First Line
TRAINING CO

Terms and Conditions

First Line Training Co
Effective: 12 September 2026
Version 1.0

Purpose and scope
These terms apply to bookings for training and assessment services supplied by First Line Training Co, including public courses, private or workplace courses and related online learning. They explain how bookings, payments, changes, attendance, assessment and course outcomes are managed.

Important: By submitting or paying for a booking, the person making the booking agrees to these terms and confirms that they are authorised to accept them for every participant included in the booking. These terms do not exclude, restrict or modify any right or remedy that cannot lawfully be excluded under the Australian Consumer Law.

Public course booking cancellation summary

Situation	What applies
Seven or more business days before	Transfer once at no charge or cancel for a full refund.
Three to six business days before	Transfer once at no charge or cancel for a 75% refund.
Fewer than three business days before	No refund. A transfer may be offered at our discretion and may attract a $30 transfer fee.
No show or late arrival	No refund. A new booking and payment may be required.
Course postponed or cancelled by us	Choose a transfer to another available course or a full refund of course fees paid.

The summary is provided for convenience. The complete terms below apply if there is any difference or additional detail.

1. Definitions

In these terms, booking means an accepted enrolment or order for training; booking contact means the person who makes a booking for themselves or others; participant means a person enrolled in training; public course means a course advertised for individual enrolments; private course means training arranged for a workplace, school, club, organisation or closed group; partner RTO means the registered training organisation identified in the relevant course information; and we, us or our means First Line Training Co.

2. Bookings and acceptance

A booking is accepted when we issue written confirmation or accept payment. Course places are subject to availability. A booking contact must provide accurate participant and contact details and promptly advise us of changes.

For nationally recognised training, training and assessment is delivered on behalf of the partner RTO identified in the course information, enrolment material or statement of attainment. The partner RTO's applicable enrolment, assessment, complaints, appeals, privacy and certification requirements also apply. If there is an inconsistency concerning regulated training or assessment, the partner RTO's requirements prevail to the extent necessary to meet regulatory obligations.

3. Fees and payment

Course fees are stated in Australian dollars and include GST where applicable. Public course fees are payable in full at booking unless we agree otherwise in writing. Private course deposits, balances and payment dates are set out in the accepted quote or invoice.

The booking contact is responsible for all fees for participants included in the booking. We may withhold access to training, results or documents where payment is overdue, subject to applicable law and the partner RTO's obligations. Bank, card or booking-platform charges may apply where disclosed before payment.

4. Public course changes by participants

Requests to cancel or transfer must be made in writing to matt@firstlinetraining.com.au. Notice is counted from the scheduled course start time. The following policy applies unless different terms were disclosed for a particular course:

- Seven or more business days' notice: transfer once to another available course at no charge or cancel for a full refund.
- Three to six business days' notice: transfer once to another available course at no charge or cancel for a refund of 75% of the course fee.
- Fewer than three business days' notice: no refund. We may, at our discretion, permit a transfer to another available course and charge a $30 transfer fee.
- Failure to attend: no refund or credit. A new booking and payment may be required.

An approved transfer applies to the same participant and must be used within six months, unless we agree otherwise. A substitute participant may be accepted before the course if eligibility, enrolment and pre-course requirements can be completed in time.

5. Public course changes by First Line Training Co

Public courses require sufficient enrolments to proceed. We will aim to confirm whether a course is proceeding no later than five business days before the scheduled date. We may postpone, relocate or cancel a course because of insufficient enrolments, trainer illness, venue unavailability, unsafe conditions or circumstances beyond our reasonable control.

If we postpone or cancel a public course, the participant may transfer to another available course or receive a full refund of course fees paid. If we materially change the venue or time and the participant cannot reasonably attend, the same options apply. We are not responsible for indirect or consequential costs such as travel, accommodation, childcare, wages or loss of income, except where liability cannot lawfully be excluded. Participants should avoid non-refundable arrangements until course confirmation is received.

6. Private and workplace bookings

A private course is confirmed when the quote is accepted and any required deposit is paid. Participant numbers, venue, travel, timing and inclusions are those stated in the accepted quote. Additional participants or services may attract additional fees.

Unless the accepted quote states otherwise, the booking contact may reschedule or cancel a private course on the following basis:

- Ten or more business days' notice: no cancellation or transfer fee, excluding non-refundable third-party costs already approved or disclosed.

- Five to nine business days' notice: 25% of the quoted course fee, plus approved non-refundable third-party costs.
- Two to four business days' notice: 50% of the quoted course fee, plus approved non-refundable third-party costs.
- Fewer than two business days' notice or no attendance: 100% of the quoted course fee.

We will take reasonable steps to reduce avoidable loss and may apply amounts paid as a credit where practical. If we cancel a private course, we will offer an alternative date or refund the course fees paid.

7. Online and pre-course learning

Participants must complete any required online or pre-course learning by the deadline stated in the enrolment information. Access details are personal and must not be shared. Technical problems must be reported as soon as possible so reasonable assistance can be considered.

A participant who has not completed mandatory pre-course work may be refused entry to the practical session or may be unable to complete assessment. This may be treated as a late transfer or non-attendance under these terms unless the failure resulted from a problem within our or the partner RTO's control. Online access and enrolment expiry periods are governed by the course information and partner RTO requirements.

