



PRO-LIFT TRAINING FNQ
39 Moffat Street Cairns North Qld. 4870
P.O. BOX 77 Cairns North Qld. 4870
07 4214 0129
manager@prolifttrainingfnq.com.au
prolifttrainingfnq.com.au

Pro-Lift Training FNQ Booking Terms & Conditions

The following terms and conditions apply to any person or company registering for a training course with Pro-Lift Training FNQ.

Non-Attendance (No-Show)

If you fail to attend your scheduled course without providing prior written notice in accordance with this Cancellation and Rescheduling requirements stated below, any course fees paid will be forfeited. No refund, course credit or transfer to another course date will be available.

Pro-Lift Training FNQ may send course reminders to your nominated mobile number and email address as a courtesy. However, delivery of these reminders cannot be guaranteed. You remain responsible for recording and attending the correct course date, start time and location.

Approved exceptional circumstances will be considered in accordance with the Exceptional Circumstances section of this policy.

Nothing in this clause excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law.

Cancellation and Rescheduling Policy

If you are unable to attend your scheduled course, the following cancellation and rescheduling conditions will apply.

Individual Bookings

- Seven or more business days' notice: A credit or reschedule for the course fees paid
- Four to six business days' notice: A credit of 50% of the course fees paid will be issued, less a \$50 administration fee. (valid for 12 months from the original course date)
- Three or fewer business days' notice: No refund, credit or transfer to another course date will be available.

Company Bookings

- Fifteen or more business days' notice: A full credit or reschedule for the course fees paid.
- Eight to fourteen business days' notice: A credit of 50% of the course fees paid will be issued, less a \$50 administration fee.
- Seven or fewer business days' notice: No refund, credit or transfer to another course date will be available.



PRO-LIFT TRAINING FNQ
39 Moffat Street Cairns North Qld. 4870
P.O. BOX 77 Cairns North Qld. 4870
07 4214 0129
manager@prolifttrainingfnq.com.au
prolifttrainingfnq.com.au

Exceptional Circumstances

Exceptional circumstances may include a serious injury or illness affecting the participant, or the death of an immediate family member. Pro-Lift Training FNQ are not responsible to cater to medical conditions that will impede on the participation in our courses e.g. if you have had an illness, injury or surgery recently that restricts capacity

If a participant cancels before the course begins due to an approved exceptional circumstance, they may choose either:

- Choose to not continue training and withdraw their enrolment
- Pay 50% of the course fee to rebook in on the same course at a later date – within 6 months from the original booking date

All requests must be supported by a valid medical certificate or other relevant documentation. Where reasonably practicable, notice must be provided at least one business day before the course begins.

Course availability, limited to one transfer and must be used within 6 months of the original course date. These approved exceptional circumstances override the standard late-cancellation timeframes.

Course Credits and transfers

A course credit is an amount retained on the customer's account for use towards a future booking. It does not automatically transfer or reserve a place in another course.

Course credits are valid for 6 months from the date of issue and may be applied towards the same course or another course offered by Pro-Lift Training FNQ, subject to course availability and the participant meeting all entry and prerequisite requirements.

If the cost of the new course exceeds the available credit, the difference must be paid before the course begins. Any unused credit must be used within the original 6-month validity period.

All cancellations and requests to transfer to another course date must be submitted in writing to manager@prolifttrainingfnq.com.au.

Notifications submitted through social media, text message or any other communication method will not be accepted, as their receipt cannot be reliably monitored or confirmed.

A transfer moves an existing booking to one replacement course date. It is separate from a course credit and does not provide an ongoing credit balance.

Transfers are available only where Pro-Lift Training FNQ approves an exceptional circumstance, such as a serious injury or illness affecting the participant, or the death of an immediate family member.



PRO-LIFT TRAINING FNQ
39 Moffat Street Cairns North Qld. 4870
P.O. BOX 77 Cairns North Qld. 4870
07 4214 0129
manager@prolifttrainingfnq.com.au
prolifttrainingfnq.com.au

The following conditions apply:

- The request must be submitted in writing at least one business day before the course begins, where reasonably practicable.
- A valid medical certificate or other relevant supporting documentation must be provided.
- Only one transfer is permitted.
- The replacement course must commence within six months of the original course date.
- All transfers are subject to course availability and the participant continuing to meet the relevant entry, prerequisite and funding requirements.

Changes to work commitments and other personal circumstances do not qualify for a transfer under this section. In these situations, the standard Cancellation and Rescheduling rules will apply.

Substitutions

A participant—or an authorised company representative who made the booking—may nominate another person to attend the same course on the same date, provided Pro-Lift Training FNQ receives at least two business days' written notice.

The substitution request must be emailed to manager@prolifttrainingfnq.com.au by the original participant or authorised company representative. The substitute must also confirm the change by email.

Where a company replaces one participant with another in an existing group booking, the company is not required to provide supporting evidence explaining the reason for the substitution.

The substitute must:

- meet all course entry and eligibility requirements;
- hold any required prerequisite certificates; and
- complete all required enrolment documentation before the course begins.

Any funding or subsidy approved for the original participant will not automatically transfer to the substitute. The substitute's eligibility must be separately assessed and approved before the course begins, in accordance with the applicable funding terms and conditions.

All substitutions are subject to approval by Pro-Lift Training FNQ.



