

Terms and conditions of use

These terms and conditions of use must be accepted and agreed to by the student during setting up their account.

ACCEPTANCE OF TERMS.

Prior to enrolment it is our responsibility to ensure you know everything about your course including;

1. Fees, charges and refunds
2. The qualification or unit of competency
3. Appeals and complaints

Throughout the website where you purchased the course you have access to information regarding our Food Safety online courses, if you'd like more information you can download the <<Link to Student Guide>> or just give us a call on 1300 496 337. We're here to help.

I agree that I am undertaking this training on my own without assistance from others and the answers that I give in any online assessments will be by my own.

I understand my obligations and yours

I know how I'm going to learn

I know how I'm going to be assessed

I know how to appeal or complain (even though this will be unlikely)

Refund policy for Online students

Our online customers are entitled to a full refund within 7 days in the following circumstances:

Where 5 Star Hospitality Training cancels a course, a full refund will apply.

When a refund is requested within 7 days of purchase.

When no course certificates have been issued.

Refunds are administered by our web hosts eLearning Portal to make it a simple and quick process for you.

Our online delivery of courses are through a hosted learning management system called Enrolo run by eLearning Portal

The services that eLearning Portal Pty Ltd ("ELP") provides are subject to the following Terms of Use ("TOU") and the Software License Agreement on our website. ELP reserves the right to update the TOU at any time without notice to you. The most current version of the TOU can be reviewed by clicking on the "Terms of Use" hypertext link located at the bottom of our web pages.

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ELP provides you with access to a variety of resources, materials, downloads and services, including software, communication forums, educational and support materials and product information (collectively "Services"). The Services, including any updates, enhancements, new features, and/or the addition of any new ELP product and service, are subject to the TOU.

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- (c) abusive or offensive, including obscenity, blasphemy and racial vilification;
- (d) of nuisance value, inappropriate, off topic or vexatious;
- (e) compromising the privacy of yourself, other contributors or of ELP Services, or containing inappropriate personal information;
- (f) deliberate provocation of other community members;

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