8. Attendance and punctuality

Participants must arrive by the stated registration time, remain for the required duration and follow reasonable trainer and venue directions. Late arrival may prevent participation where required content or assessment has been missed. In that case, the participant may need to rebook and pay the applicable fee.

Participants must behave respectfully and must not attend while affected by alcohol, illicit drugs or any condition that creates an unreasonable safety risk. We may remove a participant for unsafe, abusive, discriminatory, disruptive or dishonest conduct. Removal does not automatically create an entitlement to a refund.

9. Identification and enrolment information

Participants in nationally recognised training must provide the information and evidence required by the partner RTO, which may include a valid Unique Student Identifier, photo identification and completed enrolment declarations. Information must be accurate and belong to the participant.

A statement of attainment cannot be issued until all mandatory identity, USI, assessment, administration and payment requirements are satisfied. Providing false information or completing work for another person may result in the enrolment being suspended or cancelled and referred to the partner RTO.

10. Physical requirements and reasonable adjustment

First aid training includes practical activities. Depending on the unit, participants may be required to perform cardiopulmonary resuscitation continuously for at least two minutes on an adult manikin placed on the floor and complete other physical demonstrations.

Participants should tell us before training about an injury, disability, health condition, language, literacy or learning need that may affect participation. We and the partner RTO will consider reasonable adjustment where permitted, but an adjustment cannot remove or compromise an essential assessment requirement or workplace competency standard. A participant who cannot complete a mandatory requirement cannot be assessed as competent for that unit.

11. Assessment and course outcomes

Attendance does not guarantee a successful outcome. Participants must demonstrate the required knowledge and practical skills and complete all assessment tasks to the standard set by the relevant training product and partner RTO.

Where permitted, reassessment or further evidence may be offered under the partner RTO's policies and may attract a reasonable fee if disclosed. Decisions about competency, complaints and assessment appeals are managed in accordance with the partner RTO's policies.

12. Certificates and records

Statements of attainment and other nationally recognised documents are issued by the partner RTO after competency and administrative requirements are verified. Any indicated processing timeframe is an estimate and may be affected by incomplete information, RTO verification or system availability.

Participants are responsible for supplying a current email address and checking the accuracy of their details. Replacement or reissue fees may apply where permitted and disclosed.

13. Participant health and safety

Participants must take reasonable care of their own health and safety and that of others, use equipment as instructed, disclose relevant risks and report incidents promptly. Practical participation is undertaken within the participant's capacity and subject to mandatory assessment requirements. Training is educational and does not replace individual medical advice. In an emergency, contact Triple Zero on 000.

14. Venues and personal property

Participants must comply with venue rules, parking restrictions and accessibility instructions. Venue details may change; current details will be provided before the course. Participants remain responsible for their personal property. To the extent permitted by law, we are not responsible for loss or damage to personal property unless caused by our negligence or breach of law.

15. Privacy and communications

We and the partner RTO collect, use and disclose personal information for enrolment, training, assessment, certification, regulatory reporting, quality assurance and related administration. Information may be provided to government agencies and authorised bodies where required by law or VET reporting obligations. Relevant privacy notices and the partner RTO's privacy policy apply.

Operational emails and messages relating to a booking are not marketing communications. Promotional messages will be sent only where permitted, and recipients may unsubscribe at any time. Photography or recording for promotional use requires separate consent and is not a condition of training.

16. Intellectual property and recordings

Course materials, slides, handouts, branding and online content remain the property of their respective owners. Participants may use supplied materials for personal learning but must not reproduce, sell, publish, upload or distribute them without written permission.
Audio, video or photographic recording during training is not permitted without prior approval and the consent of affected participants.

17. Refund processing

Approved refunds will be returned to the original payment method where reasonably possible. We will process the refund promptly, but financial institutions and payment providers may require additional processing time. A refund under these terms does not limit any additional remedy available under the Australian Consumer Law.

18. Liability and Australian Consumer Law

Nothing in these terms excludes, restricts or modifies a consumer guarantee, right or remedy conferred by the Competition and Consumer Act 2010 (Cth), the Australian Consumer Law or another law where doing so would be unlawful.

To the extent permitted by law, our liability for loss arising from services is limited to the remedies available under applicable law and does not extend to loss caused by inaccurate information supplied by the booking contact or participant, failure to follow instructions, or circumstances outside our reasonable control.

19. Complaints and appeals

Questions or service complaints should first be sent to matt@firstlinetraining.com.au. We will acknowledge and address concerns fairly and within a reasonable timeframe. Complaints or appeals concerning enrolment, assessment, competency or certification may also need to be made under the partner RTO's published complaints and appeals process.

20. Changes to these terms

We may update these terms for future bookings. The version accepted when a booking is made continues to apply to that booking unless a change is required by law, the partner RTO or a regulator, or the parties agree otherwise in writing. Material changes affecting an existing booking will be communicated to the booking contact.

21. General

If any part of these terms is invalid or unenforceable, it is to be read down or severed to the minimum extent necessary without affecting the remaining terms. A delay in enforcing a right is not a waiver of that right. These terms are governed by the laws of Victoria, Australia. The parties submit to the courts and tribunals with jurisdiction, subject to any mandatory consumer right to bring a claim elsewhere.

22. Contact

First Line Training Co
Website: firstlinetraining.com.au
Email: matt@firstlinetraining.com.au
Phone: 0428 340 732

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