

Course Refund Policy

Version 2.3 · issued 2026-09-28

Who this document applies to

This document applies to Training Aid Australia Pty Ltd (RTO 91411). In this document, "we", "us" and "the RTO" mean the entity that delivers and certifies your course — the issuing RTO is shown on the course page and on your enrolment confirmation.

Objective

To provide a transparent, student-centred refund process that aligns with the 2025 Standards for RTOs, ensuring fairness, clarity, and accessibility.

Scope

Applies to all individuals enrolled in fee-paying courses, including face-to-face and online courses.

General conditions

- To cancel or reschedule, email or call the office. The time of your email or call is the time that counts. Where supporting evidence is needed, send it by email. Contact details are under "Refund and cancellation request procedure" below.
- Refunds are issued via the original payment method unless otherwise agreed.
- All refunds are processed within 5 to 10 business days.
- A \$30 administration fee is deducted from the full refund given for cancellations made 48 hours or more before your class starts. No administration fee is deducted where we cancel the course.
- Refunds are not transferable to other individuals.

How we count the hours. Notice for cancelling or rescheduling is counted in hours back from your class start time. Saturdays, Sundays and public holidays are not counted. The time of your email or call is the time that counts.

If you tell us	Reschedule	Cancel and get a refund
48 hours or more before your class starts	Free	Full refund minus the \$30 administration fee
Less than 48 hours but at least 24 hours before your class starts	\$30 administration fee	50% of the course fee
Less than 24 hours before your class starts, or once the class has started	Not available, except where you have documented extenuating circumstances	No refund

Find your class day. The deadlines below are for a class that starts at 8am. If your class starts at a different time, use your class start time instead of 8am. The Saturday and Sunday deadlines do not change.

Your class is on	Free reschedule, or a full refund minus \$30, if you tell us by	\$30 reschedule, or a 50% refund, if you tell us by
Monday	Thursday, 8am	Friday, 8am
Tuesday	Friday, 8am	Monday, 8am
Wednesday	Monday, 8am	Tuesday, 8am
Thursday	Tuesday, 8am	Wednesday, 8am
Friday	Wednesday, 8am	Thursday, 8am
Saturday or Sunday	Wednesday, 11:59pm	Thursday, 11:59pm

Public holidays. If there is a public holiday between the day you tell us and your class, each deadline moves one weekday earlier. Public holidays are those of the state where your class is held. For a live class held on Zoom or another video call, New South Wales public holidays apply.

Refund scenarios

1. If you cancel before the course starts

- 48 hours or more before your class starts: full refund minus the \$30 administration fee.

- Less than 48 hours but at least 24 hours before your class starts: 50% of the course fee.
- Less than 24 hours before your class starts: no refund.
- Once the course has started, refund requests are not accepted.

2. If you are not eligible for the course

- At the time of booking you tick a declaration confirming you have enough English to undertake the course. If you later fail the language, literacy, numeracy and digital (LLND) test, you receive a full refund minus the \$30 administration fee.
- If you do not meet a course prerequisite: no refund.
- RSA and RCG courses in NSW: you can attend only if you have not done that NSW course before, or your NSW competency card expired more than 28 days ago. If your card is current or expired less than 28 days ago, renew it through Liquor & Gaming NSW instead. If you attend when this rule does not allow it: no refund.

3. If you have special circumstances (for example, illness or compassionate grounds)

- You may be eligible for a partial or full refund.
- Supporting evidence is required.

4. If we cancel the course

- Full refund, or the option to reschedule to the next available date.
- We accept no liability for additional costs you incur.

5. If you do not show up, arrive late, or are removed from the class

- No-show: no refund. To attend another date, make a new booking and pay the full course fee.
- Arriving more than 15 minutes late: no refund, and you cannot reschedule.
- Removed for disorderly conduct, intoxication, or breach of conditions: no refund.

6. If you go to the wrong location

Applies when you arrive at the wrong location and cannot reach the correct location in time.

- Online payments: no refund. To attend another date, make a new booking and pay the full course fee.
- Invoice payments: an invoice payment fee of 100% of the course fee applies.

7. If you do not pass the assessment

Applies when you do not complete all assessments satisfactorily.

- Online payments: no refund.
- Invoice payments: an invoice payment fee of 100% of the course fee applies.
- You can book the course again. You pay the training fee only. A government fee you have already paid, such as a competency card fee, is not charged again.

Rescheduling

To reschedule, email or call the office. Contact details are under "Refund and cancellation request procedure" below.

- 48 hours or more before your class starts: free reschedule.
- Less than 48 hours but at least 24 hours before your class starts: a \$30 administration fee applies.
- Less than 24 hours before your class starts: rescheduling is not available, except where you have documented extenuating circumstances.
- Once the class has started, you cannot reschedule.

Not enough ID, no White Card, or late arrival. If you do not bring enough identification to check-in, or you do not bring your White Card to a course that needs it, you can reschedule for a fee of 25% of the course fee. If you arrive late, you cannot reschedule.

Each student may reschedule their training a maximum of two times. Beyond this, any further rescheduling requires payment of the full course fee.

Booking transfers

Booking transfers are considered on a case-by-case basis at the office's discretion. To request a transfer, contact the office.

Online courses

Online and correspondence courses have a change-of-mind period. In this section, a business day is Monday to Friday, excluding New South Wales public holidays.

- You can ask for a refund within 2 business days after the day you buy the course, as long as you have not started the course.
- You have started the course once you open any course material, or begin any lesson or assessment, in the online learning platform. Receiving your login details does not count

as starting.

- Once you have started the course, or once the 2 business days have passed, you cannot cancel, transfer your booking or get a refund, unless the law requires it.
- A change-of-mind refund is a full refund minus the \$30 administration fee.

This rule applies to online and correspondence courses only. A live class held on Zoom or another video call is a scheduled class, and the rescheduling and refund rules above apply to it.

Refund and cancellation request procedure

1. Email or call the office, using the contact details below. Tell us your course name, class date and payment method, and whether you want to reschedule or cancel. If you want to reschedule, tell us the new date you would like.
2. The admin team checks your eligibility. For a reschedule, the office confirms your new date by email.
3. Refund requests are passed to accounts for processing.
4. Refunds are issued using the same payment method and to the same account used for the original transaction.

The time of your email or call is the time that counts. Our phone lines are open 9am to 5pm Monday to Friday. If no one answers, leave a message or send an email.

- Training Aid Australia Pty Ltd: contact@trainingaid.com.au
- Phone: NSW 02 9357 6544 · Other states 03 9958 2900

Additional fees and charges

Item	Cost
Reissue of certificate by email	\$0
Reissue of certificate by post (covers printing)	\$25
Reissue of a plastic competency card issued by the RTO	\$35

Consumer protection notice

This policy does not limit a student's rights under Australian Consumer Law. Students may access external dispute resolution or legal remedies where necessary.

Review and governance

- This policy is reviewed biennially or as required.
- Refund trends are monitored to identify systemic issues.