

Fees, Charges, and Refund Policy

Standards & Legislation

- Education and Training Reform Act VIC 2006

Purpose

To guide Start Training's financial arrangements with all clients and ensure students have an informed choice.

Fees and Charges

Start Training charges fees for participation in all accredited training and courses. All course fees and charges are published in relevant marketing materials. Prior to enrolment, Start Training notifies students of fee information via the website, students are required to pay all tuition fees.

Key Points

- You'll need to pay to join our courses.
- We let you know the costs beforehand, so no surprises.
- You can't pay more than \$1000 upfront. Any more, and you can pay as you go.
- What you pay covers your training, study materials, and your first set of certificates.
- Learners and employers will be advised of fees and charges prior to enrolment through our website or from the staff member providing course information.

Payments

1. To secure your spot, you have to pay at least 50% of your course costs upfront.
2. Once you pay, your place is guaranteed, and you're agreeing to these terms.
3. Full payment of course, up to \$1000.00 is required 24 hours prior to your course start date, failure to make full payment (up to \$1000.00 only) 24 hours prior to your course start date, may result in cancellation of your spot.
4. If we have to cancel the course for any reason, you get your money back or a spot in another course at no additional charge

Course fees over \$1000.00

Start Training may accept an initial payment of up to \$1,000 from each student prior to the course start date. The remaining balance must be paid in full upon course completion before any certificate or qualification is issued.

Payment Methods

1. Credit Card payments via online bookings
2. Credit card payments over the phone
3. Payment plans using AfterPay, ZIP, PayPal
4. Bank transfers
5. Cheque

If you can't make it (Reschedule)

Please refer to our Reschedule Policy

Refunds

- You will be eligible for a full refund if we can't offer the course or if you let us know you're not coming 5 days before it starts, or if you can supply a medical certificate. Refunds must be applied for within 10 days from commencement date. Please complete a refund application form and submit it to accounts@starttraining.com.au You will be notified of the outcome within 7 days
- Refunds that have been approved can take up to 14 days to be processed

Company Bookings

1. Companies' invoices are due 7 days prior to the course start date, unless another agreed payment term has been made.
2. If the company books within the seven days of the course date, the invoice will be due 24 hours after booking.
3. Extensions on payments can only be granted by the accounts or management team.
4. If you need to amend your booking, tell us 5 days before the course starts to be able to reschedule at no charge. Credit notes can be issued, any refunds must be approved by management.
5. Any cancellations or no shows within the 5 days period of the course date will be charged at full fee
6. Sufficient notice and a medical certificate must be provided for anyone who cannot attend due to illness before they are rescheduled at no cost. Otherwise, full fees will apply.
7. A hold on business to business/on site credit will be eligible for up to 12 months only.

Questions?

Talk to our team leaders, supervisors, managers, or the accounts department if you have any questions. You can email us at bookings@starttraining.com.au or call us on 03 9756 0244.

Supporting Documents

- Reschedule Policy
- Student Handbook
- Reassessment Policy
- Refund Application Form F001