



## Traffic Controller Course & TMI Officer Course - QLD

### Terms and Conditions

- If you have booked your course, then you will have already accepted these terms and condition.
- 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 phone booking for a full refund.
- If you have booked both TC & TMI (in a combo or separately) then these terms will apply for **each course**.
- Course bookings are non-transferable to another person nor are fee paid transferable to another course unless you have provided more than 7 days' notice.

### General

- For TC students only, please check your eligibility for this course and advise within 24 hours if you do not currently hold or have not held an open or provisional driver's licence in the last 5 years or have a criminal history, in order to be eligible for a refund.
- 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. You may reschedule for a fee of \$50. If you can have shoes delivered or arranged before morning tea, then you will be allowed to do your course.
- Street parking only available. 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.
- TMR card application fees apply – see our website for details.
- For the TC and combo courses an additional fee of \$25 is payable for a TMR Ready Reckoner booklet.
- Additional terms apply to On-Site Assessment (our sites, see below).

### Course Information Summary

- Each course has an Attendance and Post-Attendance Final Assessment/Evidence requirement.
- **Attendance** is made up of training and assessment at our training centre
- **For the Traffic Controller (TC) Course - Post attendance** is made up of 20 hours of work placement followed by a Final Assessment (by appointment) – your assessor will attend your worksite and observe you undertaking your duties as a Traffic Controller. The 20-hour placement will be arranged by us if you do not have a suitable workplace where you can undertake your 20 hours and be assessed.
- If you are applying for recertification – please also refer to information below under recertification
- Please ensure that you have read **all** the terms and conditions – you will also have to ensure that read and understand all information issued to you during your course.

- **For the TMI Officer Course - Post attendance** is made up of evidence collection from a real workplace followed by a Final Assessment (by appointment) – this involves bringing your evidence to our office for assessment by your assessor. You may have your own workplace where you can complete your shifts and collect the required workplace evidence (includes TCGS's, safety documents, log book and supervisor / Third Party verification). If you cannot source your own workplace for this, we CAN assist you (subject to availability). You will have 3 months to meet the requirements of this course.
- **Training** refers to your attendance at our training sites for the purpose of theory and practical training and some assessment (mainly theory)
- **Evidence** refers to documents that record your skills and knowledge and include work samples and testimonials
- **Final Assessment** refers to the last assessment conducted by our assessor (by appointment) in order to confirm competency.
- Final Assessment for TC is conducted on a real worksite as arranged by us.

### Start Times and Pre-attendance Requirements

**ALL** courses (training component) commence at 8:30am **SHARP**. If you are not at the training centre and presenting to reception (office) at 8:30am then you will be recorded as “no show” and your booking will be cancelled. There can be **NO exceptions** to this rule – you will have to rebook for your course and pay the full fee again. Any invoiced amount(s) remains outstanding and must be paid in full. You will be advised about your assessment starting times and locations during your training course.

Participants are strongly urged to arrive at least 15 minutes prior to the advertised/informed starting time. In the event you are running late, **YOU WILL NOT BE ALLOWED TO ENTER there will be no refunds**. You will have to book again. Calling us in the morning to tell us that you will be late will not change these terms, except in extreme situations and by approval from management (traffic is NOT an extreme situation).

### Language Literacy and Numeracy (LLN) requirements

In order to have a fair chance at completing this course your English reading, writing and speaking skills must be at least average or higher. It is your responsibility to ensure that you meet the minimum Language, Literacy and Numeracy (LLN) requirements for this course before you book. We can assist you with this by providing you with a sample of the text or by providing you with a LLN assessment. Please contact us before you book. If you meet the minimum requirements but you have difficulty with English, then this course may take you longer than the nominal (usual) duration advertised and thus the course may be more expensive. If you enrol into this course and it is subsequently found that you do not have the LLN skills required, then you may apply for a FULL REFUND.

### Cancellations for training courses

- If a booking is cancelled by you with more than 7 days' notice, we will refund any fees paid. Refunds may take up to 7days to process and then a few more days to appear in your account.
- If you cancel one of two courses booked as a combo then any **eligible** refund will be the total fee less the full fee of the course you want to attend (not the discounted combo course fee). If you cancel within 7 days then you will lose all fees paid.
- If you cancel within 7 days, then you will lose all fees paid.
- If you do not turn up on the day (or days for combo courses) then you lose all fees paid, **even if you contact us on the day or the night before** as this falls outside the required notice periods.
- Just Careers Training (trading as Licences 4 Work) reserves the right to cancel a courses (and assessments) 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 fee paid.

