



5 Star Online Training Student Handbook - online training

Your guide to enjoying your learning experience

CONTENTS

CONTENTS	2
INTRODUCTION	4
OUR CONTACT DETAILS:	4
ABOUT 5 STAR ONLINE TRAINING	5
CODE OF PRACTICE – OUR COMMITMENT TO YOU	5
AIMS AND OBJECTIVES	5
WHAT’S IN IT FOR ME?	5
UNIQUE STUDENT IDENTIFIER (USI)	6
CONTINUOUS IMPROVEMENT STRATEGY	6
LEGISLATION	7
CONFIDENTIALITY AND PRIVACY ISSUES	7
EQUAL OPPORTUNITY POLICY	7
PROTECTION FROM HARASSMENT	7
DISCIPLINARY PROCEDURE	7
WHAT ARE YOUR RESPONSIBILITIES?	8
WHAT ARE OUR RESPONSIBILITIES?	8
WORKPLACE HEALTH AND SAFETY	9
ACCESS AND EQUITY	10
MARKETING	10
SELECTION AND ENROLMENT	10
ENTRY CRITERIA	10
FEES	10
STUDY OPTIONS	11
COURSE INFORMATION	11
CESSATION OF RTO REGISTRATION	11
LANGUAGE, LITERACY, & NUMERACY ASSESSMENT	11
PROVISIONS FOR LITERACY, NUMERACY AND LANGUAGE DIFFICULTIES	11
CANDIDATE SUPPORT, WELFARE AND GUIDANCE	11
DELIVERY AND ASSESSMENT	12
RECOGNITION OF PRIOR LEARNING (RPL)	12
WHAT IS RECOGNITION OF PRIOR LEARNING (RPL)?	12
RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO’S	13
YOUR TRAINER’S RESPONSIBILITIES	13
ASSESSMENT	13
CHEATING & PLAGIARISM	13
ASSESSMENT POLICY INCLUDING RE-ASSESSMENT	13
WHAT IF YOU SUCCESSFULLY DEMONSTRATE COMPETENCIES IN SOME AREAS AND NOT IN OTHERS?	14
WORK PLACEMENT AS A REQUIREMENT OF A COURSE	14
STUDENT RESPONSIBILITIES DURING WORK PLACEMENT	14
SUPERVISOR’S RESPONSIBILITIES DURING WORK PLACEMENT	14

STUDENT FEEDBACK SURVEY	15
FEES	15
PAYMENTS TERMS.....	15
INCIDENTAL CHARGES	16
CANCELLATION / REFUND POLICY	16
FEEDBACK.....	16
COMPLAINTS, GRIEVANCES AND APPEALS	16
APPEALING A DECISION.....	16
TIME LINES.....	17
ISSUING QUALIFICATIONS	17
LOSS OF CERTIFICATE OR STATEMENT OF ATTAINMENT.....	17
RE ISSUING CERTIFICATES	17

INTRODUCTION

Welcome to your Registered Training Organisation (RTO), 5 Star Online Training, we look forward to working with you to achieve your training and career goals.

5 Star Online Training provides high quality training and assessment for students who wish to gain a formal qualification to enter the workforce in the hospitality industry. Gaining a qualification issued by 5 STAR ONLINE TRAINING demonstrates you have developed skills that are highly valued and are recognised throughout Australia. We aim to provide a happy, friendly atmosphere in which to learn.

We suggest you keep this Student Handbook nearby during your training, as it will provide additional guidance as you progress through your training. This Student Handbook provides important information regarding an overview of our key policies and procedures to assist you. These policies and procedures have been developed to guarantee you consistent quality throughout your training and assessment with 5 STAR ONLINE TRAINING. It's not a marketing tool. Treat it as pre-reading for your course and you'll start your learning with confidence and familiarity. We hope you enjoy your learning experience.

5 STAR ONLINE TRAINING will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

If you have any suggestions on how we can improve our policies and procedures, please contact our RTO Manager via letter or email. Your feedback will be welcomed and acknowledged.

We hope your time at 5 STAR ONLINE TRAINING is a memorable and productive learning experience.

