

S2/S3 Course - Terms and Conditions

General Terms and Conditions

- Where not specified then the term or condition applies to all options.
- 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 which are also available on our website
- 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.
- If you do not receive your login details, then IT IS YOUR RESPONSIBILITY TO CONTACT US AS PER YOUR CONFIRMATION EMAIL. PLEASE CHECK YOUR JUNK MAIL FIRST. NOT RECEIVING AN EMAIL IS NOT GROUNDS FOR A REFUND.
- Course bookings are non-transferable to another person nor are fee paid transferable to another course
- Payment is non-refundable once payment is accepted and the course has commenced
- For Online Course - Course commencement is defined as when the participant has accessed their online portal OR 5 calendar days after booking their course (whichever occurs first)
- For Print Delivery – Course Commencement is defined as when we send out your package (this is tracked)
- For Face to Face – refer to terms and conditions below under Face to Face.
- Course duration is a maximum of 6 months from the date of booking, and can be completed at any point within that 6 months provided the course requirements are met. Please ensure you allow time for submission and marking (takes up to 7-10 days once received for marking)
- 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
- Participants are required to undertake the following 3 assessment methods:
 - Questions - Answer all questions satisfactorily / correctly (in class, online or in workbook)
 - Complete sufficient Work Placement and submit all necessary paper work required (online and Print Only)
 - Participate in simulated practical assessments (Face to Face only)
 - Undertake a phone validation with the assessor for the purpose of identification and final assessment and verification. (Online and Print Only)

The participant will have THREE re-attempts IN TOTAL. For clarity, a re-attempt at part of the course requirements (for example the questions) is counted as ONE re-attempt.

- Failure to meet ALL the requirements will result in a result of Not Yet Competent being recorded. In this case; the participant may choose to re-attempt the course for an additional payment of

\$50, however, must do so by contacting Just Careers Training on 1300 558 241 within 7 days. This fee applies regardless of if some of the course components were completed successfully.

- We have an effective Appeals Process can be found on our website and agreed to prior to commencement

Work Placement / Workplace Evidence Collection

- Work Placement (or its equivalent) is Mandatory for Online and Print Options.
- Work placement is OPTIONAL for Face-to-Face Courses (may replace some simulated assessments) by APPROVAL ONLY.
- 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 40 hours, over a minimum 2-week period. This may be reduced (or replaced with other evidence) by the assessor depending on experience
- For Online Course - Task and Report **MUST** be uploaded to your online course – no responsibility taken for post or email submissions.
- For Print Correspondence – we accept post or email. If sent by post ensure you make a copy, as we cannot assist with lost mail.

Phone Verifications

- Where a workplace is used (Online and Print Courses) then Final phone Verification will be required.
- Face to Face Course does not require phone verification unless Work Placement is included in your training plan (by arrangement and must be approved first)
- Participants may book in for their Phone Verification using our online booking system (for Online course bookings) or by contacting the office (for Print correspondence bookings). 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 re-booking, and a fee of \$10 is applicable
- If a participant books their verification call without having completed all required course work, they will be contacted once via phone to advise. It is the participants responsibility to return the call if missed, and to advise our staff once they have completed any missed work
- The participant may print the Learning Materials once payment has been made and accepted by Just Careers Training, however, all materials and content on this site is protected by copyright and is owned by Just Careers Training. The participant is not permitted under any circumstances to reproduce any materials or content from this site for any other purpose other than for the use by the participant to complete the course
- Participants need to ensure that the course is completed by them and any attempts regarded as dishonest or fraudulent will result in immediate cancellation of enrolment and no refunds will be made. Just Careers Trainings assessment methods ensure that evidence of a participants skills and knowledge is confirmed as "Authentic"
- 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 paid.

- 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.
- Certificates are posted at no fee to the student, and may take up to 10 business days to arrive.
- Participants may request a reprint of their certificate for a fee of \$30 by applying for this.

Face-to-Face Classroom

Terms and Conditions for classroom / workplace based delivery

- Course bookings are non-transferable to another person nor are fees 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 less than 7 days and more than 72 hours notice, then you will only be entitled to a refund of 50% of fees paid.
- If you cancel with less than 72 hours notice then you will lose all fees paid
- If you cancel after attending, no refunds will apply.
- 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.
- Once you have attended, reschedules for additional days or nights required for the course can be arranged for a fee of 50% of the fee paid and courses are subject to availability.
- If you wish to reschedule with more than 7 days then there is no fee. This applies once only.
- For the second reschedule (with more than 7 days), a fee equivalent to 50% of fee paid 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 reschedule with less than 7 days and more than 72 hours notice, then you will need to pay a fee equivalent to 50% of fees already paid to secure your seat.
- Rescheduling with less than 72 hours notice will result in loss of fees paid and will have to pay the full fee again to attend.
- We may, at our discretion, consider your circumstances and waive or change any fees or loss of fees.
- If you are required to reschedule (any day or night of) your course due to illness, you must notify us on the day (no later than 2 hours after the scheduled start) and a medical certificate must be supplied by the close of business on the following day and a fee of \$25 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
- 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