants or tights), long shirt, steel-capped boots (in accordance with Australian Standards) and a High Visibility Safety Vest, you can purchase a vest from us to keep for \$10 – you may like to bring water and a hat.

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 \$100 fee will apply. No third rescheduling is allowed.

Less than 7 days but more than 72 hours' notice: A \$100 rescheduling fee applies.

Less than 72 hours' notice: You cannot reschedule with less than 72 hours' notice, you will lose any fees paid and have to rebook your 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.

Rescheduling Day 2: A \$150 rescheduling fee applies and must be paid in full prior to confirming the booking. You must notify us before the end of Day 1 (before 5pm)

All alternate days 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 \$150 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:

Traffic courses begin at 8:30am. Please refer to our course calendars or your booking confirmation email for your selected course to confirm your course time and date.

8.2. Course Duration:

Traffic Controller and Implementer **individual Courses** are run over 1 day then a separate day for the final assessment.

Traffic Controller and Implementer **Combo Course** is run over 2 days then a separate day for the final assessment.

Assessment date is based on availability and booked after all training requirements are met.

9. Course Options

9.1. Course Variations:

Traffic Controller and Implementer have separate training and assessment requirements. Combo courses must meet requirements for both. It's essential to choose the option that best suits your needs to avoid extra fees.

9.2. Change of Course:

You may upgrade from a single course to a combo course with the appropriate fees required.

10. Unit of Competency (UOC) Assessment Requirement

10.1. UOC Assessments:

All courses include UOC assessments, both theory and practical. Once you pass these assessments you will receive a Statement of Completion (SOC) for each course. This certificate allows you to work for a period of 90 days as Traffic controller or implementer, in which you will need to complete your final assessment.

10.2. Reassessment:

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
- Re-sit Practical UOC assessment at a fee of \$50
- Further full day of training at a cost of \$150
- Further day of Practical Training at a cost of \$75
- Further day of Theory Training at a cost of \$75

11. Final Assessment Terms

11.1. Assessment

The final assessment is an onsite performance observation.

Assessments are scheduled after meeting course requirements, including passing UOC assessments. You must complete your **Final Assessment** and be deemed competent **within 90 days** of the date your SOC is issued.

You will be required to pay a **\$70 fee** for your final assessment, payable at the time of booking your assessment.

11.2. Assessment Dates:

Assessment dates are provided upon completing your training days and are subject to availability. Assessment may take anywhere from 2 hours up to a full day, you should be prepared for this.

Your assessment may start on one date and continue on another.

11.3. Assessment Times:

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.

You must be at the site 30 minutes before your scheduled assessment time, if you are late, you will miss your induction and therefore will NOT be able to be assessed on the day.

11.4. Assessment Site:

You may be required to move from one site to another at any time, you are responsible for transport.

11.5. Reassessments:

If you do not pass your final assessment, you will be required to redo your assessment for a \$70 fee.

11.6. Enrolment Expiry:

If you do not complete your final assessment within 90 days of attaining your SOC, then your enrolment will be cancelled. You can reactivate it within 6 months of your original training date if you have been working regularly in traffic management and you can complete the following:

- You must complete a practical assessment on site.
- You may be able to reactivate your enrolment for \$150 per course, which includes the issuing of a new SOC

11.7. Identification:

You must bring correct ID, following SafeWork requirements, to be able to sit your final assessment.

11.8. Attire:

Industry standard PPE is required. Training requires long pants (preferably work pants, no track pants or tights), long shirt, steel-capped boots (in accordance with Australian Standards) and a High Visibility Safety Vest, you can purchase a vest from us to keep for \$10 – you may like to bring water and a hat.

You must bring your safety gear, course documents, your SOC and your valid white card

your assessment will not proceed unless you have met these requirements and full reassessment fees will reapply.

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11.9 Rescheduling Final Assessment:

Assessment rescheduling is allowed once at no cost with more than 48 hours' notice.

A \$70 fee applies if rescheduling is required within 48 hours. Illness related rescheduling may require a medical certificate and a \$50 fee.

12. Final Assessment Results

12.1. Passing Assessment:

Passing your final assessment allows us to submit your application for SafeWork NSW card issuance.

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, Melbourne 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 requirements are met, and fees are paid, and we have the required information, including a valid USI.

13.4. Course Expiry:

Your course expires in 6 months; however, your SOC will expire within 90 days of your training completion. You **MUST** complete your final assessment successfully within 90 days.

13.5. USI Requirement:

If you do not provide a valid USI, you will not be permitted to undertake your final assessment. Contact us for further information.

13.6. Course Cancellation

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.