

COVID Policy Update and Re scheduling Terms and Conditions

Licences 4 Work remains committed to strict measures to ensure the health and safety of all students and staff members.

The COVID-19 Test, Trace, Isolate, Quarantine (TTIQ) National Protocol; can be accessed [here](#).

COVID Policy Update:

- ✔ We require students and visitors to check in – we record all attendance in any case
- ✔ Most of our students WILL NOT need to be vaccinated to attend our premises – contact us if you are unsure
- ✔ We will be abiding by current Health Orders relating to Vaccination (and these may change).
- ✔ We constantly monitor assess the health advice given which may change
- ✔ We have carefully designing training and assessment to minimise the risk
- ✔ We ask that we each play our part in minimising the risk
- ✔ Stringent sanitising practices continue to be followed in all sites. Class sizes are regularly updated to abide by social distancing guidelines.
- ✔ Training and assessments methods have been modified as much as possible to avoid close contact with other students and surfaces as much as possible.
- ✔ Protective gear to prevent infection will be provided on site if needed.
- ✔ The wearing of face masks may be mandatory at your training site, you will be advised on entry and we provide free Face Masks if required
- ✔ It is important to note that you enter our premises at your own risk'

Please note that our business has the right to change our COVID-19 Policy (based on any changes based on risk and advice) without notice and have the right to enforce our policies.

Students are required to:

- Check in using the check in system in place at the training centre
- Wear Face Masks if this is in line with current Health Orders or the training centres requirement. We strongly recommend the use of face masks at all times.
- Maintain social distancing where possible and follow social distancing requirements
- Follow all instructions given by staff in relation to safety measures in place – violence or aggression will NOT be tolerated
- Washing hands regularly and using sanitisers provided on site.
- Covering their mouth and nose with their elbow if they cough or sneeze

NOT ENTER our premises if they:

- Are suffering from any COVID-19 related symptoms
- Have been notified or are aware that they are a Close Contact of anyone who has tested positive for COVID-19
- Must isolate in line with National Protocol

LEAVE OUR PREMISES immediately if at any time during your time with us you develop any COVID-19 related symptoms

In the case of a state forced lock down, rest assured as one of our friendly team members will call you within 24-48 hours to inform you if any changes apply to you booked course.

COVID Reschedule Terms and Conditions

Standard Reschedule Terms and Conditions are applicable to all courses. Our standard rescheduling terms allow for reschedules due to non COVID related medical reasons. These can be found on our website in the relevant location. The terms below apply to COVID related RESCHEDULES.

Where you are unable to attend due to a COVID related matter;

1. You must notify us in the first instance of any changes required to your booking;
2. Where you are deemed Positive for COVID or are required to Isolate and you are made aware of this PRIOR to the commencement of your course AND YOU WERE ABLE TO CONTACT US but you do NOT then these terms **do not apply** and you may lose any fees or pay the required reschedule fees (refer to terms and conditions on our website)
3. If you are notified on the day you will need to;
 - a. Send us an email to COVID@licences4work.com.au within 72 hours – The SUBJECT of your email should be COVID RESCHEDULE. Your email should include:
 - i. YOUR FULL NAME,
 - ii. the COURSE you have booked,
 - iii. the TRAINING CENTRE LOCATION,
 - iv. the date of your ORIGINAL BOOKING (not the date you booked rather the date your course was due to commence),
 - v. the COVID related reason for rescheduling
 - vi. any evidence (see below) and
 - vii. your PREFERRED RESCHEDULE DATE (we may also send you a form to complete)

Evidence required:

- **For COVID Positive or Close Contact** (without or without symptoms) – provide PCR test results (positive or negative) within 72 hours and you MUST book your desired reschedule date when providing your results (date must be in at least 14 days' time) – you must send an email to COVID@licences4work.com.au – For Isolation – provide evidence of the requirement to isolate within 7 days (this may include notification from Health Department or other evidence) and again must book their desired date at this time (we will call them when we get evidence)
- We will contact you if eligible so that you can pay the medical certificate reschedule fee (refer to our Terms and Conditions) and confirm the reschedule your course (at least 14 days after original booking)

In all cases , a reschedule due to COVID will be at least 14 days after the original booking. The above also only applies for the first instance, after that; the fee to rebook is 50% of the original fee (no medical certificate fee required, 50% payable to secure booking and not lose all funds paid).

We appreciate your cooperation during this difficult time, we are also doing our best!

