

Training Course Professionals

On-Site Training

FORKLIFT PRE-COURSE INFORMATION (NSW)

Time to Arrive:

- You must arrive 15 minutes before the scheduled start time for registration and ID check.
- All courses close for entry 10 minutes after the scheduled start time. If you are more than 10 minutes late you will not be admitted and a rescheduling fee of 50% of the course fee applies to book another course.
- Breaks provided.

What To Bring:

- 100 Points of ID as per following page.
- Pen

What To Wear:

- Comfortable clothing
- Closed shoes. (You will not be admitted with open footwear of any kind).

Prior to Attendance

- Forklift course participants must learn all answers to the 97 questions located in the manual provided for the theory assessment. Pay particular attention to the questions marked with a ★ as these are critical / compulsory.
- Please ensure you read and understand the booking conditions overleaf.

English Language

Participants undertaking any course with Training Course Professionals need to have a clear understanding of both written and spoken English.

To assist, interpreters are permitted during the course at the students own cost, however, they are not to assist during any assessment. The assessment must be completed in English.

Booking Conditions:

- If you cancel within 7 business days of the course start date, the total course fee is non-refundable.
- If you cancel outside 7 business days of the course start date, 20% of the total course fee will be charged.
- Rescheduling inside 7 business days of the course start date entails a 50% surcharge of the total course fee.
- Rescheduling outside 7 business days of the course start date entails a 10% surcharge of the total course fee.
- Payment must be received a minimum of 10 business days prior to the course start date and the on-site booking will not be confirmed until this payment is received.
- If travel and/or accommodation expenses are incurred, these will be charged in additional to the course fee.
- Prices are set according to group numbers, i.e. 1 - 10. Should additional participants attend the scheduled on-site training course, TCP will invoice you for each additional participant at TCP's standard individual participant rate as determined by the course.
- All cancellations and reschedules must be made in writing and will not become effective until written notification has been received.
- TCP reserves the right to make alterations to a previously confirmed training course date at short notice should an emergency occur. In such cases TCP will inform the client immediately. In the event that it is necessary for TCP to re-schedule the course(s) to another date(s) then TCP will inform the Client as soon as practical regarding the new date(s). The Client has the right to apply for a full refund only when TCP has re-scheduled the course more than once. TCP has no other liability due to changes to the training course date other than those set out in these conditions. No other claim for compensation or expenses will be considered.
- As the client, it is your responsibility to ensure facilities and equipment are suitable and in good working order
- As the client, it is your responsibility to ensure course participants are aware of the commencement time and ID requirements for courses.
- As the client, it is your responsibility to advise course participants of any study that needs to be completed prior to attending the course, and to provide participants with manuals and/or workbooks to enable them to complete the required study.

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General Refund Policy

- No postage fees will be refunded.
- If a class is cancelled by TCP at ANY time, participants have the option of rescheduling to the next available date or to receive a full refund of the course fees paid. NO further monies will be paid for ANY other expenses the participant has or may incur.
- If a refund is approved, it will be returned by the same means in which it was paid.
- If the course payment was made by a third party, the third party will be refunded.
- Refunds must be applied for in writing by completing a Refund of Course Fees Application Form.

WorkCover NSW Forklift Course ID Requirements

WorkCover NSW requires 100 points of ID to be eligible to complete the Forklift Licence assessment. Documents must be **original** and presented in person by the applicant. At least one document must contain:

- a photograph
- your signature
- your current residential address.

Listed on this page are the exact forms of acceptable ID and their point value. Documents not listed here are NOT acceptable.

Remember at least ONE photo ID is required.

Important: All ID must be in its original form - no certified copies of documents will be accepted.

Participants MUST be 18 years or older.

PRIMARY ID

Only ONE Primary ID document can be used

Passport (Current or expired within last 2 years but not cancelled).	70pts
Full ORIGINAL Australian Birth Certificate with parental details, issued by the Registrar of Birth, Deaths and Marriages, no extracts.	70pts
Australian Birth Card issued by the Registrar of Birth, Deaths & Marriages.	70pts
Australian Citizenship Certificate.	70pts

SECONDARY ID

A combination of secondary documents is allowed to make up 100 points however if more than one credit or ATM cards, or bank statements are used they MUST be from different financial institutions.

NOTE: MUST BE VALID ORIGINAL DOCUMENT / CARD ISSUED IN AUSTRALIA

Drivers Licence (any state)	40pts
Medicare Card	25pts
NSW Photo Card (RTA Issued)	25pts
Bank ATM or Credit Card/s	25pts
Centrelink Card	25pts
Motor Vehicle Registration Papers	25pts
Moto Vehicle Insurance Certificate	25pts
Department of Veterans Affairs Card	25pts
Property (Council) Rates Notice	25pts
Property Lease Agreement	25pts
Home Insurance Papers	25pts
Utility Bill; eg. Electricity, Water, Gas	25pts
Bank Statement/s	25pts