



# Forklift Licence (LF)

## Terms and Conditions

- “If you have booked your course then you will have already accepted these terms and conditions”
- “If you book your course over the counter at one of our offices then you will be given these terms and conditions” □
- “If you book over the telephone then you will receive the terms and conditions for your course in your confirmation email. Should you disagree with these terms then you will have to contact us within 24 hours of your booking for a full refund.”
- All students will require a USI in order to get their certificates on the day, this information has been sent to you and this **only takes a few minutes**. If you do not have a USI by the time you do your WorkSafe QLD assessment then you will not receive your licence papers.
- **IMPORTANT NOTE:** Please ensure you have booked into the correct course. Booking an Advanced course when you should have booked a Standard course may result in other avoidable fees. Please read your terms and conditions carefully.

## Booking

- Course bookings are non-transferable to another person nor are fees paid transferable to another course unless you have provided more than 7 days' notice.
- Enclosed shoes must be worn at all times. If you arrive without enclosed shoes, you will be refused entry to your course. No refunds apply. If you can arrange for shoes before morning tea, then you will be allowed to continue.
- Payment of the \$100 Booking Fee must be paid to secure your place. Please contact our office on 07 2101 2499 to pay your booking fee. The remainder of your fee is payable on the day before starting. Payment in full is also acceptable. Paying the Booking fee only is not available online.

## Cancellation

- If you cancel with more than 7 days' notice, then you may apply for a full refund.
- If you cancel with less than 7 days but with more than 48 hours, then you will lose your \$100 of your fee paid. You will be refunded any difference in fees.
- If you cancel with less than 48 hours then you will forfeit all payments made and no refunds will apply.
- If you do not turn up on the day, then you will lose all fees paid. If you have paid your booking fee only then you will be sent an invoice for the remaining amount.

## Rescheduling

- If you reschedule with more than 7 days, then there is no fee payable. This applies once only. For a second reschedule with more than 7 days' notice a fee of \$50 will apply. There can be no 3rd rescheduling - you will lose fees paid and have to make and pay for a new booking to attend.
- If you reschedule with less than 7 days' notice but more than 48 hours, then there is a \$100 rescheduling fee and all amounts owing must be paid at the time of rescheduling your course to secure your booking. No refunds will apply in this situation.
- If you reschedule with less than 48 hours' notice, then there is a \$150 rescheduling fee (or you will have to repay the full fee - whichever is less) and all amounts owing must be paid at the time of rescheduling your course to secure your booking. No refunds will apply in this situation.
- If you are required to reschedule your course (not assessment - see below) due to illness, you must notify us on the day and a medical certificate must be supplied by the close of business on that day and a fee of \$50 is payable in order to reschedule your course.
- If you are required to reschedule your course due to illness or any other reason (not assessment - see below), a new date must be booked in within 7 days of your original booking or you will lose all fees paid and will have to make a new booking.
- If you need to reschedule a night attendance, then a fee of \$50 applies per night (you may do this only twice after which you will need to re-enrol and pay the full fees) and all fees must be paid prior to an alternate night being assigned to you.
- The alternate Day or night must be rescheduled within 4 weeks from when you first commenced the course

## Non-attendance/Lateness

- In the event you are running more than 15 minutes late to your course, you will not be allowed to enter. No refunds shall apply
- Other than the above, there are no refunds except in genuine emergencies. In this case, we may ask to see evidence before granting a refund. Decision will ultimately be made by management.

## Course times and duration

- Standard Day Course hours are 8:30am - approx. 5:00pm, then 1 separate day for assessment approx. 3-7 days later. Assessments commence at 8.30am, however it is **HIGHLY RECOMMENDED** that you arrive at 7am to do revision with the trainer. Assessment date based on availability and booked at the end of your training day if training requirements met.
- Advanced Day Course hours are 8.30am – approx. 12:00pm, then 1 separate day for assessment approx. 3-7 days later. Assessments commence at 8.30am, however it is **HIGHLY RECOMMENDED** that you arrive at 7am to do revision with the trainer. Assessment date based on availability and booked at the end of your training if training requirements met.

## Course Option Information

- All Courses have a theory and practical final Practice Test component. You must successfully pass the Practice Tests to be able to sit your final WorkSafe QLD Assessment on Assessment day
- Assessment day does not fall on consecutive days after your booked training, rather is subject to availability and your readiness for assessment. Waiting periods may apply
- Assessment days commence at 7:00am and subject to availability. You may book in for your assessment after you have completed your training.
- Please choose your course option carefully - if you select the correct option then you have a better chance of passing first time and avoiding extra fees.
- Standard gets all the training required - we recommend this!
- Advanced gets less training, so you should have excellent English and already have driving experience.

## Pre-Course Requirements for Advanced Option

- If you booked into the advanced courses then you must ensure that your Student Workbook has been completed prior to commencing your course, and that you meet the requirements of this course, otherwise you will be required to change to the standard course and pay the extra cost on arrival and before commencing your course.

## Changing Course Options and Course Requirements

- You may change your Advanced course to Standard course, however you will be required to pay the difference in fees. If this change requires that you come in on a different day, then you will have to also pay a \$50 reschedule fee.
- You may not change from Standard to Advanced course once your course has been booked.

## Practice Test Requirement

**ALL COURSES HAVE two (2) PRACTICE TEST COMPONENTS.** Meeting the requirements of the Practice Tests means that you have a great chance of passing your WorkSafe QLD Assessment.

