Refund and Cancellation Policy

We know life happens — plans change and things come up. This policy sets out what you pay, what you can get back, and how to cancel or move your booking. It applies to all short courses and units of competency booked with Paratus Training. By enrolling, you're agreeing to these terms, so please read them before you book.

Course fees and payment

Course fees are published on our website. They're GST-free, because we're an RTO delivering nationally accredited training. The price you see is the full price — no hidden charges, no surprise add-ons.

When payment is due:

Course fee	When it's due
Up to $1,500	Full payment at the time of booking.
Over $1,500	$1,500 deposit at booking; the balance on the day, before training starts.

Online card payments are processed securely by Pin Payments. We also accept direct deposit and EFTPOS or card in person. Your booking isn't confirmed until payment lands.

How to cancel or transfer your booking

To cancel or move your booking, contact us as early as you can:

- Phone: 08 6400 6000
- Email: admin@paratus.edu.au

The date and time we receive your notice is what we use to work out any cancellation fee. So if you know you can't make it, tell us straight away — cancelling earlier costs you less, and often costs you nothing.

If you cancel

How much you're charged depends on how much notice you give before your scheduled start time:

Notice you give	What you're charged
48 hours or more before (at least 2 business days)	No charge. Full refund, or a free transfer to another date — your choice. (Card processing fees may not be refundable — see "How and when refunds are paid".)
Between 24 and 48 hours before	50% of the course fee.
Less than 24 hours before	100% of the course fee. No refund.
No-show — you don't attend and don't tell us	100% of the course fee. No refund.
You arrive late and are refused entry	100% of the course fee. No refund.

Why the full charge close to the date? Our courses run on fixed dates with a booked trainer, dedicated equipment, and a limited number of places. When you cancel at the last minute we usually can't fill your spot, so the cost is already locked in.

Once training has started

Once your course has started, no refund is available.

This includes if you're assessed as Not Yet Competent (NYC). Being marked NYC means you need a bit more practice before you can demonstrate the skill to standard — it doesn't mean the training wasn't delivered. See the "If you don't pass" section of your Student Handbook for re-assessment options.

If we cancel or reschedule

Sometimes we have to cancel or move a course — trainer illness, equipment availability, not enough enrolments, or other things outside our control. If that happens, the choice is yours: a full refund, or a transfer to the next available date.

We don't cover travel, accommodation, lost wages, or other costs you incur if we cancel or reschedule. We'll always give you as much notice as we can.

Extenuating circumstances

If something genuinely outside your control stops you attending — serious illness, a family emergency, that kind of thing — call us. Our CEO or Training Manager can use discretion to waive or reduce fees, or move your booking to another date. We may ask for supporting evidence, such as a medical certificate.

Other fees

Fee	How it works
WorkSafe WA licence application (HRWL courses)	Charged by WorkSafe WA, not us. Pay them directly, or pay us $120 (subject to change) to lodge it for you — this includes the WorkSafe fee. Non-refundable once lodged.
Re-issue of a Statement of Attainment	$66 (inc. GST) per request. Free alternative: download your transcript from your USI account at usi.gov.au.
Re-assessment	First re-assessment is free. The second is charged at cost (your trainer will quote you). After three NYC results on the same unit, you'll need to re-enrol.

How and when refunds are paid

- Approved refunds are paid back to the original payment method.
- We process approved refunds within 5 business days.
- If you paid a deposit and the balance separately, we refund what you've actually paid, less any cancellation fee that applies.
- Card processing fees are not included in refunds.

Your rights under Australian Consumer Law

Nothing in this policy takes away the rights you have under the Australian Consumer Law. If we don't deliver training with due care and skill, or it isn't fit for the purpose we described, you may be entitled to a remedy regardless of the terms above. This policy sits alongside those rights, not instead of them.

Questions?

If anything here isn't clear, ask us before you book — we'd rather answer the question now than have it become a problem later. Call 08 6400 6000 or email admin@paratus.edu.au.