

Terms and Conditions

Primed Employment Programs Pty Ltd

Effective Date: 29/09/2025

Primed Employment Programs Pty Ltd ("Primed", "we", "our", "us") delivers training programs designed to support students and job seekers in achieving recognised skills and qualifications. By enrolling in a program or using our website, you agree to the following Terms & Conditions.

Payment Terms

- All course fees must be paid in full before the start of your program unless a written payment arrangement has been agreed to by Primed Employment Programs.
- Enrolment is not confirmed until full payment has been received and processed.
- Invoices and receipts will be provided for all payments.

Refund Policy

- Cancellations received at least 10 business days prior to the program start date may be eligible for a refund, less an administration fee.
- No-shows or withdrawals on or after the program start date are not eligible for a refund.
- If Primed Employment Programs cancels or postpones a course, participants will be offered either a full refund or a transfer to another program date.

Assessment Outcomes (ASQA Requirements)

- All assessment is conducted in line with the Standards for RTOs 2015 and other Australian Skills Quality Authority (ASQA) requirements.
- If a candidate is assessed as Not Yet Competent, they will be provided with feedback and given opportunities for reassessment as per Primed Employment Programs' assessment and appeals policies.
- Any reassessment may incur additional fees where applicable.

Appeals Policy

- Participants have the right to appeal assessment outcomes or other decisions in line with our Appeals Policy.
- Appeals must be lodged in writing within 10 business days of receiving the decision.

- All appeals will be handled fairly, promptly and without prejudice. A written outcome will be provided to the participant.

Website Cookies and Privacy

- Our website uses cookies to enhance user experience, track site usage and improve our services. Cookies may store information such as your browser type, pages visited and preferences.
- By using our website, you consent to the use of cookies in accordance with this policy.
- Personal information collected through our website or enrolment process will be handled in accordance with our Privacy Policy and the Privacy Act 1988 (Cth).
- We will not share your personal information with third parties except as required by law or to deliver our training services.

Changes to the Website Terms of Use

- Primed Employment Programs may update these Terms & Conditions and Website Terms of Use at any time.
- Changes take effect immediately upon posting to our website.
- Continued use of our services or website after changes have been made constitutes acceptance of the updated Terms.

No Illegal or Unauthorised Use

- You agree not to use our website, programs or materials for any unlawful purpose or in any way that may damage, disable, overburden or impair the services provided by Primed Employment Programs.
- You must not upload, post or transmit any material that infringes another person's intellectual property, privacy or other legal rights.

Your Information

- You are responsible for ensuring that the personal information you provide to Primed Employment Programs is accurate, complete and up to date.
- Providing false or misleading information may result in cancellation of enrolment without refund.
- You can update your information by contacting our office at any time.