

# Training Course Professionals

On-Site Training

## FORKLIFT PRE-COURSE INFORMATION (WA)

### Time to Arrive

- You must arrive 15 minutes before the scheduled start time to check in.
- The course closes for entry 10 minutes after the scheduled course time.
- **Please ensure you read and understand the “Refund and Cancellation” conditions below.**
- **Participants MUST be 18 years of age or older.**

### What to Bring

- **Photo Identification (ID).** WorkSafe WA have strict ID regulations, participants must provide photo ID.
- **INSUFFICIENT ID = NO ENTRY** (there are no exceptions to this rule!!)
- **Forms of accepted PHOTO ID:**
  1. Australian Drivers Licence
  2. Australian Passport (current or expired not more than 2 years ago)
  3. State or Federal Government Employee Photo Identity
  4. Western Australian Proof of Age card.

### What to Wear

- Casual attire (Jeans, T-shirt etc)
- Closed shoes (you **will not be admitted** with sandals, thongs or the like)
- Weather protection - you will be outside for part of the course.

### 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.
- **It is recommended that a minimum of 4 hours should be dedicated to completing the pre-reading prior to the course.**

### English Language

- Participants undertaking a Forklift Training Course need to possess a clear understanding of both written and verbal English. It is the responsibility of the participant (or any person booking the course on a participants behalf) to ensure that they have a thorough understanding of English that should enable them to understand all theory, practical, written and verbal components of the course.
- The WorkSafe Forklift assessment must be completed in English and interpreters are **NOT** permitted.
- Participants who fail the theory component of the course will incur a rescheduling fee of 50% of the course fee.

### 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.