## Rescheduling training courses

- If you wish to reschedule with more than 7 days' notice, then there is no fee. This applies once only. For a second reschedule (with 7 days' notice), a \$100 reschedule fee applies. You may not reschedule a third time, you will lose all fees paid and have to pay the full course fee to book.
- If you wish to reschedule with less than 7 days **but more than 48 hours'** notice, then there is a \$50 rescheduling fee - this must be paid to secure your booking.
- You cannot reschedule with less than 48 hours' notice - you will lose any fees paid and have to rebook your course and pay all fees again.
- Combo courses - You can reschedule day 2 after beginning day 1 for a fee of \$100 if you **notify us before the end of Day 1** (before 5:00pm)
- If you are required to reschedule your course 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 for each course (\$100 for combo if **both days** are to be rescheduled). There are no refunds applicable if you cancel due to illness (unless in extreme circumstances by approval of the management)

## Confirmation of Booking

- On confirmation of your booking, we will send you a confirmation of enrolment by email. This (or a second email) will provide you information and access to our online portal where you can commence your course.

## Training / Assessment Information, Certificates & TMI Cards

- If for any reason you do not finish your course (your Attendance requirements) and are required to attend for further day training, then a \$100 fee will apply for every extra day. You must complete your course within 3 months of your original booking. Please note that your course expires after 90 days unless you are allowed an extension by TMR (available for exceptional reasons only).
- include completion of workbooks some theoretical assessment and practical training and assessment
- Courses Certificates/ Letters of completion (SOA/Cards) will not be issued until all fees owing are paid and all requirements met. This includes the need to provide us with a valid USI (Unique Student Identifier).

Once you have met the theoretical and practical training requirements (including theoretical questions and practical training) you will be issued with the relevant post course paperwork (log books and Third Party Reports)

If you require further theory training (only) a fee of \$50 is applicable. If you require further practical training (only) then a fee of \$50 applies. If you require both (full day) then a \$100 fee applies as above.

## Assessment for Traffic Controller Qualification

- Assessments are conducted throughout the course with a Final Assessment required after **both** the training completion **AND** the completion of your 20-hour work placement. Final Assessment involves our assessor attending your worksite and conducting an observation of your performance.

## Assessment for TMI Officer Qualification

- Assessments are conducted throughout the course with a Final Assessment required after **both** the training completion (attendance for 1 day) **AND** the submission of workplace evidence that meets the course evidence requirements. Assessment is undertaken by your assessor reviewing your submissions and conducting a final verbal assessment (for confirmation and authenticity)

## Results of Theory Assessments (conducted during the training component of the course)

- **You will achieve one of the following results for each Theory Questions**
  - **Satisfactory** – this means you may proceed with your course. If you did not achieve the required 100% then you will have to undertake further assessment with the trainer and make the required corrections until satisfactorily met course requirements.
  - **Further Training Required** – this means that you may (choose) to proceed with your training, however you will have to book in for another date to undertake further day training for a fee of \$100. You may also simply go home and come in on the rebooked date. If you only require one of the two (theory or practical) then a \$50 fee applies.

## TMR Cards & Course Expiry

If you meet the requirements of each course, then you will receive a letter and/or third party report to commence your work placement.

- The letter allows you to work to complete your 20 hours work placement as a Traffic Controller
- The third party report allows you to work to complete your 3 work placement shifts as a TMI Officer (or both depending on your course).
- Your enrolment expires after 3 months (unless a TMR exemption has been provided), after which you will need to complete the full course again and full fees apply.
- Evidence must be submitted in person
- Evidence submissions must be complete and meet the minimum requirement – if the submission is not complete and/or does not meet the minimum requirements then this will be returned to you (or **not accepted**).

