

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 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).

Cancellation and Refund Policy

- Star Training and Assessing requires **5 business days' notice** of any cancellation for a full refund.
- There will be a **\$50.00 + GST** administration fee for all cancellations.
- Any cancellation within 5 business days of course will forfeit all course fees.
- 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.

LATE ARRIVALS

- Courses begin strictly at the time stated on the booking confirmation you will receive.
- Late arrivals can affect the learning outcomes of all students, therefore Star Training and Assessing reserves the right to refuse entry to students who arrive late to a course.
In this case the student will forfeit all course fees in full as per our cancellation and refund policy.

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 and refund policy also applies when courses have been booked and fail to meet our cancellation and refund requirements (see cancellation and refund policy above). An invoice will be issued according to the booking confirmation.
- For companies and businesses booking applicants into our public courses, cancellations and refund policy applies (see cancellation and refund policy above). An invoice will be issued according to the booking confirmation.

FOR HIGH RISK WORK (HRW) –

- Upon booking your High Risk Work Course online, you will receive a phone call from Star Training and Assessing to confirm your LLN (Language, Literacy and Numeracy) skills.
- You will be advised if you meet the LLN requirements needed to complete this course.
- If Star Training and Assessing believes your LLN Skills are not at an appropriate level to complete this course, we will advise you of our decision and offer a refund (**minus a \$15.00 + GST administration fee**).
- If you are deemed not yet competent in any of the assessments (knowledge / calculations / performance) a re-assessment fee of **\$100.00** 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 WorkSafe fee and 100 points of ID to any Australian Post outlet within 60 days of first assessment date or a full re-assessment will be required at full course cost.
- Students may choose to conduct a verbal assessment on the knowledge component of the assessment. This will incur a fee of **\$150.00**. This must be organised with Star Training and Assessing with ample time before course commencement. Please Note – Calculations assessments are not permitted to be conducted verbally.

Further Information

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