



Re-test and Reschedule Policy

RESCHEDULE

Start Training Group requires 5 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 rescheduling fee of \$200.00 per student must be paid if you wish to reschedule. If the booking is made within 5 days of course commencement, students have 24 hours from the time of booking to cancel or reschedule their course or full fees will be applied, and a rescheduling fee off \$200.00 will apply.

RE-TESTS

INFORMATION	BEGINNERS COURSE	EXPERIENCED OPERATORS COURSE
COURSE REQUIREMENTS	<ul style="list-style-type: none"> Completion of workbook, prior to attending the course. If you arrive without your workbook completed on day two, you will not be assessed and will need to reschedule and pay a \$200.00 rescheduling fee. 	<ul style="list-style-type: none"> Accelerated Learning Program, Evidence of previous experience (letter from employer / Statutory Declaration) ALL the above submitted no later than 5 days prior to course commencement. Completion of workbook If you arrive without your workbook complete, you will not be assessed and will need to reschedule and pay a 200.00 rescheduling fee.
ADDITIONAL TRAINING	<ul style="list-style-type: none"> Free extra theory training is available. Free extra practical training is available. 	<ul style="list-style-type: none"> Free extra theory training is available. Experienced Operators will be charged an additional \$200.00 if extra practical training and assessment is required.
RE-TEST - THEORY	<ul style="list-style-type: none"> If you do not pass your theory assessment, you will be required to attend one of the scheduled free re-tests days. Free theory retesting must be completed within 90 days of original course date If you reach 12 months since your original course date, and have not passed your assessment/s, you will be required to retrain and assess; please note that full course costs will apply. 	<ul style="list-style-type: none"> If you had a completed workbook and do not pass your theory assessment, you will be required to attend one of our scheduled free re-tests days. Free theory retesting must be completed within 90 days of original course date. If you reach 12 months since your original course date, and have not passed your assessment/s, you will be required to retrain and assess; please note that full course costs will apply.
RE-TEST - PRACTICAL	<ul style="list-style-type: none"> Free practical re-testing is available for Beginner courses only. If you do not pass your practical assessment, you will be required to attend one of the scheduled free re-tests days. Free practical training and retesting must be completed within 90 days of original course date. 	<ul style="list-style-type: none"> Experienced Operators will be charged an additional \$200.00 if extra practical training and retesting is required.
NON - ATTENDANCE	<ul style="list-style-type: none"> \$200.00 reschedule fee applies 	<ul style="list-style-type: none"> \$200.00 reschedule fee applies

Onsite employees will be required to attend one of our training centres for all re-assessments, on free retest days.