If you require any assistance with understanding these policies and procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

OUR CONTACT DETAILS:

5 Star Online Training Pty Ltd – RTO #45332

PO Box 519
Healesville, VIC, 3777

1300 496 337

Training and technical support – support@5starhospitalitytraining.com.au

RTO Manager – compliance@5starhospitalitytraining.com.au

ABOUT 5 STAR ONLINE TRAINING

5 STAR ONLINE TRAINING is a Registered Training Organisation (RTO #45332), delivering nationally recognised training and assessment services. To view our RTO details please visit www.training.gov.au and search under our name or RTO# 45332.

CODE OF PRACTICE – OUR COMMITMENT TO YOU

5 STAR ONLINE TRAINING values its relationship with our students. We strive at all times to demonstrate ethical behaviour and standards in all our dealings.

We aim to deliver best practice in training and assessment services, with strict adherence to the RTO Standards.

We are committed to ensuring customer satisfaction.

AIMS AND OBJECTIVES

Our aim is to make every student feel welcome and ensure they receive the maximum benefits from our training services.

For more information on any of the provisions in our Code of Practice, please contact a 5 STAR ONLINE TRAINING staff member.

WHAT'S IN IT FOR ME?

You will receive training that will prepare you for work in the hospitality industry and you will be supported throughout the program in developing skills in specific areas.

UNIQUE STUDENT IDENTIFIER (USI)

As of January, 1 2015, federal regulations now require students undertaking Vocational Education and Training programs (VET) to have a Unique Student Identifier (USI).

This identifier should be provided to any RTO who provides you with VET training. USI's allow you to access your training records and attainments in VET from the national record. It also allows RTO's to manage your records more effectively.

You need to provide 5 STAR ONLINE TRAINING with your USI upon enrolment. You can obtain your USI at www.usi.gov.au/students.

It is important that you make sure the personal details you enter when enrolling in your course are exactly the same as the details you entered when registering for the USI.

Prior to undertaking the course and issuing of certificates, your USI must be verified by 5 STAR ONLINE TRAINING through the government verification software. You can be assured of security of your USI at all times. Any information collected solely for the purposes of the USI is destroyed.

Students should review the USI Fact Sheet at www.usi.gov.au/students for further information, particularly if you think you may be eligible for an exemption. If you are eligible for an exemption, please provide the details to 5 STAR ONLINE TRAINING and we will record this on your enrolment. It is worth noting that an exemption excludes your results from being recorded within the national USI system and any qualification completed with a USI exemption will not appear on any authenticated VET transcript prepared by the USI Registrar.

Further student information about the USI is available at the USI website www.usi.gov.au/students.

Students are advised that the personal information you provide in connection with an application for a USI is collected by our student support staff for the purposes of:

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts;

The information may be disclosed to:

- Commonwealth and State/Territory government departments, VET Regulators and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;

Information will not be disclosed without your consent unless authorised by you or required by or under law. Please refer to "Confidentiality and Privacy Issues" further in this handbook.

CONTINUOUS IMPROVEMENT STRATEGY

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients, these are namely our students, the industry we support and the community to whom we provide training.

Our continuous improvement strategy involves the collection and analysis of relevant information and then applying corrective actions to improve the practices of the RTO. Relevant information is collected through actively engaging with key stakeholders, before, during and after training and assessment.

LEGISLATION

5 STAR ONLINE TRAINING is bound by a wide range of regulatory requirements including but not limited to:

CONFIDENTIALITY AND PRIVACY ISSUES

As a Registered Training Organisation, 5 STAR ONLINE TRAINING is obliged to collect personal information for the purposes of course administration, statistical analysis, government reporting regulations and the evaluation of our programs.

As part of the enrolment process, 5 STAR ONLINE TRAINING collects data for the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS), including your Unique Student identifier (USI). Each Registered Training Organisation needs to collect information about who their students are, where they study, what they study and update any statements of attainment or qualifications issued to the USI system. This information is stored in our AVETMISS-compliant student management system. In line with the Australian Quality Training Framework, your program and assessment results will be maintained through 5 STAR ONLINE TRAINING's administrative procedures. This information will be retained for a period of 30 years. You can access your results at any time through a written submission to our team.

5 STAR ONLINE TRAINING protects the privacy and confidentiality of students by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil the 5 STAR ONLINE TRAINING's responsibility to the student.

5 STAR ONLINE TRAINING will not disclose any information that we gather about you to any unauthorised outside interests. We use the information collected only for the services we provide. No student/client information is shared with any other unauthorised organisation.

