



NATIONALLY RECOGNISED
TRAINING

TLI30319

SUPPLY CHAIN OPERATIONS

TERMS & CONDITIONS AUS 2021

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JustCareers
TRAINING

Terms & Conditions

- “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 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 our courses are not Cricos Registered - if you are on a Student Visa you should not book this course.”
- There is a non-refundable enrolment and administration fee component for all courses, which is the fee collected upon booking

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.

DEFINITIONS

For the Mixed Mode option:

- Commencement (commenced) is defined as when you gain access to your training materials online or by post (when we send this by Registered post) OR 5 calendar days after booking their course
- The midway point is defined as when the middle unit (in the total number of units) has been commenced (as per the definition of commencement)

For the Face-to-Face option:

- Commencement (commenced) is defined as the first scheduled session, regardless of your attendance to the training session
- The midway point is defined as when the middle unit (in the total number of units) has been commenced (as per the definition of commencement applicable)

Withdrawing and Deferral:

- Withdrawing is defined as a voluntary ceasing of participation in the course, and receiving a statement of attainment for any completed units (if applicable)
- Deferral is defined as a postponement of your course, which can be requested at any time, and to be recommenced on a mutually agreed upon date

MIXED MODE (ONLINE / PRINT CORRESPONDENCE)

- 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
- Course duration is a maximum of 12 months from the date of booking, and can be completed at any point within that 12 months provided the course requirements are met
- Should the participant fail to complete the course within the 12-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 \$100. This extension must be activated BEFORE the enrolment expires
- Should the participant require additional time to complete the program then they should contact Just Careers Training as soon as they become aware of this need. In exceptional cases of undue hardship or circumstances then the management of Just Careers Training may offer an extension at no further cost on a case-by-case basis
- Participants are required to answer all questions and/or submit all necessary paper work required to complete the course successfully. The participant will have 3 attempts at this requirement. Failure to meet this requirement will result in a result of Not Yet Competent recorded. The participant may choose to re-attempt the course for an additional payment of \$50, however, must do so by contacting Just Careers Training on 1300 558 241 within 7 days of the failed completion, otherwise a full payment is required to re-attempt the course. Information about our appeals process can be found on our website and agreed to prior to commencement
- The Work Placement Journal may be uploaded to the portal, faxed to 1300 558 242, or posted in. However, if submitting by post, it is recommended to take copies of the report and track the posted report. Just Careers Training accept no responsibility for items lost in post
- Participants may book in for their Phone Verification using our online booking system (for online course bookings) or by contacting the office (for print

correspondence bookings). 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 booking, and a fee of \$15 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 participant's 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 participant's 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
- 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

FACE TO FACE CLASSROOM

- If you do not receive your confirmation email, then IT IS YOUR RESPONSIBILITY TO CONTACT US. PLEASE CHECK YOUR JUNK MAIL FIRST. NOT RECEIVING AN EMAIL IS NOT GROUNDS FOR A REFUND OR RESCHEDULE
- Course bookings are non-transferable to another person nor are fee paid transferable to another course
- 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.

- Participants must arrive 15 minutes prior to the advertised/informed starting time
- In the event you are running 15 minutes or later, YOU WILL NOT BE ALLOWED TO ENTER
- If you do not have the correct ID (especially on the days you are undertaking a licence outcome assessment) or do not wear enclosed shoes, you will not be admitted. Please read the entry requirements carefully.
- Upon commencement of your course, you will be provided with a class schedule outlining your required days of attendance, estimated course completion date, and other important information
- If a participant fails to attend for 3 sessions you will be required to meet with your enrolments officer, which may result in your enrolment being withdrawn, and you will lose all fees paid. This will be determined on a case-by-case basis at the discretion of Just Careers Training
- Participants are required to answer all questions and/or submit all necessary paper work required to complete the course successfully. The participant will have 3 attempts at this requirement. Failure to meet this requirement will result in a result of Not Yet Competent recorded. The participant may choose to re-attempt the course for an additional payment of \$50, however, must do so by contacting Just Careers Training on 1300 558 241 within 7 days of the failed completion, otherwise a full payment is required to re-attempt the course. Information about our appeals process can be found on our website and agreed to prior to commencement
- Participants have a maximum of 12 months from course commencement to complete the course requirements. Should the participant fail to complete the course within the 12 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 \$100. This extension must be activated BEFORE the enrolment expires
- Should the participant require additional time to complete the program then they should contact Just Careers Training as soon as they become aware of this need. In exceptional cases of undue hardship or circumstances then the management of Just Careers Training may offer an extension at no further cost on a case-by-case base
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WITHDRAWALS AND DEFERRALS

If you wish to discontinue your training after commencement, then you must inform us of the reason for this decision. We will attempt to assist you in every way we can including readjusting your payment plan, helping you with complaints or appeals, or providing you with additional support or time (within the rules of the course).

If we cannot assist you and you still wish to discontinue your course, then you will have to provide us with written notice that includes the date you will withdraw from your course. We will then amend your training plan with us. We will then assess if there are any fees refundable and if you have attained any Units of Competency for which you will receive a Statement of Attainment.

Where you withdraw then all fees applicable will still be payable, including if you have entered into a Payment Plan – the direct debits will continue.

Withdrawal after enrolment and prior to commencement:

- If you wish to withdraw after enrolment and payment of your Enrolment Fee and before you commence your course (as defined above) then you will be entitled to a refund of any fees paid (or cancellation of any arrangements entered) over and above the non-refundable enrolment and administration fee
- While we would love you to continue in your course, it is important to make an application to withdraw before commencement (as defined above) to be eligible for any refund. Withdrawal after the commencement but before the midway point:
- Once you commence training (as defined above) then 50% of all fees payable or paid above the enrolment fee become non-refundable
- You may apply for special consideration and this may be changed at the manager's discretion. Withdrawal after the midway point
- No refunds will apply if you withdraw after the midway point (as defined above)
- You may apply for special consideration and this may be changed at the manager's discretion

Deferring your course

- We do not advise deferring your course unless it is necessary.
- If you do wish to defer, then you may defer for up to 6 months from the date of your notice to defer (which must be made in writing).
- If you do not re-commence your course with us at the time agreed then your enrolment may be cancelled, and fees apply as above
- At times, you will only be able to defer by changing your chosen option for delivery
- Upon returning from deferral, your training plan will be altered accordingly
- Entitlements for deferring will be determined on a case-by-case basis at the discretion of Just Careers Training