

S2C TRAINING

RTO ID 45605

Enrolment

Student information · Updated 22 October 2026

This page explains how enrolling with S2C Training works, from your first conversation with us to the start of your course.

Who can enrol

- You must be **18 or over**. We enrol adults only.
- You can enrol yourself, or your employer or organisation can enrol you.
- We deliver fee-for-service training only. We are not government-subsidised, and we do not enrol overseas (CRICOS) students.
- Some courses have entry requirements, as listed for the qualification on training.gov.au. They are on our course pages, and your course advisor checks them with you.

Before you enrol

1. **Skills Check.** Tell us about your experience, qualifications and goals through the free Skills Check on our website.
2. **Consultation.** Your course advisor talks with you about your experience, goals and circumstances, the entry requirements, and your language, literacy, numeracy and digital skills (LLND). They recommend the qualification and pathway that suits you (full training, Recognition of Prior Learning (RPL), or RPL with gap training) and explain why.
3. **Written proposal.** You receive a written proposal setting out the training and all fees before you enrol or pay anything. Take the time you need to ask questions and decide. You never have to accept on the spot.

Our advice is honest and free from pressure. We do not guarantee any outcome, result or timeframe. RPL outcomes depend on the assessment of your evidence.

Language, literacy, numeracy and digital skills (LLND)

Your course advisor discusses your LLND with you at the consultation. When you enrol, you confirm it in a short LLND self-declaration in your onboarding form. This is not a pass-or-fail test. It helps us work out whether you might benefit from extra support.

If anything suggests you may need support, a trainer and assessor will have a short, informal check with you (for example a quick chat and a short written sample) before you start, and we will arrange the support you need. If a need is beyond what we can support within the course, we will tell you and talk through other options, such as a referral.

How enrolment works

1. You accept your proposal and pay your deposit. We send you a receipt.
2. We enrol you and email you a login to the aXcelerate student portal.

3. You complete the onboarding form once. It records the course or courses you are enrolling in, the details we must collect for national reporting, your Unique Student Identifier (USI), your LLND self-declaration, your previous qualifications and any credit transfer application. You also upload an identity document.
4. We check your details, including your date of birth, and set up your units.
5. You complete a student induction and our Student Onboarding module, receive a welcome pack and meet your trainer and assessor.

Your USI and identity

Every student needs a USI. We verify it automatically through our student management system. We cannot issue your certificate until your USI is verified. See **What is a USI?** in the Student Hub for how to create or find yours.

Credit transfer and RPL

If you already hold a unit or have relevant skills and experience, you may not need to repeat it. Credit transfer is free (the course fee is not reduced for credited units). You can apply through your onboarding form. See **Credit Transfer and RPL** in the Student Hub.

Staying in touch

- Your trainer and assessor and our Student Support team reply to enquiries within **2 business days**. If a full answer will take longer, we tell you when to expect it.
- Keep your contact details up to date in the student portal.
- Put requests for support, extensions or changes to your enrolment in writing so we can record them accurately.

If your plans change

To withdraw, or to defer or transfer to a later date, tell us in writing (email info@s2c.edu.au). We confirm the outcome in writing. Any refund is worked out under our refund terms (see **Fees, Payments and Refunds**). If you have completed any units, you receive a statement of attainment for them.

If something changes on our side

- If a change affects your training (for example to your course, your fees or who delivers your training), we tell you in writing as soon as we can and explain your options.
- If a qualification is replaced on training.gov.au, new enrolments, including RPL, are made only in the current qualification.
- We suspend or cancel an enrolment only for reasons set out in our policies, such as serious or repeated misconduct, not meeting the entry or age requirements, false information given at enrolment, or a course no longer being available. We tell you why in writing first and give you a chance to respond (2 business days, or at least 5 business days for misconduct). You can appeal, and you keep your enrolment while the appeal is decided.

Your records

Your enrolment records are kept securely in your student file for 7 years from the date you enrol. Records of the certificates we issue are kept for 30 years.

More information

This is a plain-English summary for students. If anything here differs from our Enrolment 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.