

S2C TRAINING

RTO ID 45605

Website Terms and Conditions

Last updated 22 October 2026

These terms apply to your use of www.s2c.edu.au (the website), operated by Served to Cert Pty Ltd (ABN 85 634 533 903), trading as S2C Training, RTO ID 45605 ("we", "us"). By using the website you agree to these terms. If you do not agree, please do not use it.

1. About these terms

- Your enrolment and training are governed separately by your written proposal, invoice, the Student Handbook and the policies given to you at enrolment. If they differ from these terms on a training matter, your enrolment documents apply.
- We may update these terms. The version on the website when you use it applies.

2. Using the website

You may use the website lawfully to learn about our courses, make enquiries, enrol, pay fees through our payment gateway and access information. You must not break the law; try to gain unauthorised access; introduce harmful code; copy, scrape, republish or commercially use our content (except as clause 3 allows); or send unsolicited advertising through the website. We may suspend or restrict the website at any time without notice and do not guarantee it will always be available.

3. Intellectual property

Content on the website is owned by or licensed to us. You may view, download and print it for personal, non-commercial use or for a genuine enquiry or enrolment. Any other use needs our written consent. You may not use the S2C Training name, logo or RTO identifiers without our written permission. Some content, such as training package material, belongs to others and is used under their terms.

4. Enquiries and enrolment

- An enquiry does not create an enrolment, guarantee a place or oblige you to enrol.
- Course information (dates, delivery, eligibility and fees) is a guide and may change. Please confirm details with us before relying on them.
- Before you enrol or pay, you receive a written proposal and invoice setting out the training and all fees. Enrolment is subject to entry requirements, the training product rules and our acceptance.
- We deliver fee-for-service training to adults (18 or over). We do not deliver government-subsidised training, are not a CRICOS provider and do not enrol overseas students.

5. Fees, payments and refunds

- Payments are made through our payment gateway (Stripe) by Visa, Mastercard, Apple Pay or Google Pay; by instalment through Afterpay, Klarna or Zip (under their own terms); or by direct deposit. We do not store your full card details.
- The fees that apply to you are those in your proposal and invoice. The deposit is 50% of the course fee or \$1,500, whichever is less, and we never hold more than \$1,500 in total for a student before the related training is delivered. These limits apply whoever pays, including an employer. The balance is invoiced once your assessment is complete, and certification is issued once all agreed fees are paid.
- Refunds follow our Fees, Payments and Refunds Policy (summarised in **Fees, Payments and Refunds** in the Student Hub). In short: full refund if you withdraw 7 or more calendar days before your course starts; fees paid less a \$250 administration fee if you withdraw within 7 calendar days; a full refund or a transfer if we cancel; and fees for units already started are generally not refundable, although we may refund fees for units not started (less the \$250 administration fee), and a withdrawal for a valid reason such as a medical reason is assessed individually. We decide refund requests within 10 business days and pay approved refunds within 7 business days of approval.

Consumer guarantees. Our services come with guarantees that cannot be excluded under the Australian Consumer Law, including that they are provided with due care and skill. Nothing in these terms, including our refund terms, limits those rights.

6. Marketing

- If you give us your contact details and agree to hear from us, we may send you marketing by email (through Mailchimp) and SMS (through ClickSend), and show you ads on Google, Meta and LinkedIn.
- You can opt out at any time: use the unsubscribe link in an email, reply STOP to an SMS, change your ad settings on those platforms, or email info@s2c.edu.au. We action opt-outs promptly and comply with the Spam Act 2003 (Cth) and, where applicable, the Do Not Call Register Act 2006 (Cth). You may still receive service messages about your enrolment.
- Our marketing is accurate and shows our RTO code (45605); refers to nationally recognised training by its code and title on training.gov.au; uses the Nationally Recognised Training logo only for training on our scope; does not guarantee a job, qualification or other outcome outside our control; and refers to other people or organisations only with their consent.

7. Third-party services and links

The website uses and links to services such as aXcelerate, Stripe, Webflow, Google, Meta, LinkedIn, Mailchimp and ClickSend. Their own terms and privacy policies apply, and we are not responsible for their content or conduct. See our **Privacy Policy** for how we work with them.

8. Complaints

If you have a concern about the website or our services, contact us first at info@s2c.edu.au or (07) 3555 7703. Complaints and appeals are handled under our Complaints and Appeals Policy (summarised in **Complaints and Appeals** in the Student Hub): we acknowledge them within 2 business days, appeals are reviewed by someone not involved, independent review is available, and the process is free and does not affect your enrolment. You can also contact ASQA (asqa.gov.au, 1300

701 801), the National Training Complaints Hotline (13 38 73), the Queensland Training Ombudsman (1800 773 048) or the Queensland Office of Fair Trading (13 74 68).

9. Disclaimer and liability

The website and its content are provided "as is" and "as available". To the extent the law allows, we make no warranty that content is complete, current or error-free, or that the website is secure. Nothing in these terms excludes rights you have under the Australian Consumer Law. Where the law allows us to limit our liability for a failure to meet a consumer guarantee (other than title), our liability is limited, at our option, to supplying the services again or paying the cost of doing so. Subject to this, we are not liable for indirect or consequential loss, or loss from using or relying on the website.

10. Privacy

We handle personal information under our **Privacy Policy**, which forms part of these terms.

11. General

These terms are governed by the laws of Queensland, and you and we submit to the non-exclusive jurisdiction of its courts and the courts that hear appeals from them. If part of these terms is invalid, the rest continues to apply. Not enforcing a term is not a waiver of it. These terms, your enrolment documents (where applicable) and our Privacy Policy are the whole agreement about your use of the website.

More information

Contact us: info@s2c.edu.au · (07) 3555 7703 · 2 Heaslop Street, Woolloongabba QLD 4102 · www.s2c.edu.au

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