

FORKLIFT TRAINING & ASSESSMENT – COURSE TERMS

THESE CONDITIONS ARE RELATIVE TO THE FORKLIFT TRAINING ONLY, HOWEVER ARE WHERE APPLICABLE IN ADDITION TO THE STANDARD TERMS OF INFRONT

- PARTICIPANTS MUST BE AT LEAST 18 YEARS OF AGE.
- PARTICIPANTS CANNOT BE GIVEN ANY FORM OF ASSISTANCE DURING ASSESSMENT THEREFORE MUST HAVE A SOLID COMMAND OF THE ENGLISH LANGUAGE.
- PARTICIPANTS ARRIVING TEN MINUTES LATE OR MORE FOR THE COURSE OR FROM A BREAK WILL BE REFUSED ENTRY. IN THIS INSTANCE, COURSE FEES ARE NON REFUNDABLE AND A 50% REBOOKING FEE WILL APPLY. REBOOKING WILL BE CONSIDERED AT NO COST IF A MEDICAL CERTIFICATE IS PROVIDED.
- WORKCOVER ID GUIDELINES FOR ASSESSMENT ARE SHOWN ON OUR WEBSITE AND ARE PROVIDED AT TIME OF BOOKING. THIS WILL ALSO BE DISCUSSED DURING THE TRAINING. WITH THIS IN MIND, PARTICIPANTS WHO DO NOT ARRIVE WITH THE CORRECT ID ON ASSESSMENT DAY WILL NOT BE PERMITTED TO COMMENCE ASSESSMENT. A \$150 ASSESSMENT REBOOKING FEE WILL APPLY.
- A MINIMUM THREE DAYS NOTICE PRIOR TO COURSE START DATE IS REQUIRED FOR CANCELLATION OR RESCHEDULING OF A COURSE. FULL COURSE FEES WILL BE RETAINED IF LESS THAN THREE DAYS NOTICE IS GIVEN AND A 50% REBOOKING FEE WILL APPLY.
- ONCE STARTING THE COURSE, NO REFUND FOR RESCHEDULING WILL BE ALLOWED, INCLUDING ILLNESS.
- THE COURSE CONSISTS OF THREE CONSECUTIVE DAYS - DAY 1 & 2 TRAINING AND DAY 3 ASSESSMENT. DURING THE TRAINING, THE TRAINER WILL CARRY OUT "PRE-TESTS" IN BOTH THE THEORY AND PRACTICAL COMPONENTS OF THE COURSE. THESE TESTS ARE BASED ON THE ACTUAL WORKCOVER ASSESSMENT AND ALLOW THE TRAINER TO DETERMINE IF PARTICIPANTS ARE COMPETENT TO MOVE FORWARD TO THE ASSESSMENT ON THE FINAL DAY. ANY PERSON WHO HAS NOT SUCCESSFULLY COMPLETED THE PRE-TESTS WILL NOT BE ALLOWED TO MOVE FORWARD TO ASSESSMENT. IN THE EVENT THAT THIS OCCURS THE FOLLOWING IS REQUIRED:

THEORY:

INDIVIDUALS WILL BE REQUIRED TO ATTEND THE THEORY COMPONENT ON DAY 1 OF THE NEXT AVAILABLE COURSE. THIS WILL ALLOW THE OPPORTUNITY TO GO THROUGH ALL THEORY AND WILL TAKE APPROXIMATELY 4-5 HOURS. THE PARTICIPANT WILL THEN BE GIVEN THE OPPORTUNITY TO STUDY OVER NIGHT AGAIN, BEFORE RETURNING FOR THEORY PRE-TEST ON DAY 2 OF THE SAME COURSE AT 2.30PM. NOTE THAT NO EXTRA CHARGE IS INCURRED FOR THIS ADDITIONAL TRAINING, HOWEVER PARTICIPANTS MUST ATTEND AND PASS THE PRETEST WITHIN 14 DAYS OF THEIR ORIGINAL COURSE. IF STILL UNSUCCESSFUL AFTER THIS TIME A 50% REBOOKING FEE WILL APPLY.

PRACTICAL:

COURSE NUMBERS ARE MONITORED TO ENSURE AMPLE FORKLIFT TIME IS GIVEN TO EACH PARTICIPANT. WITH THIS IN MIND, PARTICIPANTS WHO CANNOT DEMONSTRATE SUITABLE ABILITY ON THE FORKLIFT AFTER THE TWO DAYS TRAINING WILL BE REQUIRED TO BOOK ONE ON ONE TIME FOR ADDITIONAL PRACTICAL TRAINING AT AN HOURLY RATE OF \$50.00. THIS ADDITIONAL TRAINING MUST TAKE PLACE WITHIN 21 DAYS OF THE ORIGINAL COURSE DATE.

- A \$150 REASSESSMENT FEE APPLIES IF ANY PART OF THE WORKCOVER ASSESSMENT IS REQUIRED. PARTICIPANTS ARE ONLY REQUIRED TO RESIT THE UNIT OF THEORY/PRACTICAL THAT THEY WERE NOT SUCCESSFUL IN DURING ORIGINAL ASSESSMENT. PARTICIPANTS MUST WAIT 21 DAYS BEFORE BEING ABLE TO RESIT WORKCOVER ASSESSMENT BUT MUST NOT ALLOW MORE THAN 90 DAYS TO PASS AS THIS WILL RESULT IN FULL REASSESSMENT BEING REQUIRED BY WORKCOVER.
- ANYONE FOUND TO BE UNDER THE INFLUENCE OF DRUGS OR ALCOHOL WHILE ATTENDING THE COURSE WILL BE ASKED TO LEAVE THE SITE IMMEDIATELY. ANYONE CAUSING DISRUPTION TO A CLASS OR FOUND DAMAGING PROPERTY TO THE FACILITY WILL BE ASKED TO LEAVE THE SITE IMMEDIATELY. FULL COURSE FEES WILL BE RETAINED BY INFRONT.