PRO-LIFT TRAINING FNQ
39 Moffat Street Cairns North Qld. 4870
P.O. BOX 77 Cairns North Qld. 4870
07 4214 0129
manager@prolifttrainingfnq.com.au
prolifttrainingfnq.com.au

Construction Skills Queensland (CSQ) Funded Bookings

CSQ funding is a subsidy towards eligible training and is subject to the participant meeting the applicable eligibility, participation and completion requirements.

If a participant does not complete their course and Pro-Lift Training FNQ is consequently unable to claim the CSQ subsidy under the applicable funding agreement, the participant will be responsible for paying the balance of the standard course fee, less the student contribution fee paid.

The admin fee paid at the time of application is not considered to be a course fee and will not be deducted from the total amount owing.

A Not Yet Competent outcome for a national formal assessment will not automatically result in the CSQ-funded amount being charged unless that outcome prevents Pro-Lift Training FNQ from claiming the subsidy under the applicable CSQ funding agreement.

If the student is funded by CSQ; the student must complete their training and be deemed competent before the 30th September or within 60 days, whichever comes first. This applies for all training inclusive of high risk and short courses delivered at our facility or offsite.

Non Scheduled Training/Custom Training/1:1 Training

Custom sessions organised just for you, are non-refundable* exceptional circumstances rules still apply to custom training.

Invoice terms

All training is to be paid for at the time of the course booking and can be paid either with a card payment, cash, bank transfer or purchase order* (businesses only). All invoices must be paid by the due date on the invoice supplied by Pro-Lift Training FNQ.

Any unpaid invoices will be sent to a third-party debt collection agency. The fees associated with this collection include a \$100 administration fee and a collection fee which is equal to 25% of the total invoice cost. Cheque payments are not accepted at Pro-Lift Training FNQ.

Card Payments: Please use the “view and pay” link in the invoice.



PRO-LIFT TRAINING FNQ
39 Moffat Street Cairns North Qld. 4870
P.O. BOX 77 Cairns North Qld. 4870
07 4214 0129
manager@prolifttrainingfnq.com.au
prolifttrainingfnq.com.au

Not yet competent outcomes and returning students

- **Not ready to sit a formal WHS assessment – low language, literacy and numeracy skills (LLN)**

If a student has a not yet ready to sit or is required to come back to be assessed they can contact Pro-Lift Training FNQ and request to be booked back in on a seat if available, for no cost on the condition that the outcomes are due to a low LLN and confirmed by the Training Manager.

To prove the student is maintaining their knowledge and homework/study has been met, the student must complete 3 x Student Activity Books and return them to Pro-Lift Training FNQ for review to show study has been completed.

*When books have been returned, the student will be required to sit a MOCK assessment. The student must contact the office on 0742140129 prior to dropping off their theory books to make sure a trainer is available to mark their work.

(Please refer Page 28 of the student handbook for more details) ^* <https://prolifttrainingfnq.com.au/resources/>

- **Not yet competent for high risk formal assessment – non-LLN issues, poor attendance and/or application to study.**

If the student has an outcome of not yet competent due to leaving early or not participating in the course, not completing homework or pre-study, or requires more training, the student will be required to rebook and pay in full to reattempt the course and or assessment again.

- **Not yet ready to be assessed – More practical training or requires more time on a machine.**

When a student requires more time on a machine or in the practical application of a course, they will be required to gain more hours:

- via their workplace,
- complete a logbook. Hours required to be completed will be discussed at the time of issuing the logbook
- return as a paying student

If the student is unable to gain hours at their workplace, fees will be charged by how many days the student is attending. E.g. total course cost divided by how many days the student needs to attend – each course has a different requirement for reattending practical and treated on a case by case basis. Please contact Pro-Lift Training FNQ for more information.



PRO-LIFT TRAINING FNQ
39 Moffat Street Cairns North Qld. 4870
P.O. BOX 77 Cairns North Qld. 4870
07 4214 0129
manager@prolifttrainingfnq.com.au
prolifttrainingfnq.com.au

- **Not yet competent – High risk work licence – Practical formal assessment.**

If the student requires more time on a machine or in the practical application of the course after having a not yet competent outcome on a formal practical assessment, they will be required to gain more hours, set by the trainer/assessor.

This can be achieved by:

- their workplace,
- complete a logbook. Hours required to be completed will be discussed at the time of issuing the logbook
- return as a paying student

Fees will be charged by how many days the student is attending. E.g. total course cost divided by how many days the student needs to attend – each course has a different requirement for reattending practical and treated on a case by case basis. Please contact Pro-Lift Training FNQ for more information.

Due to Workplace Health and Safety QLD requirements, each student will have a period of 60 days to complete and resit the formal assessment to be able to access this option. After 60 days, the WHSQ portal entry will expire and the student will be required to book in and pay the full fee for the course.

General

Pro-Lift Training FNQ reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. In the event of a course cancellation, we will offer you the option to transfer to another date, select another course or to receive your fee paid in credit for a future booking. We are unable to compensate for any other costs incurred, such as flights and accommodation. We reserve the right to change dates, venue location, content or facilitators at our discretion, and to refuse to accept a booking. You may be eligible for a refund, a refund request form must be submitted for review.

We look forward to helping you upskill, change careers or open new doors for your future

Thank you for your understanding

Pro-Lift Training FNQ team

Email info@prolifttrainingfnq.com.au

0742140129