

Website Terms and Conditions

S2C Training is a registered business name of Served to Cert Pty Ltd (ABN 85 634 533 903), a Registered Training Organisation (RTO ID 45605).

Last updated: 11 June 2026

1. About these Terms

1.1 These Terms and Conditions (“Terms”) govern your access to and use of the website at www.s2c.edu.au (the “Website”) operated by Served to Cert Pty Ltd, trading as S2C Training (“S2C Training”, “we”, “us”, “our”).

1.2 By accessing or using the Website, you agree to be bound by these Terms. If you do not agree, please do not use the Website.

1.3 These Terms apply to your use of the Website. Your enrolment in, and participation in, any training product or service is governed by a separate enrolment agreement, written proposal, invoice, Student Handbook and the policies referenced at enrolment (including our Fees, Payments and Refunds Policy and Complaints and Appeals Policy). Where there is any inconsistency between these Terms and your signed enrolment documentation in relation to training services, the enrolment documentation prevails.

1.4 We may update these Terms from time to time. The version published on the Website when you access it applies. The “Last updated” date above shows when these Terms were last changed.

2. Definitions

2.1 In these Terms:

“Content” means all material on the Website, including text, graphics, logos, images, video, audio, course descriptions, downloadable resources and software.

“Course” means any training product, qualification, unit, skill set,

short course or program offered by S2C Training.

“You” or **“user”** means any person who accesses or uses the Website.

3. Use of the Website

3.1 You may use the Website for lawful purposes only - to learn about our Courses, make enquiries, enrol, pay fees through our payment gateway, and access information we make available to you.

3.2 You agree not to:

- use the Website in any way that breaches any applicable law or regulation;
- attempt to gain unauthorised access to the Website, its servers, or any connected system;
- introduce viruses, malware, or other harmful code;
- copy, reproduce, scrape, republish or commercially exploit Content except as permitted in clause 4; or
- use the Website to transmit unsolicited or unauthorised advertising.

3.3 We may suspend, withdraw or restrict access to all or part of the Website at any time without notice. We do not guarantee that the Website, or any Content, will always be available or uninterrupted.

4. Intellectual property

4.1 All Content on the Website is owned by or licensed to S2C Training and is protected by Australian and international intellectual property laws.

4.2 You may view, download and print Content for your own personal, non-commercial use or in connection with a genuine enquiry about, or enrolment in, our Courses. All other use is prohibited without our prior written consent.

4.3 The S2C Training name, logo, and RTO identifiers are our trade marks or business identifiers. You must not use them without our prior written permission.

4.4 Some Content may be subject to third-party rights (for example, nationally recognised training product material). Nothing in these Terms grants you rights in that third-party material beyond what those

third parties permit.

5. Enquiries and enrolment

5.1 The Website allows you to submit enquiries, request information and begin enrolment for our Courses. Submitting an enquiry does not create an enrolment, guarantee a place in a Course, or oblige you to enrol.

5.2 Course information on the Website (including dates, locations, delivery modes, eligibility requirements and fees) is provided as a guide and may change. We take care to keep information accurate and current, consistent with our obligations under the Standards for RTOs 2025 and the Australian Consumer Law, but you should confirm current details with us before relying on them.

5.3 Before you enrol or are required to pay, we provide you with a written proposal and invoice setting out the training to be delivered and all associated fees, costs and charges. Enrolment is completed through our enrolment process and recorded in our student management system (aXcelerate), and is subject to our enrolment terms, entry requirements, the relevant training product rules, and our acceptance.

5.4 S2C Training delivers training on a fee-for-service basis. We do not deliver government-subsidised training and are not a CRICOS-registered provider; we do not deliver to overseas students.

6. Fees, payments, refunds and consumer guarantees

6.1 Where payment happens. Course fees are not collected through our general marketing pages. Payments are made through our online payment gateway (Stripe) and are recorded in our student management system (aXcelerate). We do not store your full card or bank account details on our own systems; card payments are handled by Stripe.

