

Refund Policy

1. Purpose and scope

This policy sets out how Perth Traffic Training (“we”, “us”, “Perth Traffic Training”) handles the payment and refund of fees for all training, assessment and related products or services we provide, whether delivered face-to-face, online, or as a blended course, and whether purchased as a digital or physical product.

This policy applies to all students, clients and organisations that enrol in or purchase from Perth Traffic Training. By enrolling in a course or purchasing a product, you agree to the terms of this policy.

Unless otherwise required by law or expressly agreed with you in writing, refunds of fees are granted only in accordance with this policy.

2. Our legal obligations

This policy has been prepared to comply with:

- the Australian Consumer Law (ACL), set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth) and mirrored in the Western Australian Fair Trading Act 2010;
- the 2025 Standards for Registered Training Organisations (RTOs) — the National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 (Cth), which took effect on 1 July 2025 and require a fair, transparent and equitable refund and fee protection policy.

Nothing in this policy limits, excludes or restricts the consumer guarantees, rights or remedies available to you under the Australian Consumer Law.

3. Your rights under the Australian Consumer Law

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. If Perth Traffic Training fails to deliver a service with due care and skill, fails to deliver a service fit for its stated purpose, or unreasonably delays or cancels a service, you may be entitled to a refund, re-delivery of the training, or other remedy, regardless of the timeframes or conditions set out in Section 4 of this policy. This policy is in addition to, and does not replace or limit, those statutory rights.

4. How to apply for a refund

1. All refund requests must be made in writing, using the Perth Traffic Training ‘Application for Refund’ form (included at the end of this policy), and submitted by email or physical mail to the details in Section 9.
2. Students who withdraw from a course and seek a refund must submit the form and meet the conditions in the Refund Eligibility Timeframes table below.

3. Students who withdraw from their course for any reason, including but not limited to change of mind or enrolled in the wrong course, must meet the notice periods in the Refund Eligibility Timeframes table below.
4. A student who does not achieve the qualification or unit(s) in which they enrolled because they have exhausted their permitted assessment attempts, or who does not attend the full course, is not entitled to a refund on that basis.
5. In some circumstances — for example, documented illness, bereavement or another compelling and compassionate reason — Perth Traffic Training may, at its discretion and in addition to your statutory rights, waive a cancellation fee or offer a free transfer to another course date. Supporting evidence may be requested.

Refund Eligibility Timeframes

Reason for refund	Notification requirement	Outcome
Course withdrawal (including but not limited to change of mind)	Written notice given 5 or more working days before the course start date	Full refund of course fees paid, or free transfer to a later course date (student's choice)
Course withdrawal (including but not limited to change of mind)	Written notice given less than 5 working days before the course start date	Not eligible for a refund. A cancellation fee of 100% of the course fee applies*
Removal from course	Student removed for disruptive, unsafe or inappropriate behaviour	Not eligible for a refund
Rescheduling	Student requests more than two reschedulings of the same enrolment	Not eligible for a refund of fees already paid; a rescheduling fee may apply to the new booking (see also Section 7 for the rescheduling time limit)
Non-completion	Student does not achieve the qualification/unit because assessment attempts have been exhausted, or does not attend the full course	Not eligible for a refund
Course commenced	Student has started attending or undertaking the course	Not eligible for a refund
Cancellation by Perth Traffic Training	Perth Traffic Training cancels or postpones the scheduled course	Full refund of all fees paid, or free transfer to the next available course date (student's choice)

**A 100% cancellation fee for withdrawal inside 5 working days reflects the cost of a booked training place and trainer. This clause does not apply, and a refund remains available, where the withdrawal results from a failure by Perth Traffic Training to meet its obligations under the Australian Consumer Law — see Section 3.*

5. Refund payments

- Approved refunds will be processed within 14 calendar days of the refund request being approved.

- Refunds will be paid using the same method originally used for payment, unless another method is agreed in writing.
- Perth Traffic Training does not accept liability for any indirect loss or damage (for example, travel, accommodation or lost wages) arising from a course withdrawal or cancellation, except where such liability cannot be excluded under the Australian Consumer Law.

6. Course cancellation or rescheduling by Perth Traffic Training

If Perth Traffic Training cancels or reschedules a course (for example, due to insufficient enrolments, trainer unavailability, or circumstances beyond our control), all enrolled students will be offered, at their choice:

- a full refund of all course fees paid; or
- a free transfer to the next available course date, at no additional cost.

We will notify affected students as soon as practicable and provide reasonable assistance to minimise inconvenience.

7. Substitutions and postponements

If a student is unable to attend an agreed training date and needs to postpone their booking, they must notify Perth Traffic Training in writing at least 5 working days before the course commencement date. Alternatively, the client and/or student may nominate a substitute attendee, provided the substitute meets any applicable course prerequisites and reasonable notice is given.

Once training has commenced, the enrolment cannot be postponed and no refund is available for that enrolment, other than as set out in Section 3.

Students must reschedule their booking within three months of their original course date. If the booking is not rescheduled within this period, the enrolment and any fees paid will be forfeited. This is in addition to the limit on the number of reschedulings set out in Section 4.

8. Complaints and appeals

If you disagree with a refund decision, you may lodge a complaint or appeal in writing to Perth Traffic Training at the contact details below. We will acknowledge your complaint within 5 working days and aim to resolve it within 20 working days, in accordance with our Complaints and Appeals Policy. See our Complaints and Appeals Policy on our website.

If a complaint cannot be resolved internally, you may contact:

- Consumer Protection Western Australia — www.commerce.wa.gov.au/consumer-protection — for general consumer rights and fair trading matters; or
- the WA Small Business Development Corporation or another independent dispute resolution body, where appropriate.

9. Contact details

Perth Traffic Training

Address: 2232B Albany Hwy, Gosnells, WA, 6110

Email: enrolments@perthtraffictraining.com.au

Phone: 0427 268 882

Website: www.perthtraffictraining.com.au

ABN: 81 164 772 829

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Perth Traffic Training is in a Third-Party Arrangement with the registered training organisation, Training Station Australia, RTO Number 45731.

Application for Refund

Please complete this form and return it by email or mail to the details in Section 9 of the Refund Policy.

Full name	
Student USI (if applicable)	
Course name	
Course date	
Date enrolled	
Amount paid	
Payment method	
Reason for refund request	
Supporting documents attached (if applicable)	
Refund amount requested	
Preferred refund method	
Signature	
Date	

Office use only

Received by	
Date received	
Decision (approved / declined)	
Refund amount approved	
Date refund processed	
Approved by (signature)	

This form and your rights to a refund are governed by the Perth Traffic Training Refund Policy, which does not limit any rights you have under the Australian Consumer Law.