EQUAL OPPORTUNITY POLICY

Equal Opportunity Acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created to eliminate discrimination and harassment in the workplace, education and accommodation and promote equal opportunity. At 5 STAR ONLINE TRAINING, we support these acts and ensure a training environment that supports the following:

PROTECTION FROM HARASSMENT

5 STAR ONLINE TRAINING has implemented management practices that maintain high professional standards and safeguard the interest and welfare of students in situations that might result in their harassment.

Bullying and harassment in any form will not be tolerated under any circumstances. All students and staff of 5 STAR ONLINE TRAINING have a right to an environment free from intimidation and harassment.

Students who feel they have been bullied or harassed by a staff member of 5 STAR ONLINE TRAINING can contact the Chief Executive Officer (CEO) of 5 STAR ONLINE TRAINING. The CEO can be contacted via email at ceo@5starhospitalitytraining.com.au.

DISCIPLINARY PROCEDURE

5 STAR ONLINE TRAINING has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. A breach of policy, procedure or statutory regulation by staff and/or student will be sufficient grounds for disciplinary action ranging from verbal

notification, formal counselling or immediate dismissal. Students are expected to abide by the Responsibilities for Students set out in this Handbook.

All disciplinary matters will be handled by the Chief Executive Officer.

WHAT ARE YOUR RESPONSIBILITIES?

You must make every reasonable effort to:

- contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- comply with the rules and regulations of 5 STAR ONLINE TRAINING.
- be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- monitor your own progress by ensuring that assessment deadlines are observed.
- utilise facilities and our publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- respect other learners and our staff and their right to privacy and confidentiality.
- complete all scheduled training or advise your trainer if you are having difficulties doing so.
- advise your trainer if you are having difficulties with the tasks set or you feel you need some extra help or support

CHANGE OF CIRCUMSTANCES

Please advise 5 STAR ONLINE TRAINING of the following.

- If you change your name, address or contact number.

WHAT ARE OUR RESPONSIBILITIES?

In addition to anything and everything discussed in this Student Handbook, we will work closely with you to establish your needs and deliver a training program to meet these required needs.

We will ensure that you and any other parties who may be involved in the training and assessment process are engaged in the development, delivery and monitoring of the training and assessment. This means we provide training and advice to meet the needs of all stakeholders throughout the training period.

We will also ensure that you are fully informed about the training, assessment and support services to be provided, and about your rights and obligations prior to enrolling and commencing training with us.

