

S2C TRAINING

RTO ID 45605

Fees, Payments and Refunds

Student information · Updated 22 October 2026

We are clear and upfront about fees. This page explains what you pay, when you pay it, and how refunds work.

Our fees

- Our training is fee-for-service. Current fees, including RPL fees, are on each course page at www.s2c.edu.au.
- Before you enrol or pay anything, you receive a written proposal with all fees, costs and charges, and when the deposit and balance are due.
- Each invoice shows its due date (our standard term is 7 days from the invoice date). We issue a receipt for every payment.

Deposit and balance

- **Deposit:** 50% of the course fee or \$1,500, whichever is less, to confirm your enrolment.
- If you enrol in more than one course, we never hold more than **\$1,500 in total** for all your courses before the related training and assessment is delivered, so a further deposit may be smaller.
- **Balance:** invoiced once your assessment is complete, and paid before your qualification or statement of attainment is issued.
- We do not accept payment of more than the deposit before your assessment is complete.
- These limits apply whoever pays, including when your employer or organisation pays for you.

How to pay

- Card through our secure payment gateway (Stripe): Visa, Mastercard, Apple Pay or Google Pay.
- Instalments through Afterpay, Klarna or Zip, for your deposit, your balance or both.
- Direct deposit, using the bank details on your invoice.

What is included

Item	Cost
Issuing your certificate (testamur, record of results or statement of attainment), sent electronically	Included in your course fee
Replacement electronic copy of your certificate	Free
Printed hard copy of a certificate document	\$50 per document, including GST and postage

Item	Cost
Credit transfer	Free (your course fee is not reduced for units credited)
Complaints, appeals and independent review	Free

Refunds

If this happens	Your refund
You withdraw 7 or more calendar days before your course starts	Full refund of the fees you have paid
You withdraw less than 7 calendar days before your course starts	Fees paid, less a \$250 administration fee
We cancel the course	Full refund, or transfer to a later date (your choice)
You could not start through no fault of your own, or we cannot start your course	Full refund, with no administration fee
We stop delivering your course after you have started	Your choice of moving to the replacement course, help to transfer to another provider, or a refund of fees for training not delivered, with no administration fee
You miss a scheduled session before starting a unit	We offer another session or a deferral. If you ask for a refund instead, it is treated as a withdrawal
You stop after starting one or more units	Started units are not refundable. For courses with several units, we may refund the fees for units not started, less the \$250 administration fee. Single-unit courses are not refundable once started
You withdraw partway through for a valid reason, such as a medical reason	Assessed individually. We may ask for supporting evidence
We cancel your enrolment for misconduct or because information you gave us was false	Fees paid for units not started, less the \$250 administration fee

How a part refund is worked out

The course fee is divided by the number of units to give a value per unit. Units you have started are not refunded. For RPL, a unit is started when your assessor begins assessing your evidence against it. Your deposit is applied first to the units you start first.

Example: a \$4,000 course with 8 units is \$500 per unit. You have paid the \$1,500 deposit and started 1 unit (\$500). Fees paid for units not started = \$1,500 – \$500 = \$1,000. Refund = \$1,000 – \$250 administration fee = **\$750**.

- A refund is never more than the fees you have paid.
- If you withdraw before your assessment is finalised, you will never owe more than your deposit.
- No deduction other than the \$250 administration fee (where it applies) is made. The General Manager may waive the administration fee, depending on your circumstances.

How to ask for a refund

1. Email your request to info@s2c.edu.au.
2. Every refund is authorised by our General Manager (or, when the General Manager is unavailable, our CEO or a person the General Manager has authorised in writing). We give you the decision in writing within **10 business days** of receiving your request.
3. An approved refund is paid within **7 business days** of approval. Card payments are refunded back to your card. If a refund is paid by bank transfer, we may ask for your bank details, which are used only for that payment and are not stored.
4. If you disagree with the decision, you can make a complaint or appeal (see **Complaints and Appeals**).

Nothing in these terms limits your rights under the Australian Consumer Law.

More information

This is a plain-English summary for students. If anything here differs from our Fees, Payments and Refunds Policy, the policy applies. Email info@s2c.edu.au and we will send you the full policy.

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S2C Training is a trading name of Served to Cert Pty Ltd, ABN 85 634 533 903, RTO ID 45605.