

Please Note: A deposit is required upon booking unless on Trading terms¹ with TDT Training Australia

1. DEPOSITS

a. If the course fee less than \$1000,	Then full payment is required upon booking.
b. If the course fee more than \$1000,	Then a deposit of \$1000 is required upon booking, with the balance to be paid on the day of training.

2. REFUNDS

a. If cancellation is made seven (7) or more business days prior to course commencement (Cooling off period),	Then full refund/credit is allowed less a \$195.00 administration fee.
b. If cancellation is made less than seven (7) business days prior to course commencement,	Then no refunds will be provided.
c. If cancellation is made after a course has commenced,	Then no refunds will be provided.
d. If candidate does not show up on the day course commences	Then no refunds will be provided.

Note: A refund request will be processed within 21 days of submission of the refund application form & will be paid via bank transfer.

3. ADDITIONAL FEES

a. If any alteration to the original booking is made seven (7) or more business days prior to course commencement	Then \$50.00 booking/administration fee will be charged
b. If any alteration to the original booking is made less than seven (7) business days prior to course commencement	Then \$250.00 reschedule fee to be paid at the time of rescheduling.
c. If any alteration to the original booking is made less than three (3) business days prior to course commencement	Then \$500.00 reschedule fee to be paid at the time of rescheduling.
d. If the candidate fails to attend a confirmed course or booking	Then no refunds will be provided
e. For bookings scheduled for a weekend (<i>Saturday, Sunday & public holidays</i>)	An additional 15% of the course fee will apply
e. If a candidate requires retesting for any course/assessment	Then full payment is required upon booking

4. MEDICAL REASONS

a. If the candidate is unable to attend the course due to medical reasons	Then no refunds will be provided; however, the candidate may reschedule to another course date with a \$250 rescheduling fee, in which case a valid medical certificate must be provided prior to rescheduling. Note: Failure to provide a medical Certificate will forfeit the full amount paid towards the course fee.
b. If the candidate misinforms / does not disclose any medical/ eyesight history upon booking	<i>Then their booking will be cancelled, and the candidate will have to rebook and pay the course fee again once their medical clearance is received.</i>

About Medical History

- All applicants must meet the fitness to drive requirements as set out on the Austroads website (www.austroads.com.au)
- All clients are informed prior to and upon booking of the course requirements, licensing requirements and medical/eyesight requirements through our website and over the phone.
- If a client provides false/misleading information regarding their eligibility to participate in their course, they will be removed from the course and no refund will be provided.
- If you have a medical condition and are currently taking prescribed medication/s, you are required by VicRoads legislation to obtain a VicRoads medical clearance.
- If a medical clearance is not obtained prior to the commencement of the course, you will not be able to participate in the training program and will forfeit the course fee. (refer to clause 4b above)
- Please note that a letter issued directly to the applicant from the Medical Review team IS NOT prior approval and cannot be used by TDT as a reason to proceed with the training or assessments.
- If you have a Medical Review Outcome letter, you must submit it to TDT at least 7 days prior to your course commencement.
- Medical conditions may include but are not limited to:
Eyesight or hearing impairment, Dizziness, Blackouts, Epilepsy, Diabetes, Psychiatric issues, Sleep Apnea, High Blood Pressure, High Cholesterol levels, Anxiety, Depression, Mental Illness or any other medical condition or other disability which may affect your driving ability.

5. ALCOHOL & DRUG POLICY

a. If the candidate is found attending a course under the influence of alcohol and / or illegal drugs	Then their booking will be cancelled on the spot and booking / course fee will be forfeited. No refunds will be provided.
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6. IMPORTANT INFORMATION:

a. Call us or send us an email if you wish to cancel or reschedule your booking.

Notification to cancel or reschedule a course must be either by phone or TDT email at info@tdt.edu.au during business hours. (Notifications via social media, website enquiry, telephone message bank or other online platforms such as live chat are NOT accepted)

b. What is considered as course commencement?

If the candidate has attempted the knowledge test prior to the training date, it is considered as course commencement.

c. Proof of identification

Primary Proof of Identity - (Applies to all candidates)

- Australian photo driver licence, Australian photo learner permit, Australian Defence Force photo licence.
- A current Australian passport in the applicant's name
- A current overseas passport
- A current Police Force Officer or Defence Force photo identity card

Secondary Proof of Identity - (Applies to all candidates)

- A current Medicare card, Pensioner Concession card, Dept. of Veteran's Affairs card, Health care/Concession card, Credit card or account card issued by bank, building society or credit union.
- A telephone, gas or electricity bill up to one year old.

d. Recognition of Prior Learning - (Applies to all candidates)

Candidates possessing workplace knowledge, skills and prior experience relevant to the unit of competency may apply for 'Recognition of Prior Learning (RPL)'. For further information regarding the RPL process and assessment fee get in touch with TDT Administration Team.