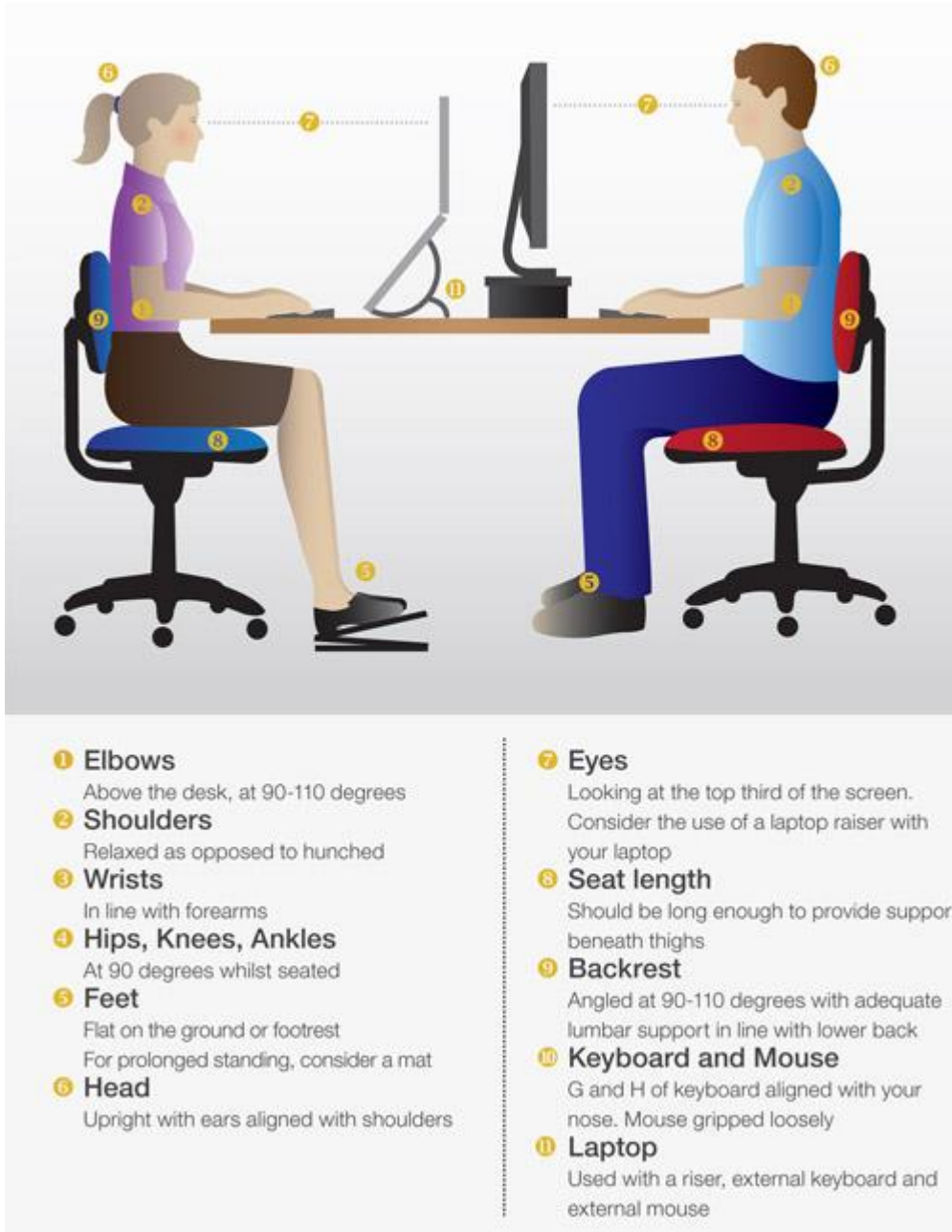
We will also:

- Assess the achievement of competencies including seeking your confirmation of competence, where applicable.
- Provide additional learning support if required

WORKPLACE HEALTH AND SAFETY

When you are completing your online training, it can mean that you spend significant time working on your computer or other internet connected device. We recommend that you set up your workstation to support good posture so that you avoid injury and fatigue.

We recommend the following:



- Change your posture at frequent intervals to minimise fatigue. Avoid awkward postures at the extremes of the joint range, especially the wrists.
- It is recommended that operators take regular postural/stretching breaks to reduce intense periods of repetitive movement.
- Take frequent short rest breaks rather than infrequent longer ones.

ACCESS AND EQUITY

5 STAR ONLINE TRAINING is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist students to achieve their qualifications.

To enable 5 STAR ONLINE TRAINING to provide a service that meets your needs, you need to advise us of any learning disability you may have so reasonable adjustment may be made to ensure you receive the best training possible. 5 STAR ONLINE TRAINING will work with you to make a plan to assist you to complete the qualification or units of competence. For each of the disabilities nominated a discussion of the disability, its effect, and, where appropriate, suggested workplace modifications to minimise the disability's impact in the workplace and in the assessment of knowledge and workplace skills will take place. Having access to this information will assist the assessor in considering assessment adjustments.

If you are undertaking this training as part of your employment, 5 STAR ONLINE TRAINING will work with your employer to develop these reasonable adjustments.

MARKETING

5 STAR ONLINE TRAINING markets its programs with integrity, accuracy and professionalism. In providing information, no false or misleading comparisons are drawn with any other provider or course. A student's written permission will be gained before 5 STAR ONLINE TRAINING uses information about that student in any marketing materials.

SELECTION AND ENROLMENT

Enrolment must be completed via the website enrolment form.

Students are admitted to 5 STAR ONLINE TRAINING training programs by demonstrating a genuine interest in the area and a determination to complete the course. See below for further details about Entry Criteria. Be assured that recruitment of students is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation.

ENTRY CRITERIA

For short courses students need to be able to read, comprehend and discuss in plain English and write simple statements. For VET courses students need to demonstrate appropriate language, literacy and numeracy skills to be able to successfully undertake the course.

FEES

Fees must be paid prior to commencing study or as per the applicable course payment schedule. See our website for full details.

