



Terms and Conditions



TERMS AND CONDITIONS

Welcome to the training website of Star Training Academy. You must read and accept these Terms and Conditions before enrolling in a course with Star Training Academy. You must also read in full our Student Handbook prior to signing your enrolment form as it contains further detail to these terms and conditions.

Your access to the Star Training website is conditional upon your acceptance and compliance with the terms, conditions, disclaimers and privacy statement contained in this document. Your use of the Star Training website constitutes your agreement to the Terms and Conditions. Star Training believes the information in this site is correct and it has reasonable grounds for any opinion, statement or recommendation found within. Star Training will endeavour to update the information in this site as soon as practicable after any changes. However, as information can change without notice, it does not guarantee the accuracy of the information. You should seek legal or other professional advice before acting or relying on any of the material on the Star Training website.

PRIVACY STATEMENT

Star Training view the protection of your privacy as a vital part of its commitment towards complete accountability and integrity in all our activities and programs.

Personal Information: Star Training will collect personal information supplied by you whilst completing training for the following purposes only:

- For completing your enrolment in our student management system and as a compulsory requirement to collect certain personal private information as an RTO
- For providing mandatory data reporting statistical information to state and federal agencies
- For maintaining mandatory data collection and record keeping requirements as a RTO
- For Star Training internal marketing information purposes

Disclosure of Personal Information: Star Training will take all necessary measures to prevent unauthorised access to or disclosure of your personal information. This personal information will be disclosed as required to the National VET Regulator (ASQA), Department of Education and National Centre for Vocational Education and Research (NCVER). This information will not be disclosed to any other external agencies unless required or authorised by law.

Correction of Personal Information: If you wish to alter any personal information you have supplied to Star Training please contact us via email admin@startraining.edu.au or on 02 9897 5622. You have a right to request access to your personal information at any time.

CONDITIONS OF USE

Enrolment Form and Payment: To start a course you must complete the enrolment process either in person at our training venues or online. This involves reading our Student Handbook, making a payment in part or in full and signing your enrolment form. You will receive confirmation via email if you book and pay online through our Online Enrolment Portal or as a hardcopy print out from our training venues.

Accurate Representation of Self: You agree not to impersonate or represent any other person than the person on the Enrolment Form. All course assessments must be completed by the enrolled student. Making false or misleading representations that you are another person or character is a criminal offence and can give rise to civil liability.

Username and Password: Students for some programs will receive a username and password to access the Student Portal on our website. These will only be issued to the course participant nominated on the Enrolment Form. Under no circumstances can another person activate or use the username and password.

Refund and Cancellation policy: Full details of our Refund and Cancellation Policy must be read in our Student Handbook. If you pay in part or full and withdraw over 5 days outside of your course start date you will receive a refund in full. If you withdraw or cancel inside the 5 day period, we will retain a 25% administration fee. If you withdraw or cancel after the course has commenced and do not have an extenuating circumstance, then no refund will be given.

Right of Appeal: All students have a right to appeal an assessment decision or any other action taken by Star Training that they do not agree with. The full process for the complaint and appeals process is contained in our Student Handbook. It is a term and condition this is read in full prior to enrolling.

DISCLAIMERS

Course information is provided on the following basis.

You agree that Star Training will provide the course, including access to our website on the following basis:

To use the Star Training website you will need to access the internet, including related equipment, and software.

Star Training is not responsible for any problems caused to or by your equipment, including any virus or related problems with your use of the Star Training websites. You are responsible for any connecting or accessing fees, and for installing, maintaining, and operating your own equipment. Star Training makes no warranties or interpretations that the website(s) contents and course information will meet your requirements.

You acknowledge and agree that all of the intellectual property rights in the Star Training website are owned by Star Training. Any unauthorised copying, reproduction, communication or translation of the Star Training website may infringe Star Training intellectual property rights and may result in liability.

Links from Star Training websites to other websites should not be construed as an endorsement, approval or recommendation by Star Training of the owners or operators of those linked websites, or of any information, graphics, materials, products or services referred to or contained on those linked websites.

Warranty: The Star Training website and all material within, are provided on an as is basis without any warranties of any kind. Except as provided by the prescribed terms, all warranties either express or implied by law, in any way relating to the website or its materials, are excluded. In addition Star Training does not warrant that the website will operate error free or that this website and its servers are free of computer viruses and other harmful goods. If you experience any damage or liability through the use of the Star Training website or the materials therein, Star Training will not be responsible for the costs relating to repair, servicing or any other associated costs.

Indemnity: You indemnify, defend and hold harmless, the directors, agents & employees, of Star Training, with respect to any claim, demand, cause of action, liability, loss, damage, expense (including legal fees) and cost incurred by you or a third party as a result of any error in any information, opinion or recommendation in this site.

Javaid Malik

Director

Star Training Academy Pty Ltd

