



NATIONALLY RECOGNISED  
TRAINING

**SIRXCEG008**

# **MANAGE DISRESPECTFUL, AGGRESSIVE OR ABUSIVE CUSTOMERS**

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## **TERMS & CONDITIONS**

# General Terms & Conditions

- Where not specified then the term or condition applies to all options.
- 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.
- 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 which are also available on our website
- 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 booking for a full refund.
- We are not a Cricos Registered Provider and the course is not on the exempt courses - if you are on a student visa, you should not book this course.
- All students will require a USI in order to get their certificates; this information has been sent to you and this only takes a few minutes. You must have your USI by the end of the day / course in order to get your certificate.
- If you do not receive your login details, then IT IS YOUR RESPONSIBILITY TO CONTACT US AS PER YOUR CONFIRMATION EMAIL. PLEASE CHECK YOUR JUNK MAIL FIRST. NOT RECEIVING AN EMAIL IS NOT GROUNDS FOR A REFUND.
- Course bookings are non-transferable to another person nor are fee paid transferable to another course
- Payment is non-refundable once payment is accepted and the course has commenced
- For Online Course - Course commencement is defined as when the participant has accessed their online portal OR 5 calendar days after booking their course (whichever occurs first)
- Course duration is a maximum of 6 months from the date of booking, and can be completed at any point within that 6 months provided the course requirements are met. Please ensure you allow time for submission and marking (takes up to 7-10 days once received for marking)
- Should the participant fail to complete the course within the 6 month time limit, the participants course will expire and will be required to book and pay for the course again
- Participants who are nearing their expiry date and do not believe they will be able to complete in time may request A SINGULAR extension of an additional 2 months for a fee of \$50. This extension must be activated BEFORE the enrolment expires
- Participants are required to undertake the following 3 assessment methods:
  - Questions - Answer all questions satisfactorily / correctly (in class, online or in workbook)
  - Complete sufficient Work Placement and submit all necessary paper work required (online)
  - Undertake a phone validation with the assessor for the purpose of identification and final assessment and verification. (Online)

- The participant will have THREE re-attempts IN TOTAL. For clarity, a re-attempt at part of the course requirements (for example the questions) is counted as ONE re-attempt.
- Failure to meet ALL the requirements will result in a result of Not Yet Competent being recorded. In this case; the participant may choose to re-attempt the course for an additional payment of \$50, however, must do so by contacting Just Careers Training 1300 558 241 within 7 days. This fee applies regardless of if some of the course components were completed successfully.
- We have an effective Appeals Process can be found on our website and agreed to prior to commencement
- We may, at our discretion, consider your circumstances and waive or change any fees or loss of fees.

## **WORK PLACEMENT / WORKPLACE EVIDENCE COLLECTION**

- Work Placement (or its equivalent) is Mandatory for the online course.
- Participants are required to complete practical training in a suitable customer facing environment in order to complete this course, which can be either paid or unpaid work or work placement.
- Practical placement must be conducted to meet . This may be reduced (or replaced with other evidence) by the assessor depending on experience
- For Online Course - Task and Third Party Report / Practical Assessment MUST be uploaded to your online course – no responsibility taken for post or email submissions.

## **PHONE VERIFICATIONS**

- Where a workplace is used (Online) then Final Phone Verification will be required.
- Participants may book in for their Phone Verification using our online booking system. Once booked, the participant will receive a call from their trainer during the nominated time block.
- The trainer will attempt to call TWICE during this period, after which, if the participant is not reached, or is not ready, the participant will be advised that they must rebook their call by contacting the office. It is the participant's responsibility to contact the office and make this rebooking, and a fee of \$10 is applicable
- If a participant books their verification call without having completed all required course work, they will be contacted once via phone to advise. It is the participants responsibility to return the call if missed, and to advise our staff once they have completed any missed work
- The participant may print the Learning Materials once payment has been made and accepted by Just Careers Training, however, all materials and content on this site is protected by copyright and is owned by Just Careers Training. The participant is not permitted under any circumstances to reproduce any materials or content from this site for any other purpose other than for the use by the participant to complete the course
- Participants need to ensure that the course is completed by them and any attempts regarded as dishonest or fraudulent will result in immediate cancellation of enrolment and no refunds will be made. Just Careers Trainings assessment methods ensure that evidence of a participants skills and

- knowledge is confirmed as “Authentic”
- 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 fee paid.
- Certificates will not be issued until all fees owing are paid and the USI has been provided to the office or you have an official exemption.
- Certificates are posted at no fee to the student, and may take up to 10 business days to arrive.
- Participants may request a reprint of their certificate for a fee of \$30 by applying for this.

