



## 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 3 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.
- Attendees are asked to arrive 15 minutes prior to the course start time to allow time to complete the necessary registration paperwork, late attendees (past 30 minutes) from their course start time may be refused course entry and charged a rebooking fee.
- Participants must provide one form of current photo identification to participate in our courses, failure to meet this requirement will result in the students' course needing to be rescheduled, our rebooking fee will apply.
- Participants must complete the student workbook/online quiz at home, before attending the course. The completed workbook must be brought with the attendee on the first day. Failure to do this will result in the course needing to be rescheduled, our rebooking fee will apply.
- Students must have reasonable understanding of English (to be able to complete all assessments independently) if the student is deemed not ready complete a course, they will need to be postponed or rebooked, a rebooking fee will apply.

### REFUNDS

- In the instance where the student has paid for the course, i.e. they have attended the course on the first day, but are unable to complete the course, the student may apply for a refund.
- Refunds are granted where the student can produce evidence such as a medical certificate.
- Refunds may be granted for other reasons at the discretion of the RTO Manager.
- All refunds require a Refund Application Form to be completed and submitted to the RTO Manager for approval.
- The application form is available from our head office, or on the 'Information' page of our website.

### ONSITE TRAINING & ASSESSMENT

- Start Training requires 5 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 rescheduling fee of \$200 must be paid if you wish to re-book another date.
- Individual students who are NYC (not yet competent), will need to attend one of our training centres to be assessed and to take advantage of our free re-assessment policy.

### RE-TESTS

**Free re-assessments will be offered on scheduled "re-test days only".**

INFORMATION	BEGINNERS COURSE	EXPERIENCED OPERATORS COURSE
<b>COURSE REQUIREMENTS</b>	<ul style="list-style-type: none"><li>• Completion of workbook/ Online Quiz prior to attending the course.</li><li>• If you arrive without your workbook/ Online Quiz completed on day one, 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 3 days prior to course commencement.</b></li><li>• Completion of workbook/ Online Quiz, prior to attending the course.</li><li>• If you arrive without your workbook/ Online Quiz completed on day one, 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.</li> <li>Experienced Operators (ALP) will be charged an additional \$200.00 if extra practical training and assessment is required.</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 for Beginner courses only.</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>Experienced Operators will be charged an additional \$200.00 if extra practical training and retesting is required.</li> </ul>
<b>NON - ATTENDANCE</b>	<ul style="list-style-type: none"> <li>\$200.00 reschedule fee applies if insufficient notice is given.</li> <li>If a student cannot attend due to being unwell, and insufficient notice is given, a Medical Certificate <u>must</u> be provided to waive this fee.</li> <li>If a student cannot attend due to needing to provide care for someone, and insufficient notice is given, an Attendance Certificate <u>must</u> be provided to waive this fee.</li> <li>If a student cannot attend for any other circumstances, and insufficient notice is given, substantial evidence <u>must</u> be provided to waive this fee.</li> </ul>	<ul style="list-style-type: none"> <li>\$200.00 reschedule fee applies if insufficient notice is given.</li> <li>If a student cannot attend due to being unwell, and insufficient notice is given, a Medical Certificate <u>must</u> be provided to waive this fee.</li> <li>If a student cannot attend due to needing to provide care for someone, and insufficient notice is given, an Attendance Certificate <u>must</u> be provided to waive this fee.</li> <li>If a student cannot attend for any other circumstances, and insufficient notice is given, sufficient evidence <u>must</u> be provided to waive this fee.</li> </ul>
<b>EXPIRED NOTICE OF ASSESSMENT (OUR STUDENTS)</b>	<ul style="list-style-type: none"> <li>\$250 assessment fee applies for this booking.</li> <li>Retesting must be completed within 6 months of the issue date on the NOA.</li> <li>For an NOA expired for more than 6 months, the full course must be done again, a full course fee will apply.</li> <li>Our standard cancellation, rescheduling &amp; course requirements policies still apply to this type of booking.</li> </ul>	<ul style="list-style-type: none"> <li>\$250 assessment fee applies for this booking.</li> <li>Retesting must be completed within 6 months of the issue date on the NOA.</li> <li>For an NOA expired for more than 6 months, the full course must be done again, a full course fee will apply.</li> <li>Our standard cancellation, rescheduling &amp; course requirements policies still apply to this type of booking.</li> </ul>
<b>EXPIRED NOTICE OF ASSESSMENT (FROM ANOTHER RTO)</b>	<ul style="list-style-type: none"> <li>The full course must be done again, a full course fee will apply.</li> <li>Our standard cancellation, rescheduling &amp; course requirements policies still apply to this type of booking.</li> </ul>	<ul style="list-style-type: none"> <li>The full course must be done again, a full course fee will apply.</li> <li>Our standard cancellation, rescheduling &amp; course requirements policies still apply to this type of booking.</li> </ul>