



Terms & Conditions

These terms apply to the client booking and paying for ReadyWork Australia Pty Ltd (ReadyWork) services and to participants as relevant to their participation.

RTO partnership: Where LF or LO High Risk Work Licence training and assessment is booked, it is delivered in Queensland under a partnership arrangement with Halo Nation Training Pty Ltd (HaloNT), RTO ID: 32485.

“Where required” and “where applicable” refer only to requirements relevant to the confirmed service, equipment and jurisdiction. They do not make mandatory legal requirements optional.

CONTACT:

ReadyWork Australia Pty Ltd

Phone: 0476 673 856

Email: info@readyworkaustralia.com.au

Website: www.readyworkaustralia.com.au



Halo Nation Training Pty Ltd (HaloNT) RTO: 32485

Phone: 1300 425 668

Email: info@halont.edu.au

Website: www.halont.edu.au



Elevating Work Platform Association Limited (EWPA)

Phone: 02 9998 2222

Email: info@ewpa.com.au

Website: www.ewpa.com.au



Terms & Conditions

These terms apply to the client booking and paying for ReadyWork Australia Pty Ltd (ReadyWork) services and to participants as relevant to their participation. The client must be authorised to book and give participants the course information and applicable terms before attendance.

ReadyWork delivers LF and LO High Risk Work Licence training and assessment in Queensland only. Services delivered in New South Wales are limited to non-accredited workplace training, refreshers and verification services. ReadyWork does not currently offer HRW licence training or assessment in New South Wales.

Services covered: EWPA Yellow Card training, Forklift Licence (LF), Order Picker Licence (LO), Walkie Stacker training, EPJ Training, Forklift Refresher, Order Picker Refresher, VOCs, and related workplace operator training or assessment support.

1. Course Registration

1.1 Acceptance: These terms and the quote must be provided before acceptance. The client accepts them by written confirmation or an expressly recorded agreement after receiving them. A booking is confirmed when ReadyWork confirms the agreed service and dates in writing.

1.2 Booking method: Requests may be made by quote acceptance, booking form, email or phone. For phone requests, ReadyWork will send the terms and booking details for acceptance before confirming the booking.

1.3 Student visas: Courses are not offered as CRICOS courses. A participant holding a student visa must obtain written confirmation from the RTO before booking that enrolment is permitted under any applicable exemption or other lawful arrangement.

1.4 Course selection: Clients and participants must provide accurate experience and training information. ReadyWork and, for nationally recognised training, the RTO will assess pathway suitability before enrolment. Any proposed change of pathway, time or price will be explained and agreed before additional services are supplied.

1.5 Service type and RTO: The booking identifies whether the service is nationally recognised LF/LO training through HaloNT (RTO 32485), an EWPA Yellow Card program, or non-accredited training or verification. HaloNT controls its enrolment, assessment, certification and student policies. ReadyWork will provide the applicable RTO information before enrolment and remains responsible for its own contracted services.

1.6 Combo courses: Each licence class has its own training, assessment and eligibility requirements. The quote will identify included classes, assessments and fees, the applicable package price, and the price allocation if only part of a package proceeds. Combo pricing is subject to clauses 1.7–1.10. A class is not awarded because another class is passed.

1.7 No combined discounts: Combo prices, package deals, promotional prices and discounts cannot be combined with another offer, discount, coupon or further price reduction on the same course, session or package. Only one promotional pricing arrangement applies. For example, a \$799 LF/LO combo deal, when offered, cannot receive a group, multi-session, same-day or other discount on top.

1.8 Advertised total discounts: A stated total discount is one offer. For example, an eligible 10% same-day offer replaces the 5% multi-session offer; the percentages are not added together or applied successively.

1.9 Offer expiry and extensions: Each promotional offer will state an expiry date and any required booking, payment or training dates. Eligibility conditions must be met within those periods. ReadyWork may extend an offer at its discretion by publishing or confirming the revised expiry in writing. Extensions are not automatic. Expiry or extension does not change the price of a booking already accepted in accordance with the offer's conditions.

