



Terms & Conditions

Heights & Confined Spaces

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JustCareers
TRAINING

LICENCES 4
WORK
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Terms & Conditions

By booking your Heights and/or Confined and/or Gas training course with Licences4work, you acknowledge and accept the following terms and conditions:

1. Course Registration

1.1. Acceptance:

Booking your Heights and/or Confined and/or Gas training 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:

Please ensure you have booked into the correct course. Please read your terms and conditions carefully.

1.5. Combo or Super Saver Selection:

For those who have registered for a Heights & Confined Spaces Combo course or opted for a Super Saver Package, the terms and fees apply to each course individually.

1.6. Language, Literacy, Numeracy & Digital (LLND Requirements):

All our courses carry a minimum LLND requirement. You are required to inform us prior to your course commencement of any pre-existing LLND Support. Additional training sessions may be required to support your competency pathway. Please refer to applicable additional training fees).

Refunds where LLND 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 LLND 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 on the training day. Failure to have a USI before completion of the course will result in the non-issuance of your Statement of Attainment.

2.2. ID:

You may need to provide one form of photo ID.

3. Booking

3.1. Transferability:

Course bookings are non-transferable to another person or to another course, except when Licences 4 Work receive more than 7 days' notice from the original booking date.

3.2. Footwear Requirement:

Enclosed shoes are mandatory at all times during the course. Failure to arrive with appropriate footwear will result in refusal of entry, with no refunds provided. You may be allowed to continue if you obtain suitable shoes before the morning tea break.

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 \$70 fee will apply for each course. No third rescheduling is allowed.

Less than 7 days but more than 48 hours' notice: A \$70 rescheduling fee applies for each course.

Less than 48 hours' notice: A \$90 rescheduling fee or payment of the full fee (whichever is less) is required for each course.

Illness-related rescheduling: Notify us on the day, provide a medical certificate by the close of business on that day, and pay a \$70 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.

All alternate days (Day or Night) 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. Genuine Emergencies:

In this case, Licences 4 Work may ask to see evidence before granting a refund. Decisions will ultimately be made by management.

7. Access to Learning Materials

Course Materials:

- 7.1.** You will receive access to your course material 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:

Course hours vary based on the course option and state chosen. Please refer to our course calendars or your booking confirmation email for your selected course.

8.2. Course Duration:

Heights and Level I Confined Spaces courses are delivered over 4 hours for each course in WA, QLD, VIC. And over 1 day in NSW for each course.

Level II Confined Spaces course is a 1 ½ day delivery in WA, QLD, VIC, and 2 days delivery in NSW.

9. Course Options

9.1. Course Variations:

Each course option entails different levels of training. It is essential to choose the correct course that best suits your needs to avoid extra fees.

9.2. Refresher Course

This follows our standard course model - if you are undertaking a refresher course you must hold a previously issued Statement of Attainment or verified training history/ USI evidence for the current UOC. You will be required to provide evidence of this and failure to do so will result in a change of course and additional fees.

9.3. Assessment:

All Courses have a theory and practical Unit of Competency (UOC) Assessment. You must successfully pass the UOC assessments to be eligible for a Statement of Attainment.

10. Mandatory Pre-Course Requirements

10.1. Heights & Level I Confined Spaces Course:

If you are undertaking the course in NSW, there are no pre-course requirements.

If you are undertaking the course in VIC, QLD or WA you must ensure the mandatory pre-course activity workbook is successfully completed before arriving at your scheduled course. You **MUST** achieve a satisfactory result in your mandatory pre-course activity workbook. Failure to meet the course requirements will result in a reschedule, with a \$70 fee per course.

10.2. Level II Confined Spaces Course:

You must successfully complete your mandatory activity workbook, prior to attending your scheduled course. You **MUST** achieve a satisfactory result in your mandatory pre-course activity workbook. Failure to meet the course requirements will result in a reschedule, with a \$70 fee per course.

11. Further Training

11.1. Further Training:

If, at the completion of the training session(s) you are deemed Not Yet Competent, you may be required to attend further day training at a cost of \$100 per course.

11.2. Standard Courses:

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 per course
- Re-sit Practical UOC assessment at a fee of \$50 per course
- Further day of training at a cost of \$100 per course (weekday if the original booking was for a weekday)

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.

13.3. Certificate Issuance:

Certificates and Statements of Attainment will only be issued once all course requirements have been met, all fees are paid, and Licences 4 Work have the required information, including a valid USI.

13.4. Course Expiry:

All courses expire 6 months after the original commencement date. After this period, a new booking is required.

13.5. USI Requirement:

If you do not provide a valid USI you will not be issued a Statement of Attainment. Contact us for further information.

14. Additional Information

14.1. Course Cancellation:

Licences 4 Work reserve the right to cancel a course due to unforeseen circumstances. In such cases, fees paid will be refunded, or you may reschedule with no additional fees. Our liability is limited to the amount of fees paid.

14.2. Wallet Card:

Upon successful completion of training you can request a Wallet Card, which will be issued at a cost of \$10.

These terms and conditions govern your Heights and/or Confined training course with Licences 4 Work. Please read them carefully and adhere to all requirements and guidelines.