

## Reschedule Policy

### Standards & Legislation

- Education and Training Reform Act VIC 2006

### Purpose

To provide clarity for both the organisation and the student, ensuring that rescheduling is managed fairly and efficiently. This policy ensures transparency and consideration for students while maintaining course continuity.

### Reschedule

Rescheduling a course means changing the date or time of a previously booked course or training session.

#### *Reasons for Rescheduling a course or training session*

A student may need to reschedule a course for various reasons, including:

- Personal illness or medical appointments
- Family emergencies or personal obligations
- Work schedule conflicts
- Transportation or travel issues
- Insufficient preparation or the need for additional study time

From time to time Start Training may need to reschedule a course due to accommodating student needs, instructor availability, low enrollments, unforeseen circumstances (e.g., illness or emergencies), severe weather or logistical adjustments to improve the learning environment.

#### *Reschedule Fees*

A **reschedule fee** is a charge applied when a student requests to change the date or time of a previously scheduled course or training session. This fee covers administrative costs and compensates for the impact on scheduling, resources, and staffing adjustments associated with the change.

### If you can't make it and need to Reschedule

#### *5 Days before your course*

Let us know at least **5 days before** the course start date, you'll be eligible for a **full refund** on application.

#### *Illness and Emergency*

If you're sick, notify us with as much notice as possible, send through a **doctor's/medical certificate**, and we'll **reschedule you at no extra cost**.

A **maximum of two free reschedules** will be allowed per student, per course.

#### *5 days - 24 hours before the course starts*

If you notify us between 5 days and 24 hours before your course starts, a **50%** (of total course fees) **reschedule/cancellation fee will apply**. Full payment of the course fee will be required when rebooking to secure a new course date.

### **No show or Late Cancellation**

If you cancel **within 24 hours** of the course start time, do **not show up**, or change your mind, **no refund** will be provided. The full course fee, or a deposit payment of up to \$1000.00, will be charged for a new booking.

### **Combined Course Package**

If you have booked into multiple courses via a special deal, and cannot make one of the courses, the refund policy will be applied to that particular course at the discounted rate.

### **Bookings made 24 hours before course start time**

If you make your booking within 24 hours of the course start time, you will have a 12 hour 'cooling off period' for change of mind. Once the 12 hours have passed, this Reschedule Policy applies.

### **Free Reassessment and Free Training**

Failure to attend Free Reassessments or Free Theory/Practical sessions, as per this policy, will forfeit all future free reassessments or further training. Reassessment fees will apply. Please refer to our Reassessment Policy for fees.

### **Late Attendees (past 30 minutes)**

Late attendances more than 30 minutes from the course start time may be refused course entry and charged a rebooking fee, of 50% of the total course fees when rebooking their course. Late attendance of more than 30 minutes, will result in the forfeit of free reassessment and free training.

## **Timeframe**

Rescheduled courses (rebookings) must be within **6 months** of the initial course booking

## **Rescheduling Limits**

Free Rescheduling as per this policy, will be allowed for a **maximum of two times** from the initial booking date. After two bookings have been exhausted, full course fees will apply.

## **If Start Training Reschedules your course**

In the event that a course must be rescheduled by us (Start Training), we will provide notice to all enrolled students immediately whenever possible.

**Notification:** Students will be informed of rescheduling via email, SMS, or phone, detailing the new date and time options available.

**Alternative Arrangements:** Where feasible, students will be offered alternative dates, times, locations to minimise disruption.

**Unforeseen Circumstances:** In cases of emergency or unavoidable events (e.g., severe weather, instructor illness or emergency), same day notice may apply, and all efforts will be made to reschedule at the earliest possible date.

**Refund or Credits:** If the rescheduled date is unsuitable, students may be eligible for a refund or course credit toward future sessions, as per our Fees, Charges and Refunds Policy.

## Prerequisites (E.g Online assessments, workbooks, ALP forms, ID)

If you arrive at your course **without the completed** required **Prerequisites**, as stipulated in your booking confirmation or Learner Portal, (this may include mandatory PPE, workbooks, Online Assessments (Quiz), ALP forms, prerequisite training, Statutory Declarations or Identification requirements), you will need to **reschedule and pay 50% of the course fee.**

## Company Bookings (Onsites)

1. 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 refund applications must be approved by management.
2. Any cancellations or no shows within the 5 days period of the course date will be charged at full fee.
3. 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.
4. All Onsite bookings must sign an onsite requirements form
5. If an onsite fails to meet the required conditions for training, the course will be cancelled or rescheduled, and full fees will be reapplied.

## Supporting Documents

- Student Handbook
- P0005 Fees, Charges, and Refund Policy
- P00025 Reassessment Policy