1.10 Eligibility and booking changes: Eligible services, participant numbers and other conditions will be stated in the offer and accepted quote. If a client-requested change affects eligibility, any revised price must be explained and agreed before the change is confirmed. Existing cancellation and rescheduling terms continue to apply.

2. Eligibility, USI & Identification

2.1 Eligibility: Participants must meet the requirements of the service and relevant regulator. Participants must be at least 18 years old for LF/LO HRW licence assessment. Any training before that age must be expressly approved by the RTO. Existing licence, residency and interstate application requirements must be checked before enrolment.

2.2 USI: For nationally recognised training, participants must supply a valid USI for RTO verification unless a lawful exemption applies. ReadyWork or the RTO will explain the effect of an exemption. A USI does not replace the regulator's separate identification requirements.

2.3 Identification: Participants must provide the identity documents required by the relevant regulator and RTO. ReadyWork will provide the applicable checklist before attendance. Inadequate ID may prevent assessment; resulting charges are subject to sections 4, 5 and 12 and will not apply to the extent caused by incorrect or missing instructions from ReadyWork.

2.4 Learning and support needs: Participants should discuss language, literacy, numeracy, digital or other support needs before enrolment, or as soon as identified. ReadyWork and the RTO will discuss reasonable support and adjustments without reducing assessment standards. HRW assessments must meet regulator language and assistance rules; interpreters or other assistance cannot be assumed to be permitted.

3. Booking & Site Requirements

3.1 Onsite delivery: ReadyWork may deliver training at the client's facility where suitable equipment, loads, space, access, and site conditions are available.

3.2 Site suitability: Unless the quote states otherwise, the client must provide suitable, maintained equipment; current load/capacity information; appropriate loads and attachments; inspection records where required; suitable theory and practical areas; PPE; site access; and permission to conduct the service. ReadyWork will confirm specific requirements before attendance and check suitability before use.

3.3 Site controls: The client must advise known hazards and arrange site induction, traffic and pedestrian separation, emergency arrangements and any required permits. ReadyWork controls its training and assessment activities and coordinates supervision with the client. Both parties retain their WHS duties and must consult, cooperate and coordinate; those duties cannot be transferred by these terms.

3.4 Unsafe conditions: Training or assessment may be stopped if there is a reasonable safety concern involving the site, equipment, people, loads or weather. ReadyWork will explain the concern and discuss safe alternatives. Charges arising from a client's failure to meet disclosed site requirements are limited by sections 4, 5 and 12. Where neither party is at fault, section 13 applies.

3.5 Participant substitutions: A substitute may be accepted where eligibility, enrolment, notification and preparation requirements can be met. ReadyWork will not unreasonably refuse a suitable substitution, but regulator or RTO restrictions may prevent it. Any actual administration cost must be disclosed and agreed; date changes are governed by section 5.

4. Cancellation

4.1 Notice: Cancellation requests must be emailed to info@readyworkaustralia.com.au. Telephone notice must be confirmed in writing. Notice is measured from receipt at that address to the scheduled start of the affected training day or assessment, using the venue's local time. "48 hours" means consecutive calendar hours, including weekends and public holidays.

4.2 Client cancellation: With at least 48 hours' notice, only reasonable, non-recoverable costs specifically disclosed before booking may be charged. With less than 48 hours' notice, ReadyWork may also recover reasonable direct costs caused by the cancellation, including committed trainer/assessor time that cannot reasonably be reallocated, RTO charges and non-refundable travel or venue costs.

4.3 Non-attendance: An unexplained no-show is treated as cancellation with less than 48 hours' notice. It does not automatically forfeit all fees or make the full unpaid balance payable. Any amount retained or invoiced must satisfy clause 4.5.

4.4 Refunds: Any refund due will be returned to the original payer using the original payment method unless otherwise agreed, within 14 business days after entitlement and amount are established, or sooner where law requires. ReadyWork will assess requests promptly, explain deductions and will not unreasonably delay the decision.

4.5 Cost limits: Charges under section 4 are limited to reasonable direct costs attributable to the affected booking, after deducting avoided costs, refunds, recoveries and replacement bookings. ReadyWork will minimise its loss and provide an itemised explanation. No penalty, profit loading or duplicate recovery applies. Charges for cancellation of an undelivered service cannot exceed its agreed price; fees for services already properly supplied remain payable.

