

Terms, Conditions, Extra Fees & Refunds

TLILIC2001 – Licence to Operate a Forklift truck

TLILIC2002 – Licence to Operate an Order Picking Forklift Truck

Training Centre

- An enrolment fee of \$169 must be paid when booking into a course & to commence your on-line training program. The balance must be paid 3 business days before the “face to face” training session.
- Once you are enrolled into the on line training program your course has commenced and there is no refund of the enrolment fee under any circumstance.
- If you reschedule your training session with more than 3 business days’ notice (ie Monday to Friday) then there is no fee payable. This applies only once. For further rescheduling a re-enrolment fee of \$169 applies.
- If you reschedule with less than 3 business days’ notice (ie Monday to Friday) you forfeit your enrolment fee. A new enrolment fee (\$169) must be paid for your new course booking.
- If you have to reschedule your training session due to illness, prior to or on your course day, a medical certificate is required and a reduced re-enrolment fee of \$100 is payable.
- If you do not show up on course day you will lose all fees paid.
- Other than the above, there are no refunds except in genuine emergencies. In this case, we may ask to see evidence before granting a refund. Decision is at Management’s discretion.
- The on-line quiz (milestone1) **MUST** be successfully completed **BEFORE** you attend the face to face training session.
- All 3 training milestones must be achieved before you can sit for your licence assessment
- If you do not successfully complete your milestones you will need to attend extra training sessions.
- If you do not complete your course within 3 months of booking all money paid is forfeited – no refund will be given.
- All course credits must be used within 3 months of invoice date, after that there will be no refund.
- Australian Forklift Training (AFT) 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, AFT’s liability will be limited to the amount of fees paid only.

Licence Assessment Terms

Verbal Assessments – only available to Premium students in our training centre.
Please request a quote.

- At completion of your training you will be given a choice of available assessment dates.
- Your assessment must be booked in and attempted within 90 days of your training commencement date.
- You must provide us with your Unique Student Identifier (USI) before you can sit for your licence assessment. If you arrive for your assessment and cannot provide your USI you will be charged a fee of \$100 (\$150 Saturdays) to re book your assessment.
- You will be able to reschedule your confirmed assessment date at no cost (once only) if you give us 3 business days' notice (ie Monday to Friday). Otherwise a reschedule fee of \$100 (\$150 Saturdays) applies and must be paid prior to new assessment date being confirmed.
- If you have to reschedule your assessment date due to illness, a medical certificate must be supplied and a fee of \$100 is payable.
- If you do not arrive at booked time to commence your assessment you will not be allowed to sit your assessment. A re assessment fee of \$100 (\$150 Saturdays) applies.
- If you do not bring correct 100 points ID to your assessment you will not be allowed to sit and a \$100 (\$150 Saturdays) re assessment fee applies.
- If you have not passed your licence assessment within 3 months of enrolment then your file will be cancelled and you will have to recommence the course and pay the applicable full course fee.

Training Centre - Extra Fees & Charges – Training & Assessments

- | | |
|--|-------|
| • Extra training sessions (half day) | \$100 |
| • Extra training sessions (full day) | \$150 |
| • Re assessment calculations only | \$ 50 |
| • Re assessment theory | \$100 |
| • Re assessment practical (includes half day training) | \$150 |
| • Full re assessment practical & theory (includes half day training) | \$150 |
| • Saturday surcharge above charges plus | \$ 50 |
| • Replacement Certificate / Statement of attainment | \$ 25 |
| • Invoice changes | \$25 |
| • These fees must be paid at time of booking | |

Workplace Training

- An enrolment fee of \$169 per person must be paid booking a course & to be given a link to the on line training program. The balance must be paid 3 business days before the “face to face” training session.
- Once students are enrolled into the on line training program their course has commenced and there is no refund of the enrolment fee under any circumstance.
- The on-line quiz (milestone1) **MUST** be successfully completed **BEFORE** our trainer conducts the face to face training session.
- All 3 training milestones must be achieved before students can sit for their licence assessment
- If students do not successfully complete their milestones they will need to attend extra training sessions at either our site or on your site at extra cost.
- A Unique Student identifier (USI) must be provided to us for each student attending training BEFORE their training session.
- If you reschedule your training session with more than 3 business days’ notice (ie Monday to Friday) then there is no fee payable. This applies only once. For further rescheduling the following reschedule fees apply.
- If you reschedule with less than 3 business days’ notice (ie Monday to Friday) there is a \$250 rescheduling fee and all other amounts must be paid at the time of rescheduling your course to secure your booking. No refunds will apply in this situation.
- If any students do not show up on the day of their training session they forfeit this day and fees will be charged to book another session.
- If a student decides not to complete his course PRIOR to the face to face training session only enrolment fee is non-refundable. If a group discount has been given and a student cancels then the discounted rate for the remaining students may be adjusted
- Payment for all extra training sessions and re tests is required on booking. All the above fees apply to these bookings.
- Saturday on-site training incurs an additional surcharge of \$250 per visit (Sydney metro only)

Licence Assessment Terms

Verbal Assessments – only available to standard students on-site. Please request a quote.