6.2 Payment methods. Payments may be made by card (Visa and Mastercard), Apple Pay and Google Pay via Stripe; by instalment through Afterpay, Klarna or Zip where offered through the gateway; or by direct deposit using the bank details on your invoice. Instalment arrangements are provided by those third parties under their own terms.

6.3 Fee information. The fees that apply to you are those set out in your written proposal and invoice. We will not issue AQF certification documentation until all agreed fees for the training product have been paid.

6.4 Deposits and prepaid fees. For individual students, the deposit collected before delivery is capped at the lesser of 50% of the course fee or \$1,500 per course, with the balance payable on finalisation and before certification is issued. Purchases by a company or organisation are commercial arrangements governed by a separate agreement.

6.5 Refunds. Refunds are governed by our Fees, Payments and Refunds Policy. In summary:

- if you withdraw 7 or more days before the Course commences, you receive a full refund of fees paid;
- if you withdraw within 7 days before commencement, you receive a refund of fees paid less a flat \$250 administration fee;
- if S2C Training cancels a Course, you may choose a full refund of fees paid or a transfer to a later scheduled date;
- once a unit has commenced, fees for commenced units are generally non-refundable, though partial refunds for units not yet commenced, and case-by-case assessment for valid reasons such as medical circumstances, may apply; and
- approved refunds are processed within 7 business days of approval, to the original payment method where practicable.

6.6 Consumer guarantees. Our services come with guarantees that cannot be excluded under the Australian Consumer Law — among other things, our training and related services must be provided with due care and skill and be reasonably fit for any purpose we have agreed. If we fail to meet a consumer guarantee, you may be entitled to a remedy under that law. Nothing in these Terms (including our refund terms) excludes, restricts or modifies any consumer guarantee or other right that cannot lawfully be excluded.

Note: the fee, deposit, prepaid-fee and refund terms above reflect S2C Training's Fees, Payments and Refunds Policy, which maps these obligations to the Compliance Standards (F2025L00355, clauses 7, 9, 18 and 20) and the Outcome Standards (F2025L00354, Standards 2.1 and 4.3). Confirm this policy remains the current approved version when these Terms are published.

7. Marketing and electronic communications

7.1 Consent. By providing your contact details and indicating your agreement (for example, by ticking a consent box or submitting an enquiry where consent is requested), you consent to receive marketing communications from S2C Training about our Courses, services, offers and events.

7.2 Channels. Marketing communications may be sent by email and SMS, and we may run advertising through third-party platforms including Google and Meta (Facebook and Instagram). We use Mailchimp to send our email newsletters (EDMs) and SMS marketing campaigns.

7.3 Advertising and remarketing. When you use the Website, third-party advertising and analytics platforms (such as Google and Meta) may use cookies and similar technologies to show you our advertising on their platforms and other websites, and to measure its effectiveness. You can manage these through your browser settings and the ad-preference controls offered by those platforms. See our Privacy Policy for more detail.

7.4 Your rights. You can opt out of marketing at any time:

- by using the unsubscribe link in any marketing email;
- by replying STOP (or as instructed) to any marketing SMS; or
- by contacting our Marketing Manager at marketing@s2c.edu.au.

7.5 We action opt-out requests promptly. We comply with the Spam Act 2003 (Cth) - which requires consent, sender identification and a functional unsubscribe facility for commercial electronic messages - and, where applicable, the Do Not Call Register Act 2006 (Cth).

7.6 Service messages. Even if you opt out of marketing, we may still send you non-marketing messages necessary to administer your enrolment or comply with our obligations (for example, enrolment confirmations, assessment information, and account or compliance notices).

7.7 Accurate advertising (RTO obligations). As an RTO, our marketing and advertising must comply with the Standards for RTOs 2025. We take reasonable steps to ensure our marketing across all channels (including our Website, Google, Meta, email and SMS):

- is accurate, current and not false, misleading or deceptive about our Courses, outcomes or fees;
- displays our RTO code (45605) and refers to nationally recognised training products by the code and title published on the National Register (training.gov.au);
- uses the Nationally Recognised Training (NRT) logo only in connection with training products on our scope of registration, and distinguishes nationally recognised training from any non-accredited training;
- does not guarantee that a Course will get you a particular job or other outcome that is outside our control; and
- only refers to another person or organisation where we have their consent.