## Traffic Controller Work Placement Terms and Conditions

Where you undertake your Final Assessment for the Traffic Controller qualification on a site (workplace) arranged by the Training Provider (Licences 4 Work) in arrangement with a Traffic Company

- Assessments may be booked after completion of training and 20-hour work placement and must be undertaken within 3 months of course completion (unless a TMR exemption has been provided).
- We will arrange for your 20-hour placement. This may include coordinating your first shift or the entire 20 hours
- You are expected to turn up on time, with your post course paperwork, your valid White Card and in the correct PPE for your shifts
- If you cannot turn up for your shift, then you will need to contact us immediately (during business hours or MUST leave a message after hours). If you do not have a valid or acceptable for non-attendance, then a fee of \$50 will apply to re-organise your placement
- If you do not turn up for your shift then you will need to contact us immediately (during business hours). If you do not have a valid or acceptable for non-attendance, then a fee of \$50 will apply to re-organise your placement
- If you are turned away from the site due to not having the required paperwork, White Card and/or PPE then you will need to contact the office and a fee of \$50 will apply to re-organise your placement

- Assessment may take anywhere from 2 hours up to a full day and you should be prepared for this (this is in addition to your 20 hours)
- If you are found "**Not Satisfactory**" by your assessor, then you will have to be re-assessed on another day. This means you have to book further work placements and a fee of \$50 will apply.
- You must have your safety gear as required for assessment (as instructed during your training). **YOU MUST BRING YOUR SAFETY GEAR, COURSE DOCUMENTS, YOUR VALID WHITE CARD for every shift and for your assessment** (your assessment will not proceed unless you have met these requirements with you and FULL REASSESSMENT FEES WILL APPLY)

### **Recertification Application**

***The recertification process is designed for you if you have an unexpired card(s) or expired card(s) (within 3 months) and recent experience and can meet the TMR evidence requirements detailed on our website. The recertification process involves:***

- Your enrolment and application confirm that you meet the requirements for recertification
- Attending the required training and assessment session at our training centre.
- Submitting your current cards/licences / approvals including as a minimum – Traffic Control Cards (Traffic Controller/TMI Officer or Both depending on what you are applying for) and your White Card (or Statement of Attainment for the unit CPCWHS1001 or equivalent)
- Submitting evidence of currency – This includes a completed Log Book that we will provide you / or an equivalent letter – showing that you have worked recently in a relevant role
- Providing minimum evidence from the workplace – This includes”
  - For TC - evidence of employment for stop/slow experience (minimum of 32 hours in the last 12 months) and TMR Currency of Industry Practice form completed
  - For TMI - Submitting at least 3 TGS's and associated documents and 3rd party supporting evidence – signed by a Manager / Supervisor / Team Leader – (for the TMI Officer Course)
- ***This evidence should be emailed through for assessment by our trainer prior to attending your renewal workshop to ensure you meet the requirements of a Renewal program. You will not be able to receive your card(s) on the day unless you meet ALL requirements.***
- Final assessment (results given on the day of Final Assessment) may involve one of the following
  - **Application Successful (AS)**
  - **Further Evidence Required (FER)** – Your assessor will detail what further evidence (documentary evidence such as log books and Third Party Report requirements) required– you will attain this result if your evidence is lacking – your first resubmission is free, after which a fee of \$35 will apply for resubmission.

## **Terms & Conditions for Work Placement Shifts**

1. Shifts will be provided to you within 14-21 days from the last date of training. At times, this may exceed 21 days due to unforeseen circumstances, such as unpredictable weather or disasters, or host employer operational requirements, etc.
2. As with the nature of traffic control industry and traffic control works in general, Shifts will be allocated within the Brisbane metro, greater Brisbane and at times may be at least 1 hour distance from your place of residence.
3. If you are allocated a shift, then it is considered mandatory and must accept that shift.
4. If you reject a shift, then the next shift allocation will be within 14 days of the date of rejecting that said shift.
5. If you have rejected shifts on more than 3 consecutive occasions, then you will not be contacted for any further shifts and the onus is on you as the trainee to contact our office to provide us your availabilities to complete your 20 hours. (Please note, it is your responsibility to ensure that the hours and assessment is completed within the 3 months period)
6. If you do not attend your shift after accepting it, a reschedule fee of \$50 is payable prior to allocating an alternative shift.
7. If you are turned away from a Work Placement Shift due to incorrect PPE, and or White Card and or log book and or due to lateness and or anything that may be construed as a breach from your part, a \$50 rescheduling fee is payable prior to allocating an alternative shift.

**Please note:** *At times, and although the above dates are confirmed, your shifts can be cancelled subject to unforeseen circumstances such as operational requirements of the host employer, weather conditions, and so on. You will be notified prior to your shift if this was to occur.*

### **Assessment**

Once your 20 hours are completed, you will be required to contact our office on (07) 2101 2499 to schedule your assessment.