



Terms & Conditions

Warehouse Starter

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JustCareers
TRAINING

Learn - Evolve - Exceed - Succeed

Terms & Conditions

By booking your Warehouse Starter Training Package with Just Careers Training, you acknowledge and accept the following terms and conditions:

1. Course Registration

1.1. Acceptance:

Booking your Warehouse Starter Training Package implies your full acceptance of these terms and conditions.

1.2. Bookings:

If you disagree with these terms and conditions, you must contact us within 24 hours of your 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. 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 requirements. 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 LLN 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 assessment will result in the non-issuance of your license.

2.2. ID Requirement:

You will be asked to present one form of photo ID when undertaking this course.

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.

4. Cancellation

4.1. Cancellation Periods:

If a booking is cancelled by you with more than 7 days' notice we will refund any fees paid

If you cancel with less than 7 days and more than 72 hours' notice, then you will only be entitled to a refund of 50% of fees paid.

If you cancel with less than 72 hours' notice then you will lose all fees paid

If you cancel after attending, no refunds will apply.

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.

5. Rescheduling

5.1. Rescheduling Periods:

Once you have attended, rescheduling for additional days or nights required for the course can be arranged for a fee of 50% of the fee paid and courses are subject to availability.

If you wish to reschedule with more than 7 days then there is no fee. This applies once only.

For the second reschedule (with more than 7 days), a fee equivalent to 50% of fee paid applies. You may not reschedule a third time, you will lose all fees paid and will have to book again to do the course

If you reschedule with less than 7 days and more than 72 hours' notice, then you will need to pay a fee equivalent to 50% of fees already paid to secure your seat.

Rescheduling with less than 72 hours' notice will result in loss of fees paid and will have to pay the full fee again to attend

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, 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 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:

This course is run over 1 Day.

9. Other Important Information

9.1. Refund Request:

If you are entitled to a refund, please contact us and request it, 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.

9.2. 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.

9.3. 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.

9.4. Course Expiry:

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

9.5. 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.

10. Additional Information

10.1. 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 Warehouse Starter Package with Just Careers Training. Please read them carefully and adhere to all requirements and guidelines.