

RE-TEST AND RESCHEDULE POLICY

The majority of students pass our courses. Students are provided with a workbook and manual which when completed, helps them pass the final assessments. If in the event that you do not pass your course, we work with you to achieve your goal.

ADDITIONAL TRAINING

We are able to provide free additional *theory* training should you require it if you attend any of our courses.

Additional free *practical* training is only provided if you hold a probationary or full car licence and attend a two day course.

RE-TEST

Free re-testing is available for two day beginner courses only. If you do not pass your assessment, you will be placed on our waitlist. Start Training will contact you the day prior when a place is available for re-assessment.

A re-test fee of \$150 applies if you have enrolled in an experienced operator's course and do not pass your test on the day of your course. **If you arrive without your workbook completed, you will not be assessed and will need to reschedule and pay an extra \$80 re-booking fee.**

RESCHEDULE

Start Training requires 3 full business days notice to cancel or to reschedule your course. Failure to give us this notice will result in full fees being applied. A re-booking fee of \$80 per student must be paid if you wish to re-book. If booking is made within 3 days of course commencement, students have 24 hours from time of booking to cancel or reschedule their course or full fees will be applied, and a re-booking fee of \$80 rebooking fee will be applied.

ONSITE TRAINING AND ASSESSMENT

Start Training requires 3 full business days notice to cancel or to reschedule any onsite training and assessment. Failure to give us this notice will result in full fees being applied. A re-booking fee of \$150 per student must be paid if you wish to re-book. Individual students who are NYC (not yet competent), will need to travel to one of our training centres and be assessed at a cost of \$150 per student.