8. Third-party links and services

8.1 The Website uses and links to third-party services (including aXcelerate, Stripe, Google, Meta and Mailchimp). We provide these for convenience and do not control or endorse third-party sites or services.

8.2 Your use of third-party sites and services is governed by their own terms and privacy policies. We are not responsible for their content, conduct or data handling. Please review their policies. Our Privacy Policy explains how we work with these providers.

9. Complaints and appeals

9.1 We are committed to handling complaints and appeals fairly, promptly and confidentially, consistent with our obligations as an RTO.

9.2 If you have a complaint about the Website, our services, or our conduct, please contact Student Support first at info@s2c.edu.au or (07) 3555 7703 so we can try to resolve it.

9.3 Students and prospective students can access our full Complaints and Appeals Policy, which sets out how to lodge a complaint or appeal, how it will be handled, the timeframes, and how decisions are reviewed by a person not involved in the original matter. We acknowledge complaints in writing within 2 business days and aim to resolve them within 7 business days. You remain enrolled and may continue to access training while a complaint or appeal is being handled, and there is no charge for the process. This policy is provided at enrolment and on request. Complaints about a fee or refund

decision are handled under that policy.

9.4 If you have exhausted our internal complaints and appeals process and remain dissatisfied, you may raise your concern with an external body:

- **Australian Skills Quality Authority (ASQA)** - the national VET regulator. ASQA cannot resolve individual disputes between students and providers, but uses complaints to monitor provider compliance with the Standards for RTOs. Complaints are lodged online through ASQA's complaints portal, [asqaconnect](https://asqaconnect.asqa.gov.au) (via asqa.gov.au); general enquiries 1300 701 801 (9am–5pm Mon–Fri); post GPO Box 9928, Brisbane QLD 4001.
- **National Training Complaints Hotline** - a national referral service that directs your complaint to the most appropriate authority: phone 13 38 73, email NTCH@dewr.gov.au.
- **Queensland Training Ombudsman** - a free, independent Queensland service for VET enquiries and complaints: 1800 773 048.
- **Queensland Office of Fair Trading** - for fee or refund matters under the Australian Consumer Law: 13 74 68.

10. Disclaimers and limitation of liability

10.1 The Website and its Content are provided on an “as is” and “as available” basis. To the maximum extent permitted by law, we make no warranties about the accuracy, completeness or currency of Content, or that the Website will be error-free or secure.

10.2 Consumer law not excluded. Nothing in these Terms excludes, restricts or modifies any guarantee, right or remedy you have under the Australian Consumer Law or any other law that cannot lawfully be excluded.

10.3 To the extent we are permitted by law to limit our liability, our liability for a failure to comply with a consumer guarantee (other than a guarantee as to title) is limited, at our option, to re-supplying the relevant services or paying the cost of having them re-supplied.

10.4 Subject to clauses 10.2 and 10.3, and to the maximum extent permitted by law, we are not liable for any indirect, special or consequential loss, or for any loss arising from your use of, or inability to use, the Website or from your reliance on its Content.

11. Privacy

11.1 We handle personal information in accordance with our Privacy Policy and the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Please read our Privacy Policy, which forms part of these Terms.

12. Governing law

12.1 These Terms are governed by the laws of Queensland, Australia. You and we submit to the non-exclusive jurisdiction of the courts of Queensland and the courts competent to hear appeals from them.

13. General

13.1 If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions continue in force.

13.2 Our failure to enforce any provision is not a waiver of that provision.

13.3 These Terms, together with your enrolment documentation (where applicable) and our Privacy Policy, are the entire agreement between you and us in relation to your use of the Website.

14. Contact us

S2C Training (Served to Cert Pty Ltd, ABN 85 634 533 903, RTO ID 45605)

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