4.6 Consumer rights: Sections 4 and 5 do not impose a charge where the customer is exercising a right to cancel or obtain a remedy under applicable law. Costs caused by ReadyWork's breach or failure to supply agreed information are not passed to the client.

5. Rescheduling

5.1 Requests: Email rescheduling requests using the notice process in clause 4.1. New dates depend on trainer, assessor, RTO, site and regulator availability and are confirmed in writing. Payment of a rescheduling fee does not guarantee that a particular date or assessment change can be approved.

5.2 Accredited training — less than 48 hours: If the client requests a change with less than 48 hours' notice for nationally recognised training or an associated HRW assessment, a rescheduling fee will be charged for the reasonable, unavoidable costs directly caused by that change. This may include administration time at a reasonable cost rate, RTO or assessor rebooking charges, committed trainer/assessor time that cannot be reallocated, and non-refundable travel or venue costs.

5.3 Fee calculation: ReadyWork will take reasonable steps to minimise costs, deduct savings, recoveries and replacement bookings, and provide an itemised estimate before the new booking is accepted, followed by the actual calculation. No profit loading, penalty or duplicate charge applies. If no such costs arise, no fee is charged. The fee is capped at the agreed price of the affected booking or component. Existing fees remain credited to the rescheduled services, less services already supplied.

5.4 Other changes: For accredited services with at least 48 hours' notice, and for EWPA or non-accredited services at any notice, only reasonable, non-recoverable costs disclosed before booking may be charged. Any fee must meet clause 5.3. EWPA Yellow Card training is not nationally recognised training merely because the trainer is EWPA-accredited.

5.5 Illness or emergency: ReadyWork will reasonably consider a waiver or reduction for illness or emergency and may request proportionate supporting evidence without unnecessary medical detail. Any third-party approval requirement will be explained. Consumer rights continue to apply.

5.6 Assessment notifications: HRW assessment changes must meet regulator notification rules. Queensland assessments generally require at least three business days' advance notification. The 48-hour fee threshold is a commercial notice period, not permission to bypass those rules.

5.7 Completion and credits: Applicable RTO or regulator completion deadlines will be advised at enrolment and when a change is requested. If a deadline is missed, re-enrolment or further training may be needed. Any proposed additional cost must be explained and agreed. Where an agreed new date cannot be arranged, either party may end the affected booking and any refund or deduction is assessed under sections 4 and 13; credit is not automatically forfeited.

6. Non-Attendance, Lateness & PPE

6.1 Late arrival: Where missed instruction, assessment rules or disruption make participation impractical, a late participant may be deferred. ReadyWork will consider a safe, compliant alternative where possible. Rescheduling or additional-service fees are subject to sections 5 and 12.

6.2 PPE and footwear: Participants must wear enclosed footwear and the PPE specified in the pre-course information and site requirements, including safety footwear where required. Participation may be deferred until requirements are met. Any resulting charge must comply with sections 4, 5 and 12.

6.3 Fitness for participation: Participants must not operate equipment while impaired by alcohol, drugs, fatigue or another condition affecting safety. Advise relevant functional limitations privately so safe participation and reasonable adjustments can be considered. ReadyWork may pause or refuse participation on reasonable safety grounds and explain the decision.

7. Access to Materials

7.1 Pre-course materials: Participants may be required to complete pre-course reading, workbooks, quizzes, logbook activities, or other learning materials before attending.

7.2 Materials use: ReadyWork, the RTO and other rights holders retain intellectual property in their materials. Participants and clients may use supplied materials for the booked training and resulting workplace records. Commercial reproduction, resale or public distribution requires written permission, except where law permits. Secure assessment materials must not be photographed, recorded, copied or shared.

7.3 Incomplete preparation: Required preparation and deadlines will be communicated before the course. Incomplete work may delay assessment or require further training. Proposed additional training and its price must be explained and agreed under section 12; charges will not apply to the extent caused by ReadyWork failing to supply required materials on time.

8. Course Timing, Duration & Options

8.1 Course hours: Course times vary based on the course option, participant experience, site requirements, equipment type, assessment scheduling, and RTO requirements.

8.2 Indicative duration: LF and LO courses are generally scheduled over 2–3 days and LF/LO combos over 3–4 days, subject to RTO approval and individual learning needs. These are indicative schedules, not guaranteed completion times or a substitute for competency requirements. Other service durations are stated in the quote.

8.3 Standard pathway: Suitable for beginners or participants with limited experience.

8.4 Experienced pathway: An experienced or advanced pathway is available only after the RTO confirms suitability. Prior experience or an expired licence does not waive required training or assessment and does not itself authorise current operation. The participant must still meet every applicable requirement.

8.5 Assessment scheduling: HRW assessment may not occur on consecutive days after training. Assessment dates are subject to readiness, RTO requirements, assessor availability, and site suitability.

9. Assessment, Training Records & Readiness

9.1 Assessment tasks: Participants may be required to complete theory, practical, workbook, logbook, observation, or other assessment tasks depending on the booked service and required outcome.

9.2 Readiness: A participant must meet required training and assessment standards before being presented for any licence assessment or formal outcome. Additional training may be required if the participant is not ready.

9.3 Not yet competent: A participant who does not meet the standard will receive feedback and information about further training, reassessment and appeal options. The quote or pre-enrolment information will state included assessment attempts and any further-attempt fees or charging basis. Further paid training is subject to agreement under section 12.

9.4 Safety or integrity breach: Unsafe conduct, cheating, refusal to follow reasonable safety instructions or a serious site-rule breach may result in assessment termination or removal. The reasons will be recorded and explained. Refunds and further charges are assessed under sections 4, 5, 12 and 16; removal does not automatically eliminate refund rights.

10. Licence, EWPA & Regulator Terms

10.1 HRW assessment: LF and LO licence assessments use the mandated Queensland theory/knowledge, calculation and practical process for the class, conducted by an appropriately accredited assessor. Training completion alone is not a competent licence-assessment result.

10.2 Assessment documents: Successful candidates receive a Queensland Candidate Assessment Summary (CAS) from the accredited assessor. RTO certification is separate. These documents support a Queensland licence application and are not the physical HRW licence.

10.3 Reassessment: Regulator and RTO reassessment timeframes apply and will be explained with the result. They may differ from the licence-application deadline. Any further training or reassessment fee must be disclosed under section 12.

10.4 Licence application: The participant must apply for their Queensland HRW licence and pay the regulator's fee within 60 days of successfully completing the practical assessment. Refer to the official Queensland links at the end of this document. If documents are missing, contact ReadyWork and the RTO immediately; an administrative delay does not automatically extend the regulator's deadline.

10.5 Regulator fees: Government licence application fees are not included unless expressly stated in the written quote or booking confirmation.

10.6 EWPA Yellow Card: The booking specifies the EWPA equipment modules, prerequisites, card processing fees and expected outcome. Card issue depends on successful completion and EWPA requirements. A Yellow Card is an industry training outcome, not a government HRW licence, and does not authorise boom-type EWP work requiring class WP (boom length 11 metres or more). This document's nationally recognised licence scope is LF/LO, not WP.

11. Results, Certificates & Records

11.1 RTO certification: HaloNT issues the Statement of Attainment to eligible participants who have met the unit requirements, supplied a verified USI or lawful exemption, and satisfied applicable agreed course-fee conditions. Certification must be issued within the applicable RTO regulatory timeframe, generally 30 calendar days after assessment completion when the requirements are met.

11.2 Licence issue: The Queensland High Risk Work Licence itself is issued by Workplace Health and Safety Queensland, not by ReadyWork or the RTO.

11.3 Non-accredited outcomes: Unless expressly identified otherwise before booking, refreshers, walkie stacker training, EPJ training and VOCs produce the ReadyWork record described in the booking. They do not issue, replace or renew a HRW licence or a nationally recognised qualification or Statement of Attainment.

11.4 Records: ReadyWork and the RTO retain and protect relevant records for applicable legal, regulatory, audit and contractual periods. Participants may request access or correction through the contacts on page 1, subject to lawful restrictions, including assessment security. The RTO controls its student and certification records.

11.5 Copies to employers: Nationally recognised certification is issued to the participant. A copy may be supplied to an employer with the participant's prior written consent. Attendance and workplace verification reporting will follow the disclosed booking arrangements and applicable privacy requirements.

12. Payment, Fees & Additional Costs

12.1 Payment: The quote or invoice states the payer, payment dates, total price, GST treatment, inclusions and exclusions. Unless the participant separately agrees to pay, an employer booking does not make the participant personally liable for the employer's debt. Any required deposit or payment condition will be disclosed before acceptance.

12.2 Additional costs: Reassessment, extra training, travel, after-hours work, materials, client-caused delays and scope changes require an upfront price or clear charging basis. ReadyWork will explain and obtain written agreement before supplying additional paid services. Cancellation and rescheduling charges follow sections 4 and 5. An unexpected charge cannot be imposed solely because these terms mention possible extra costs.

12.3 Release of documents: Any fee-related hold on RTO certification is decided by the RTO and is limited to what its lawful, disclosed policy permits. ReadyWork does not have an unrestricted right to withhold results or regulator-required assessment documents. Unrelated debts must not delay documents that an assessor or RTO is legally required to issue.

12.4 Quote scope: A quote applies only to the course, number of participants, location, dates, equipment, and assumptions listed in the quote or booking confirmation.

12.5 Prepaid accredited fees: Where regulated prepaid-fee protections apply, ReadyWork will follow HaloNT's confirmed fee-collection and protection arrangements. ReadyWork will not collect protected prepayments beyond the permitted threshold unless the required protection arrangements are in place.

13. Course Cancellation by ReadyWork

13.1 Provider changes: ReadyWork may need to cancel or change delivery because of illness, equipment failure, unsafe conditions, extreme weather, assessor or RTO availability, or another event affecting safe and lawful delivery. Any minimum group size will be disclosed before booking. ReadyWork will notify the client promptly and take reasonable steps to minimise disruption.

13.2 Client choice: If ReadyWork cancels or materially changes an undelivered service for reasons not attributable to the client, the client may choose an agreed alternative at no additional cost or a refund of fees for the affected undelivered service. A credit cannot be imposed instead of a refund. Other rights to remedies or compensation under law remain available.

13.3 Responsibility for loss: Each party remains responsible under applicable law for loss or damage to the extent caused by its own breach, negligence or wrongful conduct. Responsibility is reduced to the extent another party caused or contributed to the loss, where law permits. Nothing in these terms is an indemnity for another party's negligence or an exclusion of non-excludable liability.

14. Verification of Competency (Where Booked)

14.1 Evidence: Participants undertaking a VOC must provide evidence that they hold a valid and relevant licence, competency, or authorisation for the equipment being verified.

14.2 VOC scope: A VOC records the competence demonstrated for the equipment, attachments, tasks and conditions actually assessed at that time. It is not a guarantee of future performance or whole-site compliance, and does not issue, replace or renew a HRW licence, EWPA Yellow Card or nationally recognised training outcome. A separate accredited service must be expressly booked for any accredited outcome.

14.3 Ongoing controls: The employer remains responsible for workplace authorisation, supervision, equipment maintenance, risk controls and any further training required by changed equipment, tasks, conditions or performance. A VOC does not replace these ongoing duties.

15. Privacy, Conduct & Site Rules

15.1 Personal information: ReadyWork collects and uses information reasonably needed for bookings, training, assessment, safety and records. Necessary information may be provided to the RTO, assessor, EWPA or regulator for the booked service or where law requires. Participants will receive the applicable privacy notices and required consents before enrolment. Sensitive information and identity documents will be handled securely and disclosed only with consent or another lawful basis.

15.2 Conduct: Participants must follow reasonable and lawful trainer, assessor and site instructions. Unsafe, aggressive, dishonest or seriously disruptive behaviour may result in removal. Any refund or fee decision remains subject to sections 4, 5, 12 and 16.