Frequently Asked Questions



1. What to do if you have a medical or eyesight condition?

The law states that you must report any medical condition that could affect your driving.

- You must disclose any medical/eyesight condition(s) that could affect your driving, prior to your booking.
 - TDT will Seek Prior Approval from the Medical Review team
 - You may be required to complete a medical/eyesight report, you will be advised within 5 business days
 - TDT will send you VicRoads Medical/eyesight report that will need to be completed by your GP/specialist.
 - Submit completed VicRoads Medical/eyesight report to VicRoads.
 - VicRoads will then undertake a medical review.
 - Once approval has been granted, VicRoads will email you your letter of approval.
 - You will need to provide a copy of your medical clearance to TDT Training prior/on the day of your training.
- **If you have already got a Medical Review Outcome letter, you must submit it to TDT at least 7 days prior to your course commencement so TDT can seek approval from the Medical Review Team**
 - Failure to disclose any medical/eyesight conditions and/or failure to provide VicRoads medical clearance will result to cancellation of your course without any refunds.
 - If you are unsure whether your condition requires **VicRoads Medical Clearance**, please contact us for a confidential discussion.
 - You are also required to read an eyesight chart individually with both eyes prior to commencement of your training.
 - If you are unsure or worried about your eyesight, please attend a TDT Site at least 7 days prior to your course for an eyesight test.
 - Failing the eyesight test on the day will result in loss of monies paid.
 Note - If corrective lenses are required this will be made a condition on the licence. Colour blindness does not exclude a person from holding any grade of licence.
 - **What to do for an interstate licence holder**
 In the case of an interstate licence holder, the applicant must obtain clearance from their relevant jurisdiction in writing advising that they can proceed with training or assessments for that category of licence.
- ## 2. How many attempts do I get for Heavy vehicle assessment?
- You are allowed only 1 retest per day.
 - *To be deemed competent for heavy vehicle assessment, you have to successfully complete all 3 components of the assessments: Knowledge test, off road and on road assessments.*
 - *Applicants progressing from an HC to a MC class will only need to undertake an articulated vehicle knowledge test (KT5) if their HC licence was obtained prior to 1 July 2013.*
- ## 3. Am I eligible for MC if I hold MR or HR?
- If you hold your MR licence- you need to hold your HC licence for 12 months before eligible for MC
 - If you hold your HR licence – you need to hold HC for 24hrs before eligible for MC
- ## 4. Will I be restricted to driving automatics if I sit a test in an automatic truck?
- You will be restricted to driving automatics if you already have an existing automatic condition on your car licence, which only applies to probationary drivers.
 - If you are a fully Licenced driver, you will be endorsed with a 'B' condition, which means synchromesh (manual)
- ## 5. What is the pre-requisite for HRW license in Victoria?
- You must be at least 18 years of age.
 - It is a WorkSafe requirement that High-Risk Work assessments are completed by the participant using the English language either written or verbal.
 - Candidates **MUST** study the Learner Guide for the theory test & attempt to answer the self-quiz after each chapter.
 - Learner guide is provided upon booking.

6. How long is the HRW temporary licence valid for?

- Upon successfully completion, the candidate is issued with a temporary license that is valid for 60 days.

7. How do we apply for the HRW licence?

- You can apply for a High-Risk Work licence online or go to Australia Post **within 60 days of completion**.
- Please read and follow instructions given in the Quick Reference Guide provided by TDT Training Australia that will guide you through the new digital process for applying for a licence using myWorkSafe portal.
- If you fail to submit your application within 60 days of completion, you will need to re-enrol for the full course at your own cost.

8. What happens if I don't pass my assessments?

- If you don't pass the assessments, there will be opportunities available to re-sit the assessments within 60 days of course commencement.
- You are required to contact our admissions team to book for your retest.

Please note: Under no circumstance you will get extension for retest if the 60 days have elapsed; you will then be required to enroll for the full course.

Thank you
TDT Management

If you need any further information on the booking process including payments and refunds, please get in touch with one of our friendly Support Staff.

<p>Hallam (Head office) 4/161 Princes Hwy Hallam, VIC 3803 (03) 9703 2488 info@tdttraining.com.au</p>	<p>Bendigo 154-156 Midland Hwy Epsom, VIC 3551 (03) 5448 5515 bendigo@tdttraining.com.au</p>	<p>Sale 164 Patten St Sale, VIC 3850 (03) 5143 1177 info@tdttraining.com.au</p>
<p>Sunshine 98 Proximity Dr Sunshine West, VIC 3020 (03) 9318 0690 info@tdttraining.com.au</p>	<p>Ballarat 55 Wallis St Delacombe, VIC 3356 (03) 5317 7441 info@tdttraining.com.au</p>	<p>Sandown (Ridetek MTA) 591-659 Princes Hwy Springvale, VIC 3171 1300 788 382 info@ridetek.com.au</p>

