

Change of mind policy and procedure

Change of Mind Policy

At StaySafe Industry Training, we understand that circumstances can change. However, under the **Australian Consumer Law (ACL)**, students are **not entitled to a refund** simply because they change their mind after enrolling in a course.

A refund will not be granted for a change of mind if:

- The student decides the course is no longer suitable for their needs or interests.
- The student enrolls into another course with a different RTO.
- The student fails to read the course information or entry requirements before enrolling.
- The student's work or personal circumstances change.
- The student did not check their prior learning or USI transcript before enrolling.

These scenarios are considered voluntary withdrawals. Students are encouraged to read course details and confirm their eligibility and requirements before enrolling.

If You Change Your Mind Within the Cooling-Off Period:

Students who withdraw within the **10-day cooling-off period** will be eligible for a refund **less a 20% administration fee**, provided they have not yet accessed or progressed significantly in the course. See our *Cooling-Off Policy* under the refund policy and procedure.

After 10 Day cooling off period or After Course Access

If more than 10 days have passed **or** you have accessed the course materials, assessment tasks, or commenced training, **you will not be eligible for a refund** due to change of mind.