

Cooling Off Period and Refund Policy (Fee for Service – Online Courses)

Purpose

Gateway Training Academy (GTA) is committed under the Standards for RTOs 2025 to providing transparent and fair processes for all potential students enrolling in our fee-for-service qualifications and courses. This Policy is aimed at protecting the rights of the enrolling student, and all associated stakeholders, including Gateway Training Academy.

Overview

Students who enrol in an online, Fee for Service qualification or course are therefore entitled to a cooling off period of ten (10) business days from the date they pay (either a deposit, or in full) for their course at Gateway Training Academy.

Cooling Off Period Conditions

If a student withdraws **within** the 10-business day cooling off period:

- A full refund of any course fees already paid will be provided
- Any future scheduled payments or payment plans will be cancelled.

If a student withdraws **after** the 10-business day cooling off period:

- No refund will be provided
- The student remains liable for the full cost of the course, including any outstanding amounts under an agreed internal or external payment plan.

Procedure for Withdrawal

- Students must formally notify Gateway Training Academy in writing of their decision to withdraw from a qualification, training program, course or service
- Refunds (if applicable) will be processed within 15 business days of receiving a formal written withdrawal notice from a student
- Any cancellation of payment or payment plans will be confirmed in writing.

Acknowledgement

By accepting the terms and conditions of their enrolment with Gateway Training Academy, students acknowledge that they have been provided with information about the Cooling Off Period and agree to the requirements outlined in this Policy.

Date:

10/09/2026

Chief Executive Officer Name:

Shahid Rana

Chief Executive Officer Signature:

