



# Terms & Conditions

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FORKLIFT (LF) & ORDER PICKER FORKLIFT (LO)

JustCareers  
TRAINING

LICENCES 4  
WORK  
RTO ID #91413

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# Terms & Conditions

By booking your Forklift / Order Picker / High Reach / Verification of Competency training course with Licences 4 Work, you acknowledge and accept the following terms and conditions:

## 1. Course Registration

### 1.1. Acceptance:

Booking your Forklift / Order Picker / High Reach training and VOC 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:

Ensure you have booked into the correct course. Booking an Express Advanced or Advanced course when you should have booked a Standard course may result in other avoidable fees. Please read your terms and conditions carefully.

### 1.5. Combo or Super Saver Selection:

For those who've registered for a Forklift & Order Picker 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 your HRW assessment will result in the non-issuance of your license papers.

### 2.2. ID:

Correct ID (in line with your local High-Risk Work Regulator ID requirements)

- [NSW](#)

- [QLD](#)

- [WA](#)

- [VIC](#)

## 3. Booking

### 3.1 Transferability

Course bookings are non-transferable to another person or to another course, except when we 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 but more than 48 hours' notice from your original booking date: You will lose \$150 of your paid fee, and the remaining balance will be refunded.

Less than 48 hours 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 \$100 fee will apply. No third rescheduling is allowed.

Less than 7 days but more than 48 hours' notice: A \$120 rescheduling fee applies.

Less than 48 hours' notice: A \$150 rescheduling fee or payment of the full fee (whichever is less) is required.

Illness-related rescheduling: Notify us on the day, provide a medical certificate by the close of business on that day and pay a \$80 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.

Rescheduling Day 2: A \$150 rescheduling fee applies and must be paid in full prior to booking confirmation.

Rescheduling night attendance: A fee of \$150 applies per night, you are allowed to reschedule twice only. After this you will need to pay the full fee and re-enrol and all fees must be paid prior to booking confirmation.

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. Day 2 Rebooking:**

A fee of \$150 applies and must be paid in full prior to booking confirmation. Day 2 must be rescheduled within 4 weeks from when you first commenced the course.

### **6.3. Genuine Emergencies:**

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

## **7. Access to Materials**

### **7.1. Pre-course Materials:**

You will receive access to pre-course materials 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 chosen. Standard, Advanced, Express Advanced and Night courses have different schedules. Please refer to our course calendars or your booking confirmation email for your selected course.

### **8.2. Course Duration:**

Standard Day Course is run over 1 - 2 days then a 1 separate day for HRW assessment. Assessments are between 1/2 to a full day - see below for information. Assessment date based on availability and booked after all training requirements are met.

Standard Night Course is run over 2 - 3 nights then a 1 separate day for HRW assessment. Assessments are between 1/2 to a full day - see below for information. Assessment date based on availability and booked after all training requirements are met.

Advanced Day Course is run over 1 day then a 1 separate day for HRW assessment. Assessments are between 1/2 to a full day - see below for information. Assessment date based on availability and booked after all training requirements are met.

Advanced Night Course is run over 2 nights then a 1 separate day for HRW assessment. Assessments are between 1/2 to a full day - see below for information. Assessment date based on availability and booked after all training requirements are met.

Express Advanced Course is run over 1 night or 4 hours during the day then a 1 separate day for HRW assessment. Assessments are between 1/2 to a full day - see below for information. Assessment date based on availability and booked after all training requirements are met.

High Reach Training Course is run over 2 – 3 hours. To undertake the High Risk Course you must already hold the Forklift Unit of Competency. This course may not be offered on the same day as the forklift course and may require you to attend the training centre on a separate day. The completion of this course will result in a Certificate of Participation.

## **9. Course Options**

### **9.1. Course Variations:**

Each course option (Standard, Advanced, and Express Advanced) entails different levels of training. It's essential to choose the option that best suits your needs to avoid extra fees.

### **9.2. Assessment:**

All Courses have a theory and practical Unit of Competency (UOC) Assessment. You must successfully pass the UOC assessments to be able to sit your final HRW 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 various times and are subject to availability. You may book in for your assessment after you have completed your training.

## **10. Mandatory Pre-Course Requirements for Standard, Advanced and Express Advanced Options**

### **10.1. Standard Course Victorian Student:**

If you are completing the course at one of our Victorian training centres you are required to complete your Student Workbook Quiz with a satisfactory result and attempt the

Theory Assessment prior to starting your course. Failure to meet the course requirements will result in a reschedule and additional fees of \$150.

### **10.2. Advanced Course:**

Ensure your Student Workbook is completed with a satisfactory result before starting the advanced course. Failure to meet the course requirements will result in a switch to the standard course with a \$150 fee. If you are completing this training in one of our Victorian training centres, you must complete your Student Workbook Quiz with a satisfactory result and theory assessment prior to starting your course. Failure to meet the course requirements will result in a reschedule and additional fees.

### **10.3. Express Advanced Course:**

Complete two online quizzes with a score of 100% before attending the course. You must also meet the course requirements, or you will be required to either change to the Advanced Course and Pay \$150 (if you have completed the multiple-choice quiz, but not the written answer quiz) or to the Standard and pay \$180 (if you have not completed either quiz) - please consider this carefully. Changing on arrival (due to not meeting requirements) will mean that you will end up paying more for your course.

