

Terms and Conditions of Training

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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.

Please read this agreement carefully before accessing or using the information and services available through the edway.edu.au website ("Site"). By accessing or using the Site, you agree to be bound by the terms and conditions below. We may update this agreement from time to time. Changes apply prospectively: the terms in force when you book govern that booking, except where a change in law requires otherwise.

Course price

We reserve the right to change a course price at any time without notice, and such change is effective immediately upon posting the new price on the Site.

Invoice payment method terms

When the "Invoice My Employer" payment method is chosen, the company responsible for payment must email a Purchase Order / Authority to Invoice. Attach the Purchase Order to the booking when booking online, or email it to your campus.

The Purchase Order must be received by close of business the day prior to the training date at the latest. We can issue a Statement of Attainment or Statement of Completion only after the invoice payment has been successfully processed.

To be valid, a Purchase Order must contain:

- Name of student.
- Date and course the student is attending.
- Confirmation the company accepts to be invoiced the course fee. The correct course fee must be stated (that is, full price). Online special prices do not apply to invoices.
- Full company details: name, address, and ABN.
- Email address for invoicing purposes.

If any information on the Purchase Order is incorrect, it will not be accepted and will be returned to be amended. If the Purchase Order is not correct by close of business the day prior to training, the student will not be issued with their Statement of Attainment.

General refund information

- To cancel or reschedule, email or call the office (see Contacts). The time of your email or call is the time that counts. Where supporting evidence is needed, send it by email.
- 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.

Course cancellations

To cancel a training course, email or call the office (see Contacts). Eligibility for a refund, and the refund amount, depend on how much notice you give before your class starts, counted as set out under General refund information above.

Withdrawal before course start

- 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.

Course cancellations (by the RTO)

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

Course rescheduling

To reschedule, email or call the office (see Contacts).

Rescheduling fees

- 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.

LLN ineligibility or prerequisite non-compliance

- 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.

Special circumstances (for example, medical or compassionate grounds)

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

Misconduct, late arrival, or disqualification

- 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.

Behavioural expectations, and the consequences of breaching them, are set out in the Code of Conduct.

Attendance

Entry to a course may be refused if a student arrives more than 15 minutes after the scheduled starting time. Students should arrive 15 minutes before the scheduled starting time to complete the necessary registration paperwork.

Training location error

Applies when a student arrives at the incorrect 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.

Unsatisfactory assessment

Applies when a student does not complete all training 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.

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.

Online course rules

These rules apply to online and self-paced delivery.

Completion window

You have 2 months from the date of your confirmation email to complete an online course, unless a longer window is stated for your course on the course page or your enrolment confirmation.

Expiry and timeout

- An online course has a 2-month expiry period from the date of the confirmation email.
- If you do not successfully complete the course within 2 months, it is automatically recorded as a fail and any interim certificate will not be issued.
- If you do not successfully complete an online course within 2 months, you do not qualify for any reimbursement and a refund will not be issued.

Identity verification

- Demolition courses require a selfie holding your identification document.
- All other online courses require a photo of your identification document only.
- During online assessment tasks, the student management system may capture a photo of the person completing the assessment and forwards it to the assigned trainer/assessor, who verifies it is the same individual who enrolled. If a discrepancy is identified, we contact the student and may require the assessment to be resubmitted. Where identity cannot be verified or misconduct is suspected, the course may be cancelled in accordance with the Plagiarism and Cheating Policy and Procedure.

Statutory declaration and certified identification

Where your course requires it (this is stated in your enrolment confirmation), you will be asked to download, sign and complete a Statutory Declaration at the end of the course, and to provide a certified copy (certified by a Justice of the Peace) of your identification. These documents can be uploaded to your profile once you have logged in to your account.

Identification requirement

- A Statement of Attainment will not be issued if a student does not provide a valid form of identification.
- A student must provide one valid form of identification (for example, a passport or driver's licence).
- Only an international passport can be accepted as non-Australian identification; all other forms of identification must be issued in Australia.

Recording of online video sessions

Online video sessions are recorded. This is a compliance requirement — we must be able to demonstrate to ASQA in an audit that each student met the performance requirements of the unit of competency. Students are informed of this requirement before enrolment, and must consent to being recorded before joining an online session.

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

Students with special needs

If a student requires special-needs assistance, the RTO must be informed at least 2 business days before the class day. Email contact@trainingaid.com.au.

Your privacy

Our policy is to maintain your privacy when you visit our Site. Any personal details you send us are kept confidential and are subject to privacy law. We do not sell, swap, or pass on your personal details to any third party, except where a party acts as our agent and the

information is required to deliver the goods or services you have requested. How the website itself handles visitor data is set out in the Website Privacy Policy; how the RTO handles your student records is set out in the Privacy Policy and Procedure.

Online payments

Bookings, enrolments, and payments do not take place on this website. When you book, the Site hands you over to the RTO's booking and enrolment system (WebEnrol), where you enter your details and pay; online payments made there are processed by Stripe. You accept the booking terms at the time you place your booking.

Video-conferencing technical requirements

To join an online (video-conferencing) session you will need a computer, tablet or smartphone with a working camera and microphone, a reliable internet connection, and a current version of the video-conferencing app named in your enrolment confirmation.

Disclaimer

- We strive for the information provided on this website to be as accurate and true as possible at the time of publication.
- You agree that any content viewed, downloaded, or otherwise obtained through the use of the service is done so at your own discretion and risk.
- Refund, cancellation, and rescheduling conditions may be updated from time to time; the conditions in force when you book govern that booking.
- Course prices mentioned in any policy are provided as examples only and cannot be used as a reference. The actual course price may vary.

Contacts

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

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