

2025



Access All Areas
TRAINING

RTO: 52312

TERMS & CONDITIONS

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1. Accepting Terms and Conditions

By enrolling in training with Access All Areas Training (AAAT), you confirm that you accept and agree to these terms and conditions.

2. Important – Essential Reading

These terms and conditions summarise the main policies that apply to your training. The full documents are available on the Policies page of our website.

They include:

- Student Handbook
- NCVET Privacy Statement
- Appeals Policy
- Complaints Policy
- Fees and Refunds Policy
- Training and Assessment Policy
- Privacy Policy

3. Delivery and Assessment Details

Complete details of the learning and assessment requirements for your course are listed at the bottom of your course page. Please review these carefully.

4. Learner Obligations

By accepting these terms and conditions, you agree to:

- Complete your training in a responsible manner. Take time to read all course materials
- Submit only your own work without help from others or the use of AI tools
- Provide accurate and truthful information at all times
- Behave respectfully and reasonably towards staff and other learners

5. Authenticity Checks

You consent to AAAT verifying the information you provide during your enrolment and training. This may include ID checks and other forms of verification.

6. Non-transferable Training

Your enrolment is for you alone. Once a course has started, it cannot be transferred to another person.

7. Fees and Terms of Payment

You must pay all course fees as outlined on the website or in your invoice. Fees may include any applicable taxes. Payment is required before you begin training.

7.1 Fees and Refund Policy

Enrolment is only confirmed once fees have been paid in full.

You have **three (3) months** to complete your course. Most courses can be finished in 6–8 hours.

Refunds are only available if:

- The request is received in writing within seven (7) days of enrolment, and
- The course has not been accessed.
- Change of mind or failure to complete is not grounds for refund.
- Courses cannot be transferred to another person.
- Abusive or offensive behaviour toward staff will result in cancellation without refund.
- Cheating or misconduct will result in cancellation without refund.
- A \$20 administration fee may apply to approved refunds.

AAAT never receives more than \$1,500 in advance from any individual learner. We apply sound financial practices and fair refund processes.

8. Assessment

Our assessors aim to return results within three (3) working days. During busy periods this may take longer.

8.1 Priority Marking

You may purchase Priority Marking for faster turnaround. Submissions received before 2 pm AEST will usually be marked the same day. Submissions after this time are marked the next business day.

Certificates are only issued once you:

- Successfully complete all assessment tasks
- Provide any required prerequisite documents (e.g. ID)
- Provide your USI

If a task is not satisfactory, we will give you feedback and invite a resubmission. Priority Marking applies to resubmissions as well.

Important notes:

- Priority Marking operates Monday–Friday, 9 am – 5 pm AEST (excluding weekends and public holidays).
- Some government certificates (e.g. NSW or VIC RSA) depend on external systems. Delays outside our control may occur if those systems are unavailable.
- While we prioritise issuing certificates quickly, exact timeframes cannot be guaranteed.

9. Deactivation and Reactivation

Courses are automatically deactivated after three (3) months to ensure training remains current.

If your course has not been superseded, you may request reactivation by emailing info@aaat.edu.au.

A \$20 reactivation fee may apply.

10. Copyright

All course content is protected by copyright © Access All Areas Training unless otherwise stated. Materials must not be copied, shared, or reproduced without written permission.

11. Conditions

AAAT may modify, cancel, or limit training services at any time. Each enrolment allows one person access to one course. By accepting these conditions, you confirm you are the person completing the training.

12. Warranty

Course materials are provided “as is.” AAAT does not provide guarantees or warranties regarding suitability for specific purposes.

We are not required to provide refunds if changes to legislation affect training delivery. Such situations will be reviewed individually.

13. Indemnification and Liability

AAAT’s maximum liability is limited to the fees paid for the relevant course. We are not liable for indirect losses such as lost data, lost profits, or business interruption.

14. Terms and Termination

Either party may terminate this agreement at any time. No refunds are given for termination or non-completion.

14.1 Modification of Terms and Conditions

AAAT may update these terms and conditions from time to time. Continued use of our services means you accept any changes.

15. Privacy Policy

AAAT values and protects your privacy. By accepting these terms, you confirm the information you provide is true and correct.

15.1 Website Data

We use Microsoft Clarity and Microsoft Advertising to understand website use and improve services. Data may include heatmaps, clicks, and session information. See the Microsoft Privacy Statement for details.

15.2 Changes to Privacy Policy

We may update our privacy policy from time to time. Changes will be posted on our website.

16. Collection of Information

We may collect personal information from you via email, phone, website, or mail to deliver our services.

16.1 Use of Collected Information

Information is used to provide training, support, and improve our services. Data is not on sold.

16.2 Retention of Data

The RTO must maintain an AQF register in line with the AQF Qualifications Register Policy, covering all AQF qualifications it is authorised to issue and all AQF qualifications and VET Statements of Attainment issued to students. Records of all AQF certification documentation must be retained for 30 years. Assessment evidence submitted by students must be retained for a minimum of 2 years after completion of the training product.

16.3 Storage of Collected Information

We follow industry standards to protect your data. Sensitive details, such as credit card numbers, are encrypted and never stored permanently.

16.4 Access to Collected Information

If your details change, or if you wish to update or remove your information, please email us.

17. AVETMISS Data Reporting

As an RTO, we must collect and report training activity data to meet national requirements. This data is used to improve the VET sector nationally.

18. USI and Personal Data

Your USI and related data are treated as sensitive personal information and are protected under the Privacy Act 1988.

19. Use of Your Details

Your contact details are only used to communicate with you about your training or related regulatory requirements. We do not sell your data.

20. State and Territory Governing Agencies

AAAT may be required to share your details with state or territory regulators for licensing and compliance purposes.

21. Disclosure Statement

AAAT is committed to fair and honest dealings. We aim to provide you with accurate information so you can make informed decisions about your training.

22. Third Parties

AAAT may engage third parties, such as state food or liquor regulators, to deliver services. Your details will only be shared where required and only for the stated purpose.

23. Legal

We may disclose your information if required by law, or if necessary to protect our rights or comply with a legal process.

24. Links

External website links on our site are not covered by our privacy policy. Our terms only apply to www.accessallareastraining.com.au and www.aaatraining.com.au.

25. Prerequisites

By accepting these terms, you confirm you meet any prerequisite requirements for your chosen course. Details are listed on the relevant course page and in the Student Handbook.

26. Website Disclaimer

AAAT provides its website and information “as is” and makes no warranties regarding accuracy or availability. We are not liable for indirect or consequential losses arising from use of our website. These exclusions do not limit liability for death, personal injury, or fraud where required by law.

27. Other Parties

You agree not to bring claims personally against AAAT staff. Any limitations of liability also extend to AAAT staff, agents, and contractors.

28. Unenforceable Provisions

If any part of these terms is found unenforceable, the rest will still apply.

29. Company Details

Access All Areas Training

RTO Code: 52312

ABN: 861 447 897 84

Phone: 03 9116 8348

Email: info@aaat.edu.au