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Terms & Conditions

Test & Tag



Terms & Conditions

These Terms and Conditions apply to our UEERL0003 - Conduct in-service safety testing of electrical cord connected equipment and cord assemblies (Test & Tag) and UEECD0007 - Apply Work Health and Safety Regulations, Cods and Practices in the Workplace Courses.

By booking your Test & Tag training course with Licences 4 Work, you acknowledge and accept the following terms and conditions:

1. Course Registration

1.1. Acceptance:

Booking your Test & Tag training 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:

Test & Tag courses are **not** Registered on the Education Services for Overseas Students (Exempt Courses) Instrument. If you are on a Student Visa, please refrain from booking this course.

1.4. Course Selection:

Please ensure you have booked into the correct course. Incorrectly booking the course will result in a total loss of fees.

Please read your terms and conditions carefully.

1.5. Combo or Super Saver Selection:

For those who have opted for a Super Saver Package which includes an accredited course, the terms and fees apply to each course individually.

1.6. Language, Literacy & Numeracy (LLN Requirements):

All our courses carry a minimum LLN requirement. You are required to inform us prior to your course commencement of any pre-existing LLN Support. Additional training sessions may be required to support your competency pathway. Please refer to applicable additional training fees).

Refunds where LLN 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 completion of the course will result in the non-issuance of your Statement of Attainment.

2.2. ID:

You will need to provide one form of photo ID for participation in the training.

3. Booking

3.1. Minimum Age requirements

You must be at least 14 years of age to do this course (you will need a guardian to sign off a permission and awareness slip if you are under 18 years old)

3.2. Transferability:

Course bookings are non-transferable to another person or to an accredited course, except when we receive more than 7 days' notice from the original booking date.

3.3. Clothing Requirement:

When attending classes an appropriate standard of dress typical of workplace attendance is required.

This includes Long pants, long sleeve shirt, closed shoes (preferably hard caps, but not compulsory). You will not be allowed to do the course in open shoes, skirts, or short sleeve shirts and singlet.

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' 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 \$70 fee will apply for each course. No third rescheduling is allowed.

Less than 7 days but more than 48 hours' notice: A \$70 rescheduling fee applies for each course.

Less than 48 hours' notice: A \$90 rescheduling fee or payment of the full fee (whichever is less) is required for each course.

Illness-related rescheduling: Notify us on the day, provide a medical certificate by the close of business on that day, and pay a \$70 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.

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:

For all courses, 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 Learning Materials

7.1. Pre-course Materials:

You will receive access to pre-course materials upon booking. If you are attending a Face to Face class 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:

This course is for a total of 8 hours plus assessment. Please refer to our course calendars or your booking confirmation email for your selected course.

8.2. Course Duration:

1. Pre Course Training Study of approximately 2 hours.
2. 1-day attendance (6 hours) at one of our training centres which includes assessment.

9. Course Options

9.1. Refresher Course

There is currently no requirement to undertake a refresher course.

9.2. Assessment:

All Courses have a theory and practical Assessment. You must successfully pass the UOC assessments to be eligible for a Statement of Attendance.

10. Mandatory Pre-Course Requirements

10.1. Standard Course:

There are no pre-course requirements for this course. But it is highly recommended you access and review the learning material in preparation for your course.

11. Further Training

11.1. Further Training:

If, at the completion of the training session(s) you are deemed Not Competent, you maybe required to attend further day training at a cost of \$100 per course.

11.2. Courses:

Failing assessments may require re-sitting the theory or practical assessment or attending additional training, depending on the results. Fees apply.

- Re-sit Theory assessment at a fee of \$50 per course
- Re-sit Practical assessment at a fee of \$50 per course
- Further day of training at a cost of \$100 per course (weekday if the original booking was for a weekday)

12. Other Important Information

12.1. 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.

12.2. Parking:

For Face-to-Face courses Street parking is available at our premises. Parking within the unit complex is strictly prohibited at our Sydney and Newcastle Sites and may result in towing at your expense.

For EV owners we are unable to provide charging facilities at this time and you will need to refer to Plugshare or similar for guidance.

12.3. Certificate Issuance:

Statements of Attainment will only be issued once all course requirements have been met, all fees are paid, and we have the required information, including a valid USI.

12.4. Course Expiry:

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

13. Additional Information

13.1. 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 UEERL0003 - Conduct in-service safety testing of electrical cord connected equipment and cord assemblies (Test & Tag) and UEECD0007 - Apply Work Health and Safety Regulations, Codes and Practices in the Workplace course with Licences 4 Work. Please read them carefully and adhere to all requirements and guidelines.