

# Dispensary Course - Terms and Conditions

## Terms and 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 telephone then you will receive the terms and conditions for your course in your confirmation email. Should you disagree with these terms then you will have to contact us within 24 hours of your booking for a full refund.”
- “We are not a Cricos Registered Provider and our courses are not Cricos Registered - if you are on a Student Visa you should not book this course.”

All students will require a USI in order to get their certificates, this information has been sent to you and this only takes a few minutes. You must have your USI by the end of the day / course in order to get your certificate.

## Face to Face Classroom Terms and Conditions

- If you do not receive your confirmation email, then IT IS YOUR RESPONSIBILITY TO CONTACT US. PLEASE CHECK YOUR JUNK MAIL FIRST. NOT RECEIVING AN EMAIL IS NOT GROUNDS FOR A REFUND OR RESCHEDULE
- Course bookings are non transferable to another person nor are fee paid transferable to another course unless you have provided more than 7 days notice.
- If a booking is cancelled by you with more than 7 days notice we will refund any fees paid
- If you cancel with more than 72 hours notice, then a \$100 administration fee per course booked will be withheld from any eligible refund
- If you cancel with less than 72 hours notice then you will lose all fees paid
- If you do not turn up on the day then you lose all fees paid, even if you contact us on the day as this falls outside the required notice periods.
- If you wish to reschedule with more than 7 days then there is no fee. This applies once only. For the second reschedule, a \$100 reschedule fee applies. You may not reschedule a third time, you will lose all fees paid and will have to book again to do the course
- If you wish to reschedule with less than 7 days but more than 48 hours notice then there is a \$100 rescheduling fee and all other amounts must be paid to secure your booking
- You cannot reschedule with less than 48 hours notice - you will lose any fees paid and have to 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 and a medical certificate must be supplied by the close of business on the following day and a fee of \$50 is payable in order 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 in within 7 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
- Participants must arrive 15 minutes prior to the advertised/informed starting time
- In the event you are running 15 minutes or later, YOU WILL NOT BE ALLOWED TO ENTER there will be no refunds. You will have to book again

- If you do not have the correct ID or do not wear enclosed shoes, you will not be admitted. A rescheduling fee of \$100 applies. Please read the entry requirements carefully
- It is a pre-requisite that all participants already hold the units SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines & SIRCDIS001 Assist customers with prescriptions. You must bring your Original or JP Certified Certificates/Statement of Attainments with you to your course.
- Failure to bring your pre-requisite units with you will result in a \$100 reschedule fee to attend your course another day. You will be unable to sit your course on your original booked date, and no refunds will apply.
- If for any reason you do not finish your course or fail your assessment and are required to attend for further day (or part day) training, then a \$100 fee will apply for that second day of training and every subsequent day. Your trainer will advise of what will be required for you to pass your course. You must complete your course within 1 month of your original booking
- Course duration is a maximum of 6 months from the date of booking, should the participant fail to complete the course within the 6 month time limit, the participants course will expire and will be required to book and pay for the course again
- Participants who are nearing their expiry date and do not believe they will be able to complete in time may request A SINGULAR extension of an additional 2 months for a fee of \$50. This extension must be activated BEFORE the enrolment expires
- Should the participant require additional time to complete the program then they should contact Just Careers Training as soon as they become aware of this need. In exceptional cases of undue hardship or circumstances then the management of Just Careers Training may offer an extension at no further cost on a case-by-case basis
- Participants are required to complete practical training in a Community Pharmacy in order to complete this course, which can be either paid or unpaid work or work placement. Practical training must be conducted over a minimum of 80 hours, over a minimum 2 week period. This is document on the Task and Report, which can be accessed in your confirmation email
- Participants are required to either bring their completed Task and Report with them on the day to receive their certificate provided they meet the course requirements, or participants have a maximum of 6 months from their course date to submit their completed Task and Report in order to complete
- Those who do not bring their completed Task and Report with them to date day/s of training will be required to undertake a Verification Call with their trainer after submission
- Participants may book in for their Phone Verification by contacting the office. Once booked, the participant will receive a call from their trainer during the nominated time block. The trainer will attempt to call TWICE during this period, after which, if the participant is not reached, or is not ready, the participant will be advised that they must rebook their call by contacting the office. It is the participant's responsibility to contact the office and make this booking, and a fee of \$15 is applicable
- 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
- Certificates 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
- Participants may request a reprint of their certificate for a fee of \$30