STUDY OPTIONS

Online Study

Students enrolling in qualifications and individual units delivered online are able to commence study at any time after payment and enrolment.

Online training delivery requires the participant to have e-mail and internet access.

The course and assessments are delivered and completed online with extra resources and information available both online and as downloads, generally in PDF format.

COURSE INFORMATION

All students enrolled in a 5 STAR ONLINE TRAINING training program shall, prior to commencement of the training program receive information about the training program which includes but is not limited to:

- Training Program content;
- The details of the relevant unit/s of competence related to the training program;
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations; and
- Fees and payment schedules.

CESSATION OF RTO REGISTRATION

If 5 STAR ONLINE TRAINING ceases operations, then steps will be taken to ensure that all continuing students either complete their training or are placed with another RTO before the cessation of business. 5 STAR ONLINE TRAINING will meet all its legal obligations to students and transfer records to the Regulator in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. Any situation involving changes to the legal entity of an RTO, arrangements must be made for all current students to receive a copy of their student records, if not previously provided. 5 STAR ONLINE TRAINING will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

LANGUAGE, LITERACY, & NUMERACY ASSESSMENT

To help ascertain if you will need assistance to study your chosen course you will be required to undertake a Language, Literacy and Numeracy (LLN) Assessment. This assessment is not a reflection of your ability but rather a tool to gauge if assistance may be required, and if so, what is appropriate. Sometimes it may be determined that the chosen course is not suitable.

PROVISIONS FOR LITERACY, NUMERACY AND LANGUAGE DIFFICULTIES

5 STAR ONLINE TRAINING has made provision for any individual that may have language, numeracy or literacy difficulties. These provisions affect both the learning activities and the assessment processes used. If you feel the tools and methods used by 5 STAR ONLINE TRAINING are not conducive to your needs, please advise us.

CANDIDATE SUPPORT, WELFARE AND GUIDANCE

Should you require any special assistance such as literacy or numeracy help, disability access or other physical or learning needs, please contact your trainer, or another member of 5 STAR ONLINE TRAINING's staff to discuss our range of support services. We will ensure that the full resources of 5 STAR ONLINE TRAINING are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

DELIVERY AND ASSESSMENT

5 STAR ONLINE TRAINING ensures that training and assessment occurs in accordance with the requirements of the course and State and Federal training guidelines.

Delivery methods are integrated to enhance learning to achieve the best possible outcome for students.

The course delivery will use course materials that have been developed to meet the requirements of the relevant current Training Package, and in consultation with industry subject experts.

All trainers have:

- Demonstrated competencies at least to the level of those being delivered
- Demonstrated achievement of at least Certificate IV in Training & Assessment Competency Standards or their equivalent
- Industrial experience that is current and relevant to the course or units that they are involved in delivering
- Hold a Current Working with Children Card (if required)

Any student found to be in breach of the 5 STAR ONLINE TRAINING assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism. Re-assessment may be required depending on the circumstances.

5 STAR ONLINE TRAINING will take into consideration any learning difficulties or disabilities experienced by the candidate. 5 STAR ONLINE TRAINING may suspend a candidate's enrolment until all issues are resolved. 5 STAR ONLINE TRAINING may cancel a candidate's enrolment.

The student has the right to appeal any decision made by 5 STAR ONLINE TRAINING as described in this handbook.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is a form of assessment that enables students to be given credit for what they already know and can do, in other words their competence, without any further training.

WHAT IS RECOGNITION OF PRIOR LEARNING (RPL)?

Recognition of Prior Learning (RPL) is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience. RPL may be used to grant status or credit in or towards a subject, module, or unit of competence.

RPL may also be applied for as a separate process. Please ring us if you would like to discuss applying for RPL. A 5 STAR ONLINE TRAINING assessor will be responsible for the application and assessment of RPL.

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S

If you have completed a course or a unit with another RTO that is the same as, or relates to, the course you are now doing you may be eligible for recognition of the competency you have already gained, and therefore not have to do the units again.

If you think you may be eligible, please provide 5 STAR ONLINE TRAINING with a copy of your prior certificate.

YOUR TRAINER'S RESPONSIBILITIES

During your online training our trainers are available for you to speak to either in person over the phone or via email.