- If students do not have the correct ID they will not be able to be assessed. A re assessment fee will apply.
- If you reschedule your assessment session with more than 3 business days’ notice (ie Monday to Friday) then there is no fee payable. This applies only once. For further rescheduling the following reschedule fees apply.
- If you reschedule with less than 3 business days’ notice (ie Monday to Friday) there is a \$250 rescheduling fee and all other amounts must be paid at the time of rescheduling your assessments to secure your booking. No refunds will apply in this situation.
- If any students do not show up on the day of their assessments they forfeit this day and re assessment fees will be charged to book another assessment date.

- Saturday on-site assessments incur an additional surcharge.
- If students have not passed their licence assessment within 3 months of enrolment then their file will be cancelled and they will have to recommence the course and pay the applicable full course fee.
- Australian Forklift Training (AFT) 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, AFT's liability will be limited to the amount of fees paid only.

Workplace - Extra Fees & Charges – Training & Assessments

- Extra training session – 1 student \$250
- Extra training session – 2 students \$350
- Extra training session – 3 + students \$500
- Re assessment - 1 student \$250
- Re assessments - 2 students \$350
- Re assessments - 3 students \$500
- Verbal assessments – additional \$100
- Invoice changes \$25

Terms, Conditions, Extra Fees & Refunds

Certificate II / III & IV in Warehousing Operations

Certificate III Logistics

Certificate III Driver Operations

- Students are required to pay an enrolment fee as calculated by the NSW Government through the provider calculator with allowances made for credit transfer or recognition of prior learning.
- Students will be issued an invoice upon enrolment of total fee due. If this fee is less than \$500 it will be required to be paid in full at enrolment. If it is more than \$500 a payment plan will be made depending on the length of the course
- This fee can be paid for on behalf of the student by – Employer - Job Network Provider- 3rd Party
- AFT will not accept payment of more than \$500 prior to qualification / course commencement. Following commencement where AFT requires payment of additional fees in advance from the student, at any given time, the total amount will not exceed \$1,000.
- All student fees must be paid in full prior to the issue of the qualification.
- A payment plan is available for full qualification courses to cover the fee payable by the student. If a student requires a payment plan this can be applied for by completing application form available from AFT office. Failure to meet scheduled payments may result in course cancellation.
- If the student is experiencing financial hardship an application can be made to AFT to minimise, alter or exempt student from enrolment fees. This application must be received in writing prior to course completion.

Definition of severe hardship can include:

- Student is receiving an eligible Commonwealth income support payment
- Student is unable to meet reasonable family living expenses
- Student can declare that at the time of their request they are not in paid employment (working 20 hours or more)

Evidence of hardship can be in the form of:

- Copies of Centrelink statement
- Bank Statements
- Overdue bills
- Statutory declaration

Government Subsidised Exemptions

Students may be eligible to have their course fees subsidised by the government. To be eligible for subsidised fee students must be either:

- Over 15 years of age
- Living in NSW
- Be either an Australian Citizen, Permanent Resident, New Zealand Citizen or a Temporary Visa holder or Humanitarian worker
- Have a disability
- Be Aboriginal or Torres strait islander
- Be a receipt of Commonwealth payments
- Be a child, dependant, spouse or partner of someone in receipt of Commonwealth payments.

Refunds

- If AFT cancels a course we will refund all fees paid.
- Refunds for full course costs after course has started cannot amount to more than 80% of the course cost.
- There are no refunds on short courses (less than 1 term or 9 weeks in length) or part qualifications or concessions after commencement.

Extra fees & Charges

- Students will be advised of any other additional fees relating to their course prior to enrolment
- If the High Risk Licencing Units – Operate a Forklift Truck or Operate an Order Picking Forklift Truck are part of a course – please note that extra fees and charge may apply for additional training or licence assessment re tests. Refer to the Terms, Conditions, Extra Fees & Refunds for these units attached to the booking confirmation and on our website.
- There is an additional processing fee (payable to Australia Post) of \$70.50 to obtain a photo LF / LO class licence.

Terms, Conditions, Extra Fees & Refunds

Short Courses

All short courses must be paid for in full at time of booking.

Refunds

- If AFT cancels a course we will refund all fees paid.
- There are no refunds on short courses (less than 1 term or 9 weeks in length) or part qualifications or concessions after commencement.

Extra fees & Charges

- Students will be advised of any other additional fees relating to their course prior to enrolment