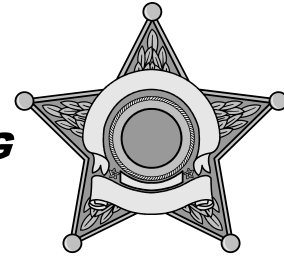




FIVE STAR SECURITY TRAINING



CERTIFICATE 3 GUARANTEE

INFORMATION FOR STUDENTS PRIOR TO ENROLMENT

PRIOR TO ENROLMENT

As a Registered Training Organisation (RTO) Five Star Security Training is required to provide the below information to students prior to enrolling in any training course.

TRAINING

Information on the training services provided by Five Star Security Training is available on the company website or by contacting the administration.

Prior to enrolling into your chosen course, ensure you have a full understanding of the structure of the course including what is required to complete the course and be assessed as competent in the knowledge you have learnt.

NOTE

The cost of the training does not include the fees charged by the Office of Fair Trading to obtain a Security Licence. The application process and the costs associated with obtaining a licence are the responsibility of the student. All fees are paid by the student directly to the Office of Fair Trading.

ASSESSMENT

Assessments of units will be conducted after the following requirements are met.

- Successfully complete all required training.

REFUND POLICY

Five Star Security Training offers a fair and equitable refund policy that complies with all legislative requirements. The policy is outlined below and will be discussed prior to enrolment. The refund policy detail is also outlined in the policy and procedure book which is available to students on enrolment and on the Five Star Security Training Website.

Administration fees (shown below) shall not be refunded to the student under any circumstances unless:

- Five Star Security Training cancels or discontinues a course.
- You withdraw from a course due to serious illness (we will refund any course fees paid less an administrative fee) - **a medical certificate is required**. All resource material must be returned at the time of the refund.

SHARING OF INFORMATION

During your enrolment with Five Star Security Training, your information may be shared with the Department of Education, Training and Employment.

This information could include the following:

- Personal and contact details
- Course enrolment details and any changes
- Any additional information the Department of Education, Training and Employment may require.

SUPPORT SERVICES AND SPECIAL NEEDS

Five Star Security Training will take every possible action to ensure we support you throughout your training and assessment process.

If at any point during your course you require any assistance or support, please discuss these needs with the staff or your tutor/trainer and we will provide assistance.

If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff prior to enrolment to allow us to cater for your needs.

If you do not notify us of these conditions, it may affect your training and /or assessment.

YOUR RIGHTS

As part of your training and assessment, you have various rights. Five Star Security Training wants to ensure that your training as well as providing you with knowledge is conducted in an environment that is beneficial and enjoyable.

You should at no time during your training feel harassed, bullied, discriminated against or abused,

You should notify the CEO immediately either face to face, via phone or in writing if any of these situations occur.

Should you have a complaint about any aspect of your training and assessment you should contact a staff member they will be able to supply you with more information on your rights.

PRIVACY POLICY

In compliance with the Privacy Act, the information requested on this enrolment form will only be used for the process of enrolment and maintaining student records.

It may be used for audit, verification, research, statistical analysis, program evaluation, post completion surveys and internal management purposes.

All information will be kept confidential and access to this information is only available to you, the CEO. If you wish to view your personal file held by Five Star Security Training lodge the request with your trainer.

MEDIA RELEASE

No information about you will be released to any form of media or used in advertising or promotions unless you specifically give your authorisation.

RPL / RCC PROCESS

Five Star Security Training will recognise any Qualification or Statement of Attainment issued by any other training organisation or education institutes.

The Policy and Procedures and the Student Handbook explains the process of applying for and granting Recognition of Prior Learning (RPL)

ADMINISTRATION FEE POLICY:

Five Star Security Training will administer a Student Contribution/Administration Fee of **\$30.00** for none concessional and **\$20.00** for Concessional students upon enrolment in the Queensland Government Certificate 3 Program.

The administration fee charge includes all materials and will be collected at the beginning of training.

Five Star Security Training Ltd will retain any Administration fee collected.

All fees and charges are levied according to the Vocational Education, Training and Employment Regulation 2000 and Five Star Security Training fee policy.

Concession card holders or dependants of a concession card issued by the Commonwealth Law, or a document issued in an official form under the Commonwealth law confirming entitlement to concessions will be entitled to a discount on course fees.

Concession cards may include:

- Health Care Concession Card
- Pension Card.
- Participant is an Aboriginal and Torres Strait Islander person. (Acceptable evidence is required)

Once you have completed your Certificate III qualification you will be no longer eligible for a subsidised training place in the Certificate 3 guarantee programme.

It is a requirement at the completion of your qualification that you complete an Employment Survey within three months of the training you will be contacted by Five Star Security Training to undertake this survey.

If you have any difficulty in meeting the acceptance arrangements or have any concerns or any questions about your Course Acceptance Offer and Written Agreement or any aspect of your studies with Five Star Security Training, you should contact the administration officer Jenny Healey Ph 0435 547 139