

Terms & Conditions / Refund Policy

REFUND POLICY

Refunds will be provided to students who withdraw from a course for an appropriate reason and after having giving reasonable notice.

Five Star Security Training has a policy of 100% refund of any money paid prior to commencement of any course or training less a non refundable \$100.00 administration fee, provided a request is recieved in writing on Form RR1 (refund Request) 14 working days prior to the course start date. If a student withdraws between 13 days and 7 days prior to the course or training there is a 75% refund, and if it is between 6 days and the course commencement there is a 50% refund at the discretion of Five Star Security Training. This form needs to be accompanied by supporting documentation where applicable.

If a student withdraws during a course, no refund is available but Five Star Security Training will apply a pro-rata credit to the student's account that can be used if the course is completed at a later date.

If a student's enrolment has been terminated due to disciplinary action, fees will not be refunded.
The form can be obtained by contacting Five Star Security Training student liaison officer on Phone 0435 547 139

CERTIFICATES AND STATEMENTS OF ATTAINMEN

A qualification is :

Formal certification in recognition that a student has achieved competencies relevant to identified individual, professional, industry or community needs. Once a student has satisfactorily completed a course E.G Certificate II in Security Operations, including all assessments, a student will be issued with documentation that identifies the units of competency that have been achieved and a Certificate of Qualification.

A student who completes some part of the requirements for the qualification will receive a Statement of Attainment which will show the units of competency that have been completed .

When the assessment process is completed and the student is assessed as being competent a Certificate of Qualification or a Statement of Attainment will be mailed to the student within 48 hours.

TERMS AND CONDITIONS OF PAYMENT

Full time in house course - payment to be made in full prior to commencing training .

Flexible learning course - payment to be made in full prior to commencing training .

RPL/RCC application - payment in full at the time of application.
