

## ORDER PICKER PRE-COURSE INFORMATION

### Arrival Time:

- Please arrive 15 minutes prior to your course start time to register and have your ID checked.
- Participants who arrive more than 10 minutes after the scheduled start time will not be allowed to enter the class and will need to pay a further 50% to reschedule to an alternate class date.

### What to Bring:

- 1 x form of Photo ID (e.g. Passport or Driver's License); AND 1 x form of secondary ID (e.g. Medicare card or ATM card). Call our office for other alternatives if this is not possible.
- A pen

### Course Assessment:

- There is a **MANDATORY** pre-reading component (of approximately 1 hour) that needs to be completed before sitting this course. This can be done either online, or via a PDF workbook.
- Students, who have not completed the necessary pre-course study on arrival for their training, will NOT be permitted entry to the classroom and will need to reschedule to an alternate date, at a cost of 50% of the course fee.
- The beginners course comprises a written theory assessment (in English), followed by up to a day and a half of practical operator training (including a practical assessment). The experienced course comprises a written theory assessment (in English), followed by a practical assessment, the experienced course offers no practical training.
- Given that the WorkSafe theory assessment is written English, this course requires candidates to have a **STRONG** command of the English language
- Participants who are deemed Not Yet Competent in their theory assessment, will be offered 1 x free re-assessment.

### Where to Find Us:

**Train - Armadale or Midland or lines:** Exit Mclver Station to the North, turn right. Walk for 1-minute through the car park to Aberdeen Street. Our office is on the right hand side of the car park.

**Train - All other train lines:** a) Either take a train one stop to Mclver Station (on either the Armadale or Midland Line) and follow above directions, or b) Exit Perth Station and follow brown cycle path, turn left into Beaufort St and then right onto Aberdeen St.

### Booking Conditions / Refund Policy:

#### Cancellation Fees:

- Within 3 business days = Non-Refundable
- Outside 3 business days = \$20

#### Rescheduling Fees:

- Within 3 business days = 50% of course fee.
- Outside 3 business days = Nil

A 50% course rescheduling fee applies if the participant:

- is more than 10 minutes late from the class start time;
- does not have the correct (or insufficient) identification;
- who have not completed the necessary pre-course study on arrival for their training

Under these circumstances the course fees are non-refundable and entry to class is not permissible.

### General Booking Conditions and Refund Policy:

- Please refer to our full General Booking Conditions and Refund Policy for complete details.

**What to Wear:** Comfortable clothing suitable for the expected weather, steel capped boots or enclosed shoes and long pants.

**Parking:** Limited free parking on site, otherwise there is pay parking on Aberdeen St. (opposite Nash St).

### Further Information:

Clients are strongly encouraged to read our Participant Information Manual prior to booking their course. This Manual sets out all relevant support services, Policies and Procedures, Rights and Responsibilities to assist our clients. Please ask one of our staff to obtain a copy.

