

# CPCCLSF2001A – CPCCLSF4001A

## Licence to erect and dismantle scaffolding

### 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 phone, then you are required to visit our website for the full terms and conditions of your course. Should you disagree with these terms the you will have to contact us within 24 hours of your phone booking for a full refund.”
- “We are not a Cricos Registered Provider and our courses are not Cricos Registered - if you are on a Student Visa you should not book this course.”
- 100 point ID (in line with Workplace Health and Safety Queensland ID requirements) [Evidence of identity](#) | [Workplace Health and Safety Queensland](#)

Full payment must be paid to secure your place. All students will require a USI in order to get their certificates on the day, this information has been (or will be) sent to you and this only takes a few minutes. You must have your USI by the end of the day / course in order to get your certificate. Please note: In order to do this course there are strict identification requirements.

### Booking

- Course bookings are non-transferable to another person nor are fee paid transferable to another course unless you have provided more than 14 days’ notice.
- Steel Cap shoes must be worn at all times. If you arrive without Steel Cap 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.

### Cancellation

- If a booking is cancelled by you with more than 14 days’ notice, we will refund any fees paid.
- If you cancel with more than 7 days’ notice but less than 14 days, then you lose \$200 of your fee paid. You will be refunded any difference in fees.
- If you cancel with less than 7 days but with more than 72 hours, then you will lose your \$400 of your fee paid. You will be refunded any difference in fees.
- If you do not turn up on the day then you lose all fees paid, even if you contact us on the day as this falls outside the required notice periods.

### Rescheduling

- If you reschedule with more than 10 days’ notice, then there is no fee payable. This applies once only.
- For a second reschedule with more than 10 days’ notice a fee of \$150 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.
- For your first booking - If you reschedule with less than 7 days’ notice but more than 72 hours, then there is a \$200 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 72-hour notice, then there is a \$250 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 or a day in 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 \$150 is payable in order to reschedule your course or the day that you have missed.
- 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.

## Non-attendance / Lateness

- 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.
- 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

## Access of materials

- On confirmation of your booking, we will be providing you access to your pre course materials. ALL materials must be brought with you on the training days. If you fail to bring ALL documents with you, you can purchase these same materials at the cost of \$10. Please follow the instructions in the online portal.

## Course timings and duration

- Basic, Intermediate & Advanced Day Course hours are 8:30am - approx 4:30pm and is run over 4 days than 1 separate day for assessment. Assessments are 1 full day - see below for information. Assessment date based on availability and booked on day 4 if training requirements met.

## Course Option Information

- All Courses have a theory and practical final Practice Test component. You must successfully pass the Practice Test to be able to sit your final Workplace Health and Safety Queensland 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 7:30am and subject to availability. You may book in for your assessment after you have completed your training.

## Pre- Requisite for Basic, Intermediate and Advanced Options

**Basic Course:** If you booked into the Basic course then you must ensure that you 18 years of age or older to sit the course and assessment.

**Intermediate Course:** If you booked into the intermediate course then you must ensure that you have a Statement of Attainment for CPCCLSF2001A or Workplace Health and Safety Queensland Card for Scaffolding Basic (SB).

**Advanced Course:** If you booked into the advanced course then you must ensure that you have a Statement of Attainment for CPCCLSD3001A or Workplace Health and Safety Queensland Card for Scaffolding Intermediate (SI).

## Practice Test Requirement

- **Basic, Intermediate 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 Workplace Health and Safety Queensland 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 \$60
- Re-sit Practical Practice Test at a fee of \$60
- Re-sit both Theory and Practical at a fee of \$100
- Undertake a Full Day of Re -Training at a fee at \$200

## Other Important Information

- If you do not provide a valid USI you will not be permitted to undertake your Workplace Health and Safety Queensland 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 Workplace Health and Safety Queensland Assessment, despite passing your Practice Tests, you may choose to attend further day training at a cost of \$250
- 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 Kings Park 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.

## Workplace Health and Safety Queensland Assessment Terms

**Tests are booked in only once you have met the requirements of the course including passing a Practice Theory and Practice Practical Test. Regulations prescribe 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 Workplace Health and Safety Queensland Assessment has a theory, calculation and a practical component.
- If you pass all components, then you will get a Notice of Satisfactory Assessment. This serves as your interim licence and is **valid for 60 days**. You must then apply for you National Licence to perform High Risk Work at a Post Office – You will be required to pay a fee in order for Workplace Health and Safety Queensland to process your application and issue you with your photo card.
- If you do not pass all components, then you will have to be reassessed for the parts that you were deemed Not Yet Competent. In this case you will receive an Assessment Summary detailing your results. In this case you must re sit the assessment **within 90 days**.
- If you do not turn up then you will need to re-book for assessment for a fee of \$250, this is payable before we can book your assessment.

## Rescheduling Assessment

- 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. Otherwise a rescheduling fee of \$240 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 \$200 is payable to reschedule your assessment.

## Start time

- Assessment commences at 7:30am sharp unless otherwise notified in writing, we strongly recommend you get here at least 10 minutes before this time as you will not be admitted in you are late. If you do not arrive at 7:30am to commence your assessment, you will be deemed as 'arrived late' and will not be allowed to sit your assessment. A reassessment fee of \$250 applies.

## Identification

- If you do not bring your correct 100 points ID (in line with Workplace Health and Safety Queensland ID requirements) or if you do not dress appropriately (steelcap shoes) you will not be allowed to sit the course & assessment and a \$250 fee applies.

## Results and Time limits

- If you pass all components of your assessment, then you will be issued with a NSA - this is your interim licence and you have 60 days to get to a post office and apply for your photo card licence (fees apply).
- If you fail your theory component ONLY, then a fee of \$200 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 fail your practical component ONLY, then a fee of \$200 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 fail your practical and theory (includes calculation) Components (or turn up with the wrong ID, or you turn up late, or if you are found cheating) then a fee of \$250 applies for reassessment of both components. Reassessments fees must be paid at the time that you book your reassessment.
- If you are required to be reassessed (failed your Workplace Health and Safety Queensland assessment) then you must undertake your assessment within 90 days of your previous attempt (but no earlier than 48 hours), failure to do this will mean that you may have to undertake another round of Practice Tests (both theory and practical) at the fee detailed above or additional day training at the fee detailed above, followed by your 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 assessment within 6 months of the original course commencement, then you will have to book in to do the course again and pay the required advertised fee.