1. Your Trainer will assist you to understand the learning material explain difficult concepts when and if required.
2. Your Trainer will provide clear instructions about what is expected from you during your training and will explain the assessment process in further detail.
3. To ensure they are kept up-to-date with current industry requirements, according to their industry being taught and the training industry.

ASSESSMENT

Assessment means the process of collecting evidence and making judgements on your knowledge, skills and attitudes towards competency and the ability to perform to the standard expected in the workplace and the relevant competency standard or the learning outcomes of an accredited course.

CHEATING & PLAGIARISM

All assessment must be your own work. Cheating or getting others to do your work will not be tolerated. Copying from a published document (including the internet) without referencing will be tolerated. This is call plagiarism and is illegal. Cheating and plagiarism may lead to cancellation of your enrolment. If there is any doubt about the work you have submitted, you will be contacted and you will be asked to provide identification and answer questions via telephone or skype in regards to the training to ensure the work submitted is your own work.

ASSESSMENT POLICY INCLUDING RE-ASSESSMENT

The following is a summary of the 5 STAR ONLINE TRAINING Assessment Policy, including the process to be followed for appealing assessment outcomes. A full copy of the Assessment Policy is available from the 5 STAR ONLINE TRAINING Training Manager.

All students shall be entitled re-assessment if required.

Assessors will ensure:

- The assessment process is valid, reliable, flexible and fair
- Recognition of prior learning is recorded appropriately
- Ongoing assessment
- All evidence submitted is considered in making their judgement
- Student underachievement is identified
- Assessment outcomes are recorded appropriately
- Feedback on assessment outcomes is given to each candidate.

WHAT IF YOU SUCCESSFULLY DEMONSTRATE COMPETENCIES IN SOME AREAS AND NOT IN OTHERS?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units of Competency (UOC) a certificate for the qualification cannot be issued, you will however receive a Transcript for all completed units.

This recognition is a *Statement of Attainment* and Transcript will identify the qualification name, units of competency and national identification number.

If you elect to continue and complete the full qualification or any outstanding units your assessor will work with you on a training pathway and develop a plan for completing your course of study.

WORK PLACEMENT AS A REQUIREMENT OF A COURSE

Some courses require that a work placement be undertaken.

There are two main types of Work Placement requirements:

- the Compulsory Work Placement requirement where a student is required to complete a set number of hours in the workplace to meet the minimum requirements of a qualification according to the Training Product requirements; and
- When the RTO requires that the student undertakes work placement as a key component of their training to assist them to gain employment upon completion. The RTO may provide a simulated workplace environment.

STUDENT RESPONSIBILITIES DURING WORK PLACEMENT

If a work placement is required, students must abide by the workplace policies and procedures to ensure their safety and the safety of others.

The Student is responsible for following the instructions of the supervisor, as well as demonstrating to their supervisor that they are competent in each of the tasks they are required to complete as part of their Work Placement requirements.

All students should refer to their trainer if they have any questions or require any assistance with regards to their work placement.

SUPERVISOR'S RESPONSIBILITIES DURING WORK PLACEMENT

If an employer agrees to take on a student for work placement, the employer is responsible for providing the appropriate facilities and a qualified person to support the training and supervision of the student in the workplace. Where applicable this Workplace Supervisor should hold a current qualification for their role and/or skills and knowledge as deemed appropriate for their industry.

The level of supervision provided should be aimed at facilitating the successful achievement of the relevant competencies for each student. This level of supervision should be reassessed on a regular basis, by taking into account the stage of the student and the knowledge, previous experience and training the student has received in a particular area.

The Workplace Supervisor provides opportunities for the student to develop their skills and knowledge and may be involved in coaching or mentoring of the student but does NOT assess the student.

The Supervisor will be required to complete a “Work Placement Supervisor’s Third-Party Observation Report” in consultation with the Assessor. The Third-Party Observation Report provides information on what the student is required to demonstrate on the job, including the required skills and knowledge for the qualification that the student is undertaking, as well as following or providing feedback on relevant policies and procedures of the workplace.