15.3 Images and recordings: Promotional photographs, testimonials or recordings require separate consent. Declining promotional consent does not affect access to training. Any images needed as assessment evidence must be explained and handled under the relevant privacy and assessment requirements.

16. Final Notes

16.1 Contract documents: The accepted quote and these terms form the ReadyWork service agreement. Specific variations must be clearly agreed in writing. Applicable RTO student policies will be supplied before enrolment and govern RTO decisions within their lawful scope; they do not remove ReadyWork's obligations or introduce undisclosed charges.

16.2 Mandatory requirements: Applicable law and mandatory regulator requirements prevail. If a requirement makes the agreed service materially different or prevents delivery, ReadyWork will explain the change and apply section 13. An RTO policy cannot override legislation or non-excludable customer rights.

16.3 Consumer guarantees: Nothing in these terms excludes, restricts or modifies a guarantee, right or remedy under the Australian Consumer Law or another law that cannot lawfully be excluded. Any entitlement to a refund, repeat service, compensation or other remedy is preserved.

16.4 Changes and severability: Updated terms apply to future bookings. Existing bookings are changed only by agreement or as law requires, subject to section 13. An invalid provision is severed only to the extent necessary; the remaining terms continue where capable of operating lawfully.

16.5 Governing law: Queensland law governs this agreement, subject to any mandatory law applying to the service or customer. This does not prevent a party using a court, tribunal or statutory complaints process available under applicable law.

17. Complaints & Appeals

17.1 Service or fee complaints: Contact info@readyworkaustralia.com.au or 0476 673 856 with the booking details and concern. ReadyWork will acknowledge the complaint within five business days and aim to provide a reasoned response within 20 business days, or explain any delay and next steps. A complaint will not result in unfair treatment.

17.2 Assessment appeals: RTO assessment decisions follow HaloNT's complaints and appeals policy supplied before enrolment. EWPA matters follow its applicable process. Participants may contact the relevant body directly. ReadyWork will assist with referral but cannot overturn an independent assessment or licensing decision. External complaint and legal rights remain available.

Important Licensing, EWPA & RTO Reminder

ReadyWork arranges and delivers the services identified in the accepted booking. The client supplies the agreed site, equipment, access and local controls; ReadyWork and other duty holders remain responsible for their own safety and service obligations.

LF/LO nationally recognised training and assessment is delivered in Queensland only under the partnership with Halo Nation Training Pty Ltd (HaloNT), RTO ID: 32485, subject to its authorised scope and applicable Queensland approvals. HaloNT issues the Statement of Attainment; Workplace Health and Safety Queensland decides and issues the HRW licence. ReadyWork's NSW services are non-accredited only.

Paying for or attending training does not guarantee competency, a card or a licence. Outcomes depend on the required training, assessment, eligibility and application requirements being met. This does not limit your rights if the service supplied fails to meet the agreement or applicable law.

Training, an assessment result or a workplace record does not by itself authorise unrestricted operation. The participant and employer must confirm any licence requirement, permitted supervised-training or interim arrangement, site authorisation and equipment familiarisation before work starts.

Regulator requirements and links may change. ReadyWork will provide current service-specific instructions before attendance; participants should check the official Queensland application information promptly after successful assessment. ReadyWork does not currently deliver HRW licence training or assessment in NSW.

Official Information & Application Links

Queensland — HRW applications, renewals and replacements

<https://www.worksafe.qld.gov.au/licensing-and-registrations/work-health-and-safety-licences/apply-renew-or-replace-licences>

Queensland — apply for a new HRW licence

<https://www.worksafe.qld.gov.au/licensing-and-registrations/work-health-and-safety-licences/apply-renew-or-replace-licences/apply-for-a-high-risk-work-licence>

Workplace Health and Safety Queensland — general information

<https://www.worksafe.qld.gov.au/>

EWPA — Yellow Card program

<https://ewpa.com.au/yellow-card/>

ACCC — consumer guarantees, refunds and service remedies

<https://www.accc.gov.au/consumers/problem-with-a-product-or-service-you-bought/repair-replace-refund-cancel>