- Standard and Advanced Courses: If you do not pass your theory or practical Practice Test at the end of your training session(s), you will not be permitted to sit your WorkSafe QLD Assessment and you will be required to be reassessed or attend for a further day training depending on results attained. Results may require you to:
  - Re-sit Theory Practice Test at a fee of \$30
  - Re-sit Practical Practice Test at a fee of \$30 (Standard Option Student)
  - Further full day of training at a cost of \$100 (weekday if original booking was for weekday)

## Other Important Information

- If you do not provide a valid USI you will not be permitted to undertake your WorkSafe QLD assessment. Contact us for further information.
- If, at the completion of the training session(s) you feel you are not yet ready to sit for your WorkSafe QLD Assessment, despite passing your Practice Tests, you may choose to attend further day training at a cost of \$100 (weekday and weekend Standard Course)
- You may also request additional practical (driving) training at a fee of \$50/half hour - subject to availability.
- 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.
- Where you are entitled to a refund as per these terms, and where this has been approved, then you must complete a Request for Refund Form. You may request this form from any of our customer service staff. Refunds may take up to 14 days to appear in your account and will only be paid to the party that made the payment.
- Street parking only available at Coopers Plains premises. Parking within the unit complex is strictly off limits. If you park your vehicle within this unit complex, you run the risk of having your vehicle towed away. Any costs associated with this are payable by the vehicle owner/driver and will not be accepted by Licences 4 Work.
- If it is found that you are parked within the unit complex, you will be asked to move your vehicle and be removed from your course. No refunds or reschedules apply.

- Certificates and Statements of Attainment will not be issued until all fees owing are paid and we have the required information to issue a certificate, this includes the need to have a valid USI.
- All courses expire 6 months after the original commencement date. After this date, you will be required to recommence your course.
- Please see separate terms for the forklift assessment component of your course below.

## WorkSafe QLD Assessment Terms

**WorkSafe tests are booked in only once you have met the requirements of the course including passing a Practice Theory and Practice Practical Test.**

**WorkSafe tests have strict Identification Requirements and time limits.**

- You will be provided availability of assessment dates when you finish your training days.
- Your first assessment must be booked in and attempted no longer than 6 weeks from your commencement of training date.
- The WorkSafe QLD Assessment has a theory, calculation and a practical component.
- If you pass all components, then you will get a LHRW Assessment Summary. This serves as your interim licence and is **valid for 60 days**. You must then apply for your National Licence to perform High Risk Work through the WorkSafe QLD website ([www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)) – You will be required to pay a fee of around \$91.50 in order for WorkSafe to process your application and issue you with your licence.
- If you do not pass your theory component during assessment, you will not be able to sit the practical component of assessment and will be required to be reassessed in all components for a fee of \$120.
- If you pass the theory component during assessment, but fail the practical component you will be required to be reassessed for the practical component only for a fee of \$80. In this case you will receive an Assessment Summary detailing your results. In this case you must re sit the assessment **within 60 days**.
- If you do not turn up then you will need to re-book for assessment for a fee of \$120, this is payable before we can book your assessment.

## Rescheduling

- Once your assessment date has been confirmed, you will be able to reschedule your assessment at no cost (once only) and only when you provide our office more than 48 hours' notice. Otherwise a rescheduling fee of \$120 applies and must be paid prior to the new assessment date being confirmed.
- If you are required to reschedule your assessment date due to illness, a medical certificate with the date of illness **must be supplied on the day of your assessment** and a fee of \$80 is payable to reschedule your assessment.

## Start time

- Assessment commences at 8.30am sharp unless otherwise notified in writing, we strongly recommend you get here at 7am to revise all the material with our trainer prior to commencing to improve your chances of passing. If you are not here by 8.30am SHARP, then you will not be allowed into the assessment and a reassessment fee of \$120 applies.

## Identification

- If you do not bring your correct 100 points ID (in line with WorkSafe QLD ID requirements) on your assessment date or if you do not dress appropriately (closed/covered shoes) you will not be allowed to sit your assessment and a \$120 reassessment fee applies

## Results and Time limits

- If you pass all components of your assessment, then you will be issued with a LHRW Assessment Summary - this is your interim licence and you have 60 days to lodge your application through the WorkSafe QLD website ([www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)) and apply for your photo card licence (\$91.50 fee apply).
- If you fail your theory component, then you will be unable to sit the practical component of your assessment and sit a full reassessment for a fee of \$120 - your assessor will advise as to how you will be re-assessed. See information below about extra training if required.
- If you fail your practical component ONLY, then a fee of \$80 applies for reassessment - your assessor will advise as to how you will be re-assessed. See information below about extra training if required.
- If you turn up with the wrong ID, or you turn up late, or if you are found cheating then a fee of \$120 applies for reassessment. Reassessments fees must be paid at the time that you book your reassessment.
- If you are required to be reassessed (passed the theory component of your Worksafe QLD assessment but failed your practical component) then you must undertake your assessment within 60 days of your previous attempt, failure to do this will mean that you may have to undertake another round of Practice Tests (both theory and practical) at a fee of \$60 or additional day training at \$100, followed by your Worksafe QLD Assessment at the applicable fee. This must be completed within your course enrolment which expires 6 months from your commencement. After this time, you will need to have make a new booking for training - a detailed training plan developed by your trainer based on your needs.
- If you have not passed your WorkSafe assessment within 6 months of the original course commencement, then you will have to rebook a course at the fee applicable.