



## 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. **Free re-assessments will be offered on scheduled “re-test days only”.**

### RE-TESTS

| INFORMATION                | BEGINNERS COURSE  | EXPERIENCED OPERATORS COURSE  |
|----------------------------|---|---|
| <b>COURSE REQUIREMENTS</b> | <ul style="list-style-type: none"> <li>Completion of workbook, prior to attending the course (Forklift, Boom Lift, Yellow Card, Order Picker, Earthmoving)</li> <li>If you arrive without your workbook completed on day two, you will <b>not</b> be assessed and will need to reschedule and pay a \$200.00 rescheduling fee.</li> </ul>   | <ul style="list-style-type: none"> <li>Accelerated Learning Program (ALP) (Earthmoving only)</li> <li>Evidence of previous experience (letter from employer / Statutory Declaration) <b>ALL the above submitted no later than 5 days prior to course commencement.</b></li> <li>Completion of workbook</li> <li>If you arrive without your workbook complete, you will <b>not</b> be assessed and will need to reschedule and pay a 200.00 rescheduling fee.</li> </ul>                     |
| <b>ADDITIONAL TRAINING</b> | <ul style="list-style-type: none"> <li>Free extra theory training is available.</li> <li>Free extra practical training is available (up to 4 Hours)</li> </ul>  | <ul style="list-style-type: none"> <li>Free extra theory training is available (if workbook completed)</li> <li>Free extra practical training</li> </ul>  |
| <b>RE-TEST - THEORY</b>    | <ul style="list-style-type: none"> <li>If you do not pass your theory assessment, you will be required to attend one of the scheduled free re-tests days. <b>Free theory retesting must be completed within 90 days of original course date</b></li> <li>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.</li> </ul> | <ul style="list-style-type: none"> <li>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. <b>Free theory retesting must be completed within 90 days of original course date.</b></li> <li>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.</li> </ul> |
| <b>RE-TEST - PRACTICAL</b> | <ul style="list-style-type: none"> <li>Free practical re-testing is available</li> <li>If you do not pass your practical assessment, you will be required to attend one of the scheduled free re-tests days.</li> <li>Free practical training and retesting must be completed within 90 days of original course date.</li> </ul>  | <ul style="list-style-type: none"> <li>Free practical re-testing is available</li> <li>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.</li> </ul>   |
| <b>NON - ATTENDANCE</b>    | <ul style="list-style-type: none"> <li>\$200.00 reschedule fee applies</li> </ul>   | <ul style="list-style-type: none"> <li>\$200.00 reschedule fee applies</li> </ul>   |

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