Depending on the qualification being undertaken policies and procedures may include:

- WHS Policies and Procedures
- Operation of relevant equipment used in the workplace
- Prescribed actions required to complete set tasks
- Participating in workplace meetings
- Grievance procedure
- Confidentiality and Privacy
- Respecting others
- Property and resources
- Reporting procedures

STUDENT FEEDBACK SURVEY

The purpose of the Student Feedback Survey is to collect feedback from students on the delivery of training and assessment, including training facilities, the trainers’ skills and knowledge, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

In addition to training evaluation, the RTO will conduct random surveys and interviews with industry leaders, clients, students and other community bodies to identify future needs in training.

The RTO Manager will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs is to be discussed with the trainer that delivered the training with positive feedback being acknowledged. These discussions are to assist in the revision and adjustment of training material and delivery methods and enable trainer’s professional development.

Any complaints or issues that are identified from feedback are to be recorded for action. Trainers are to provide feedback on training through the Trainers Report.

FEES

5 STAR ONLINE TRAINING training programs are delivered on a fee-for-service basis.

See the 5 STAR ONLINE TRAINING website, or course brochures for information about the cost of attending specific courses.

5 STAR ONLINE TRAINING financial arrangements operate in such a way that refund moneys are always available.

PAYMENTS TERMS

Where arrangements have been made with your employer an invoice will be raised directly to them for the course.

Individuals pay online in full at enrolment prior to course commencement.

Students will receive a receipt for every fee transaction they undertake with 5 STAR ONLINE TRAINING.

Course fees are to be paid in full prior to commencing training.

5 STAR ONLINE TRAINING respects your consumer rights. For further information regarding consumer protection please check - <https://www.accc.gov.au/consumers/consumer-protection>

INCIDENTAL CHARGES

The following incident charges may occur during your time as student:

- Replacement of award / qualification - electronic \$0.00
- Replacement of award / qualification – hard copy \$10.00
- Appeals – including use of 3rd party – priced to be determined and agreed when required.

CANCELLATION / REFUND POLICY

We will issue refunds when:

- When a refund is requested within 7 days of purchase of the course and;
- When no course certificates or statements of attainment have been issued.
- Where 5 STAR ONLINE TRAINING cancels a course, a full refund will apply.

The full cancellation and refund policy can be found at the 5 STAR ONLINE TRAINING website.

Where employers pay for training, they may nominate an alternative student to complete the training if the original student is not available.

FEEDBACK

5 STAR ONLINE TRAINING is continuously striving to improve the quality of training & assessment it is extremely useful to receive feedback from our clients and students. Reviews will be undertaken during your training and you will be asked to complete a student feedback survey on the completion of your course.

If you have any further questions pertaining to your enrolment, course or learning please do not hesitate to contact any one of the dedicated friendly training team.

COMPLAINTS, GRIEVANCES AND APPEALS

All feedback, whether compliments or complaints, is valued and ensures we meet the needs of all students. 5 STAR ONLINE TRAINING has implemented a procedure for continuous improvement that encourages feedback on any of our service provision. Information on our trainers, assessor, staff, any third parties (providing services for us) and other students is valuable to us and we encourage you to make contact should you have something to discuss.

The 5 STAR ONLINE TRAINING complaints and appeals policy can be found on our [website](#).

APPEALING A DECISION

All students have the right to appeal decisions made by the RTO where reasonable grounds can be established.

TIME LINES

5 STAR ONLINE TRAINING will manage all complaints and appeals fairly, equitably and efficiently as soon as practicable.

ISSUING QUALIFICATIONS

5 STAR ONLINE TRAINING will issue a nationally recognised certificate indicating the competencies and qualification that have been achieved on completion of all training and assessment components.

If you undergo a short course or skills set or the program is partially completed a statement of attainment will be issued for units in which the student has been assessed as competent.

Your certificate will only be issued upon successful completion of the required units of competence and when FULL monies have been paid to the RTO.

LOSS OF CERTIFICATE OR STATEMENT OF ATTAINMENT

In the event of loss of your certificate or statement of attainment you can download a replacement PDF version via the course menu in your online student account. If you have any issues accessing your account please contact 5 STAR ONLINE TRAINING.

Your certificate, transcript or statement of attainment can be reissued; please refer to the below regarding details of costs.

RE ISSUING CERTIFICATES

If your certificate or statement of attainment is lost or stolen and you wish 5 STAR ONLINE TRAINING to issue another certificate in hard copy format, there will be a cost involved. At present the cost is \$10.00 per qualification.