

## Forklift Payment Terms and Conditions

Please ensure you read Aspire Training terms and conditions prior to enrolment. By signing your enrolment form or by booking through our online registration you are confirming that you agree to the terms of your forklift course as outlined below.

**Please Note:** If you book over the telephone then you will receive a copy of these terms and conditions for your course in your confirmation email. Should you disagree with these terms then you must contact us within 24 hours of your booking for a full refund."

### Course Booking

- Course bookings are not transferable
- A course deposit of \$100 Booking per person is required at time of booking to confirm your position. This payment can be made over the phone by debit or credit, through our website booking portal via PayPal or by EFT to the banking details below. The remainder of your fee is payable on Day 1 of training. Full Course payment is also accepted at time of booking.

### Cancellation & Rescheduling & Absence

- If you cancel with more than 7 days notice, then you may apply for a full refund.
- If you cancel within 7 days of your scheduled course you will lose your course deposit of \$100. You may however reschedule to another course without forfeit of your booking fee if your cancellation occurs more than 48 hours prior to your scheduled training day.
- If you cancel with less than 48 hours, you will forfeit all payments made and no refund will apply.
- If you do not turn up on the day then you will lose all fees paid and no refund will apply
- If you reschedule within 48 hours of your course date you will forfeit your booking fee of \$100 and be required pay the full amount of \$329 for the new training date.
- Please note rescheduling cannot occur after 4.30pm the day prior to the day of training if this occurs it will be considered as a no show and all payments will be forfeited.
- Should you fall ill on either of your training days and cannot attend, notification must occur prior to commencement of that training day and a medical certificate must be supplied by the close of business on that same day. Failure to follow this procedure will see you charged an additional \$100 for each training day missed. (Please note separate conditions apply for your WorkCover Assessment). Attendance at the Rescheduled training day must occur within 14 days of the original training day missed.
- If you do not turn up on day 2 of your course, you will be required to re-book into Day 2 of training at a cost of \$100 and attend within 14 days of the original training date or you will be required to pay and attend a full course again.
- 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
- Aspire will not be held responsible for any personal expenses incurred for attending or enrolling in one of their training courses.
- Refunds for genuine extreme circumstances will be considered and determined at the discretion of the Director.

### Rescheduling of Workcover Test

- Once your assessment date has been confirmed, you will be able to reschedule your assessment at no cost (once only) and only when you provide Aspire with more than 48 hours notice. Otherwise a rescheduling fee of \$120 applies and must be paid prior to the new assessment date being confirmed.
- If you are required to reschedule your assessment date due to illness, a medical certificate with the date of illness **must be supplied on the day of your assessment.**

**Please note non working days in relation to the conditions above (weekends and public holidays) are not considered in the notification periods. Therefore if a course is scheduled to commence at 9am on a Monday morning the day before is considered to be Friday. (The last working day) 48 hours prior to training in this case would be considered as 9am Thursday morning.**

### Refunds

Refunds for genuine extreme circumstances will be considered and determined at the discretion of the Director. Should Aspire cancel the course for any reason, each student will be provided with the option of a full refund or transferring to another course. Any refund granted by Aspire will be processed within 7 working days.

## Additional Fees charged (when Applicable)

(For more information in regards to the extra assessment fees please refer to each assessment requirement in the course information)

- Re-issue of Forklift Manual (lost or not bought to training)
- Re-sit Theory Practice Test at a fee of **\$30**
- Re-sit Practical Practice Test at a fee of **\$30**
- Further full day of training at a cost of **\$100**
- Additional (above that offered as part of the course) Driver Practice at **\$50 per hour**
- Workcover re-assessment fee of **\$120 (both written and practical)**
- Workcover re-assessment due to lateness or incorrect ID **\$120**
- Workcover re-assessment **\$80 (1 assessment only either written or practical)**
- Licence Fee **\$68** (Payable to Post Office on licence application after successful assessment)

## Training Day Requirements

The following is a list of conditions you must comply to and items you must bring to your training days. Failure to do so will see you sent from the course and a rescheduling fee of **\$100** will apply

- Turn up at the scheduled time
- Turn up in appropriate clothing and closed in footwear
- Bring 100 points of ID as outlined in the ID checklist provided as part of your enrolment kit and available from our website
- Bring a valid USI to training
- Follow all safety instructions as provided by the trainer including wearing a hi-vis vest at all times whilst in the workshop area
- Do not enter any area that is not marked for pedestrians in the workshop area unless instructed to do so by your trainer
- Any behaviour exhibited by yourself that is considered by the trainer or any member of staff as a major risk to either you or others will see your enrolment from the course terminated immediately

## WorkCover Assessment Day Requirements

**WorkCover tests are booked in only once you have met the requirements of the course including passing a Practice Theory and Practice Practical Test. WorkCover tests have strict Identification Requirements and time limits.**

- You will be provided availability of WorkCover assessment dates when you finish your training days.
- As this is a licenced assessment, no late arrivals will be accepted and you will be charged with a reassessment fee
- Your first assessment must be booked in and attempted no longer than 6 weeks from your commencement of training.
- As this is a licenced assessment no late arrivals will be accepted and you will be charged with a reassessment fee
- You are required to attend
- The NSW WorkCover Assessment has a theory, calculation and a practical component.
- If you pass all components then you will get a Notice of Satisfactory Assessment. This serves as your interim licence and is **valid for 60 days**. You must then apply for you National Licence to perform High Risk Work at a Post Office – where you will be issued with your photo card.
- If you do not pass all components then you will have to be reassessed for the parts that you were deemed Not Yet Competent. In this case you will receive an Assessment Summary detailing your results. In this case you must re sit the assessment **within 90 days**.