



TERMS & CONDITIONS

BARISTA COURSE

SITXFSA005 Use Hygienic Practices for Food Safety
SITHFAB025 Prepare and Serve Espresso Coffee



NATIONALLY RECOGNISED
TRAINING

Terms & Conditions

- “If you have booked your course then you will have already accepted these terms and conditions”.
- “If you book your course over the counter at one of our offices then you will be given these terms and conditions”.
- “If you book over the phone, then you are required to visit our website for the full terms and conditions of your course. Should you disagree with these terms then you will have to contact us within 24 hours of your phone booking for a full refund.”
- “Our courses are Registered on the Education Services for Overseas Students (Exempt Courses) Instrument - if you are on a Student Visa you can book this course.”
- This course involves the preparation and serving of various forms of espresso coffee in compliance with the food safe requirements contained within the Australia New Zealand Food Standards Code.

All students will require a USI to get their statement of attainment. You must have your USI by the end of the day/course to get your statement of attainment on the day. If you do not have your USI by the end of the day of the course, we are not able to issue your statement of attainment until you provide it to us.

Please read your terms and conditions carefully.

Course Requirement

- By enrolling in this training, you confirm you have access to a secure and stable internet connection, computer, laptop or tablet to complete the course work. A mobile phone is not suitable.
- This course has a practical component in an actual workplace setting. You will need to organise this prior to commencing the course and during the placement the third party report/logbook needs to be completed and emailed or submitted via your online portal to your trainer once completed.
- To attain your Statement of Attainment you will need to Satisfactorily complete the following:
 - » Complete any Online Pre-attendance work/quizzes.
 - » Complete all assessments and quizzes satisfactorily.
 - » Complete your third party report - all third party reports will be verified by our assessor.

Course Fees and Attendance

- Booking an incorrect course may result in other avoidable fees. Please read your terms and conditions carefully.
- Once all fees have been paid, you will receive a confirmation email, which includes a link to our learning management system and contains your unique username and password. The link will remain active for 24 hours. Please check your spam file to ensure you don't miss this link.
- Do not share your username and password with anyone
- If you do not activate your course within 24 hours then you will lose all fees paid, as this falls outside the required notice periods.
- If you wish to reschedule you must advise us before the link expires, then there is no fee.
- You cannot reschedule after the link has expired - you will lose any fees paid and must rebook your course and pay all fees again.
- If you are required to reschedule your course due to illness, you must notify us on the day you receive the link, and a medical certificate must be supplied (dated on the day of illness) by the close of business on the following day and a fee of \$25 is payable to reschedule your course.
- If you are required to reschedule your course due to illness or any other reason, a new date must be booked within 14 days of your original booking, or you will lose all fees paid and will have to make a new booking.
- On confirmation of your booking, we will send you a confirmation of enrolment by email within 48 hours.
- All courses have a theory, practical and final assessment component. It is your responsibility to arrange the location for your practical placement (work placement).
- All our short courses include a pre-assessment component (reading and short test) with a pass mark of 100% (you will have multiple attempts online) This pre-course work must be completed prior to commencing the main course materials and assessment.
- If you are completing the online course, you must also complete and successfully submit the Theory Knowledge Assessment of your course.
- It is imperative that you complete the pre-course work prior to commencement of your training as this prepares you for the training and assessment you will undertake.
- If you do not complete the pre-course work, you will not be able to proceed with the remainder of your training and will need to Pay a \$50 reschedule fee and re-book the course for the next available date.
- If for any reason you do not finish your course or fail your assessment and are required to retake the training, then a new course fee will apply. Your trainer will advise of what will be required for you to pass your course. You must complete your course within 3 months of your original booking.
- Just Careers Training (trading as Licences 4 Work) 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, Just Careers Training's liability will be limited to the amount of fee.

- Statements of Attainment will not be issued until all fees owing are paid and the USI has been provided to the office or you have an official exemption.

Confirmation of Booking

On confirmation of your booking, we will send you a confirmation by email, if you have not received a confirmation, you will need check your spam folder and if still not found contact us on 1300 558 241.

If you require additional training, then fees will apply. Refer to terms and conditions.

Enrolment Period

You will have 3 months to complete all requirements of this course including:

- Participation in your work placement,
- Completion of all online assessments.

After this time, you will have to pay an extension fee of \$50 that will allow for a further 30 days. This applies once only. After that you will need to re-enrol at the advertised fee.

Your trainer

Face to Face

Your trainer is available throughout your entire training journey and is available to assist you between normal business hours via phone call or email.

Online

Whilst the training is completed online, we still provide you with a trainer who is available to you between normal business hours.

If you need to contact your trainer for any reason, it must be done between these times and methods.

You may contact your trainer outside of these hours by email, but a response will not be received until business hours commence the next business day.

Completion

You will not be allowed to participate in a work placement if you have not completed ALL theory assessments as required.

When you complete the work placement, you will need send your completed third party report/ logbook, or upload into your learning portal, to your assessor for final determination of a satisfactory result for the course.

Our LMS doesn't allow progression to the final theory assessment until the previous assessment has been completed successfully.

Your trainer will provide you with information about the outcome of your final theory assessment prior to attendance at work placement.

Results & Outcomes

To attain your Statement of Attainment you will need to:

- Complete any Pre-attendance work satisfactorily (all correct)
- Complete all assessments and quizzes satisfactorily (that is defined as getting all questions correct) – and attain a result of Satisfactory for each these.
- Attend for your workplace Practical Completion and gain a result of Satisfactory for all assessments (demonstrating all required skills in line with requirements).

If you do not complete all assessments Satisfactorily (this means meeting ALL requirements set out by your assessor), you will need to reschedule at a fee of \$50. This is allowed only once; after that, you will be required to rebook for your course at the advertised fee and attend for both training followed by assessment (face to face or Webinar option)

We have an effective Appeals process should you disagree with your assessor's judgement on your competency.