



# Verification of Competency

## High Risk Work Licence (HRWL)

### Terms and Conditions

- You must be 18 years or older
- You must hold a current (not expired) High Risk Work Licence (HRWL)
- “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 then 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.”

**IMPORTANT NOTE:** Please ensure you have booked into the correct course. Booking a Verification of Competency (VOC) course, when you should have booked a HRW course may result in other avoidable fees. Please read your terms and conditions carefully.

### Booking

- Must hold a current (not expired) High Risk Work Licence
- 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.

### 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, then you will lose all payments made and no refund will apply. If you cancel with less than 48 hours then you will forfeit all payments made and no refunds will apply.
- If you have incorrectly booked a VOC or have changes your mind about undertaking the course and contact us with more than 7 days' notice, then you will receive a 50% refund. About undertaking the course and contact us with less than 7 days' notice then you will forfeit all payments made and no refunds will apply.
- If you have incorrectly booked a VOC or have changes your mind
- If you do not turn up on the day, then you will lose all fees paid.



## 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 \$50 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 \$100 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 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 \$25 is payable in order to reschedule your course.
- If you are required to reschedule your course due to illness or any other reason (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

- Verification of Competency training is approximately 2 hours in duration.

## Pre- Course Requirements

**Course:** You are required to complete your online quiz and complete the verification form AND received a mark of 100% for your online quiz prior to attending your course, and meet the course requirements.



- If you arrive at your course without completing your pre-course quiz and completed verification form you will be required to pay the \$50 rescheduling fee.

## Changing Course Options and Course Requirements

- You may change your course from a Verification of Competency course to a complete HRW course by providing more than 72 hours (we have a messaging service), however will be required to pay the difference in fees also pay a \$50 reschedule fee.
- If you have incorrectly booked your course (because you don't hold a current licence) or have changed your mind about the suitability of the course and provide us with more than 7 days' notice, then a 50% refund will apply.

## Other Important Information

- 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's 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 or participation will not be issued until all fees owing are paid and we have the required information to issue a certificate.
- All courses expire 3 months after the original commencement date. After this date, you will be required to recommence your course.

## Results and Time limits

- If competency is verified, then you will be issued with a Verification of Competency certificate of Participation.
- If competency is not yet verified and further training is required a \$50.00 fee is payable for the additional required training. This fee includes the re-verification fee.
- If competency is not yet verified and complete re-training is required a \$100 fee payable for the complete re-training required. This fee includes re-verification.
- Complete re-training can be purchased at \$100 per day session (2 hours) OR \$50 per night over two nights (1 hour per night). This includes re-verification.
- This must be completed within your course enrolment which expires 3 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.