

## TERMS AND CONDITIONS

### Course Fees and Payment

- Full payment is required upon booking or 3 business days prior to course to secure your booking, unless otherwise agreed by both parties in writing.
- Payment methods include cash, bank transfer, credit/debit card.
- Course fees are stated on our website [www.startraining.com.au](http://www.startraining.com.au) unless otherwise stated in writing by Star Training and Assessing.
- If applicants are deemed not yet competent, no refund will be issued. Applicants may re-sit the course at full cost\* at a time, date and location agreed upon by both parties.  
(\*Full cost does not apply to High Risk Work (HRW) Courses – see below).

### Bookings for Businesses and Companies

- For companies and businesses wishing to arrange or book a course for multiple applicants, Star Training and Assessing requires minimum numbers to run a course.
- In the event a course has been booked and confirmed with our office via a confirmation e-mail, the e-mail will state the minimum number of applicants required in which you will be charged if numbers are not met.
- A cancellation policy also applies when courses have been booked and fail to meet our cancellation requirements (see cancellation policy below). An invoice will be issued according to the booking confirmation.
- For companies and businesses booking applicants into our public courses, cancellations policy applies (see cancellation policy below). An invoice will be issued according to the booking confirmation.

### FOR HIGH RISK WORK (HRW) –

- If you are deemed not yet competent in any of the assessments (knowledge / calculations / performance) a re-assessment fee of \$150.00 will apply.
- Payment will be required prior to re-assessment date.
- Applicants are entitled to ONE re-assessment at this cost. Full training and assessment will be required on the third attempt and charged at full cost.
- This re-assessment will occur at the Star Training and Assessing premises, at a time and date agreed upon by both parties.
- Re-assessment must occur within 60 days of original assessment date (as mandated by WorkSafe) or the full assessment must be undertaken and the full cost of the course will be incurred to the applicant.
- If deemed competent, applicants must submit the Notice of Assessment and Application Form, along with the \$64.00 WorkSafe fee and 100 points of ID to any Australian Post outlet within 60 days of first assessment or a full re-assessment will be required at full course cost.
- Students may choose to conduct a verbal assessment on the knowledge component. This will incur a fee of \$100.00 Please Note – Calculations assessments are not permitted to be conducted verbally.

### **IMPORTANT HIGH RISK WORK (HRW) INFORMATION –**

- Applicants booked for a one day experienced course will be issued with pre-assessment activities upon booking that must be completed IN FULL before the course date and returned to the assessor on the day of training and assessment. This includes a log book with a minimum of 20 hours.
- You MUST be supervised by a licenced holder in that class while performing your duties.
- This log book MUST be signed off by a person who holds the HRW class.
- Failure to complete the pre-assessment activity requirements in full or failure to return the completed document on the day of training and assessment, will mean that the applicant has failed to meet the requirements of an Experienced Course and will automatically be enrolled into the 2 day beginners' course.
- Applicants will be charged for the 2 day beginners' course.
- In the case that training and assessment occurs at your workplace, a second day of training and assessment may be required to be conducted at Star Training and Assessing premises at the discretion of Star Training and Assessing.
- Students MUST bring appropriate safety boots/shoes and valid photo ID before training and assessment begins.
- No refund will be issued if students fail to meet the pre-assessment activities requirements.
- No refund will be issued if students fail to bring appropriate footwear or valid photo ID.

### **Cancellation Policy**

- Star Training and Assessing requires 5 business days' notice of any cancellation for a full refund (minus a \$50.00 administration fee).
- If you fail to appear on the day of the course (at the start time) then no refund will be issued.
- Refunds will not be issued once the course has begun.
- All refunds must be requested in writing with name, address, contact details and reason for requesting a refund.

### **Further Information**

For further information, please refer to our website. (Information for Students) or contact our office.