## **11. Changing Course Options and Course Requirements**

### **11.1. Change of Course:**

You may change from an Advanced course to a Standard course or from Express Advanced to Advanced, provided you provide more than 72 hours notice. A fee adjustment may apply, along with a \$150 reschedule fee if it requires changing the training day.

## **12. Unit of Competency (UOC) Assessment Requirement**

### **12.1. UOC Assessments:**

All courses include UOC assessments, both theory and practical. Passing these assessments is crucial for your HRW Assessment.

### **12.2. Standard and Advanced 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 \$70
- Re-sit Practical UOC assessment at a fee of \$70 (Standard Option Student)
- Further full day of training at a cost of \$120 (weekday if the original booking was for a weekday)
- Further training at a cost of \$120 (Night Class)

### **12.3. Express Advanced Option:**

Failing UOC assessments may require returning for additional training and re-sitting the assessments. Fees apply. If you do not get the required mark on your Theory UOC assessments - Come back for an additional night of training followed by another Theory UOC assessment for a fee of \$180. If you do not meet the operational requirements (Practical UOC assessment) and/or the theory requirements (Theory UOC assessment) - Come back for an additional two nights of training followed by another Theory and/or Practical UOC assessment. If you do not get the required mark on your Theory or Practical UOC assessments: for a fee of \$200

## **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. Parking within the unit complex is strictly prohibited at our Sydney, Newcastle, Melbourne and Perth Sites and may result in towing at your expense.

### **13.3. Certificate Issuance:**

Certificates and Statements of Attainment will only be issued once all fees are paid, and we 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 permitted to undertake your HRW assessment. Contact us for further information.

### **13.6. Further Training:**

If, at the completion of the training session(s) you feel you are not yet ready to sit for your HRW Assessment, despite passing your UOC assessments, you may choose to attend further day training at a cost of \$120 (weekday and weekend Standard Course) or \$120 (Night Class for Standard or Advanced Course)

### **13.7. Additional Driving:**

You may also request additional practical (driving) training at a fee of \$50/half hour - subject to availability.

### **13.8. Course Cancellation**

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.

## **14. HRW Assessment Terms**

### **14.1. Assessment**

HRW assessments are scheduled after meeting course requirements, including passing UOC assessments. You must book and attempt your HRW assessment no longer than 6 weeks from your commencement of training date. HRW assessments are transferable to other states however requires additional payment and you must meet requirements of the state-based regulator prior to undertaking your assessment.

### **14.2. Assessment Dates:**

Assessment dates are provided upon completing your training days and are subject to availability.

### **14.3. Assessment Components:**

HRW assessments include theory, calculation and practical components.

### **14.4. Results and Licensing:**

Passing all assessment components grants you a Notice of Satisfactory Assessment, serving as your interim license for 60 days. You must apply for your National License to Perform High-Risk Work as per your state regulator's requirement, with an associated fee.

### **14.5. Reassessments:**

If you do not pass all components then you will have to be reassessed for the parts that you were deemed Not Yet Competent. Failed components will require reassessment, with fees

of \$80 for each failed component. If you need to be reassessed for all three components or you do not show up to your scheduled assessment date you are required to pay \$120. 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 60 days.

## **15. Rescheduling for HRW Assessment**

### **15.1. Rescheduling Assessment:**

Assessment rescheduling is allowed once at no cost with more than 48 hours notice, this does not apply if you are undertaking this assessment at one of our **Perth Training Centres**. A \$120 fee applies if rescheduling is required within 48 hours. Illness related rescheduling may require a medical certificate and an \$80 fee.

## **16. Start Time and Identification**

### **16.1. Assessment Start Time:**

Assessment can commence in the morning or afternoon. Check with one of our staff at the time of booking your assessment or refer to your assessment booking confirmation email. Arrive at least 10 minutes early to avoid late arrival, which results in a reassessment fee.

### **16.2. Identification:**

Correct ID, following SafeWork/WorkSafe requirements, and appropriate attire (closed/covered shoes) are mandatory for assessment. Failure to comply results in a reassessment fee.

## **17. Results and Time Limits for HRW Assessment**

### **17.1. Passing Assessment:**

Passing all assessment components results in a Notice of Satisfactory Assessment, and you have 60 days to apply for your photo card license.

### **17.2. Failed Components:**

Fees apply for reassessment of failed theory, practical, or calculation components. Reassessment must be completed within 60 days of the previous attempt.

## **18. Verification of Competency**

### **18.1. Mandatory Pre-Course Quiz**

A mandatory pre-course quiz must be completed prior to attending the course. You may complete the quiz at our site on the training day, however, this may extend the overall course duration.

### **18.2. Evidence of High Risk Work Licence**

You must provide evidence that you hold a valid and relevant High Risk Work Licence. Failure to provide this evidence will result in you being unable to participate in the Verification of Competency (VOC). In this instance, you will be required to rebook and pay the full course fees.

## **19. Additional Information**

### **19.1. USI Requirement for HRW Assessment:**

A valid USI is mandatory for the HRW Assessment. Contact us for further information.

### **19.2. Further Training:**

If you feel unprepared to sit the HRW Assessment, despite passing UOC assessments, you may choose to attend additional training at a cost of \$120 (weekday and weekend Standard Course) or \$120 (Night Class for Standard or Advanced Course). Additional practical (driving) training is available for \$50/half hour, subject to availability.

### **18.3. Course Cancellation:**

We 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.

These terms and conditions govern your Forklift / Order Picker / High Reach / Verification of Competency training course with Licences 4 Work. Please read them carefully and adhere to all requirements and guidelines.