

Terms and Conditions

These Terms and Conditions (“Terms”) govern your access to and use of the online training courses, digital products, and related services (“Courses”) provided by Online Safety Induction and Training (“we”, “us”, “our”).

By purchasing, accessing, or using any of our Courses, you agree to be bound by these Terms.

These Terms apply in conjunction with our Refunds Policy, Privacy Policy, and any other policies published on our website.

1. Definitions

For the purposes of these Terms:

- “Consumer” has the meaning given in the Australian Consumer Law (ACL).
- “Course” means any online training module, digital product, video, assessment, exam, or downloadable resource.
- “Platform” means the website or learning management system (LMS) through which the Course is delivered.
- “You” or “User” means the individual accessing the Course or the organisation purchasing access for participants.

2. Eligibility and Account Requirements

2.1 You must be at least 18 years old to purchase a Course.

2.2 You are responsible for maintaining accurate account details and keeping your login credentials secure.

2.3 If you are enrolling learners on behalf of a business, you warrant that you have authority to do so.

3. Course Access and Delivery

3.1 Upon successful payment, you will receive access to the Course for the specified access period stated at the time of purchase.

3.2 Access may be delivered via direct login, emailed link, LMS integration, or other secure means.

3.3 We reserve the right to update, revise, or improve Course content at any time to maintain accuracy, quality, and compliance.

3.4 We do not guarantee uninterrupted access, as availability may be affected by maintenance, technical issues, or third-party platform performance.

4. User Responsibilities

You agree to:

- Use the Course for lawful purposes only.
- Not share login details, Course materials, or certificates with unauthorised users.
- Ensure your device, browser, network, and software meet the minimum technical requirements.
- Not copy, reproduce, distribute, or modify Course content without prior written permission.

Failure to comply may result in suspension or termination of access without refund.

5. Intellectual Property

5.1 All Course content, including text, video, audio, graphics, illustrations, assessments, and downloadable resources, is protected by copyright and intellectual property laws.

5.2 No rights or licences are transferred to you except for personal, non-commercial use during your access period.

5.3 You must not reproduce, resell, republish, or redistribute Course materials under any circumstances.

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6. Pricing and Payment

- 6.1 All prices are listed in Australian Dollars (AUD) unless otherwise stated.
- 6.2 Payment must be made in full prior to receiving access.
- 6.3 Prices may change at any time; however, changes do not affect purchases already completed.
- 6.4 Discounts, vouchers, or promotions are subject to their stated conditions.

7. Certificates and Completion Requirements

- 7.1 Some Courses include certificates of completion. Eligibility depends on completing the required modules, quizzes, or assessments.
- 7.2 Certificates are issued digitally and may include learner details, completion date, and Course title.
- 7.3 Certificates are for record-keeping and training evidence and do not replace any mandatory licensing or government qualification unless explicitly stated.

8. Technical Requirements and Support

- 8.1 You are responsible for ensuring you have appropriate internet access, compatible devices, and software settings.
- 8.2 We will provide reasonable technical support for platform access issues.
- 8.3 Technical issues caused by your own equipment, internet connection, or security settings do not entitle you to a refund.

9. Refunds and ACL Compliance

- 9.1 Our Refunds and Consumer Guarantees Policy forms part of these Terms.
- 9.2 Consumer rights under the ACL cannot be excluded.
- 9.3 Refunds will only be granted in accordance with ACL requirements or where a Course has experienced a major failure as defined in the law.
- 9.4 Change-of-mind refunds are not provided.

10. Prohibited Conduct

You must not:

- Share, sell or transfer Course access to another person.
- Attempt to reverse-engineer, copy, or extract Course content.
- Engage in behaviour that disrupts the learning platform or other users.
- Misuse certificates, falsify completion results, or misrepresent training undertaken.

We may suspend or terminate your account for any breach of these Terms.

11. Third-Party Services and Links

- 11.1 Our Courses may include references or links to external websites or resources.
- 11.2 These are provided for educational purposes only. We do not control, endorse, or guarantee third-party content or services.
- 11.3 Your use of third-party platforms is at your own risk and subject to their terms.

12. Liability and Disclaimer

- 12.1 While we take reasonable steps to ensure accuracy of content, Courses are provided on an “as-is” basis.
- 12.2 We do not guarantee that completing a Course will result in employment, regulatory approval, or compliance certification unless explicitly stated.
- 12.3 To the maximum extent permitted by law, we exclude liability for:
 - Loss of data;
 - Interruption to access;
 - User error or misuse;

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- Indirect or consequential losses.

12.4 Nothing in these Terms restricts your rights under the Australian Consumer Law.

13. Termination of Access

13.1 We may suspend or terminate your access where:

- You breach these Terms;
- Fraudulent activity is suspected;
- Access is being shared or misused;
- Required payments have not been made.

13.2 Termination for breach does not entitle you to a refund.

14. Amendments to These Terms

14.1 We may update these Terms at any time.

14.2 Changes take effect immediately upon publication on our website.

14.3 Continued use of our Courses constitutes acceptance of updated Terms.

15. Privacy and Data Protection

15.1 We collect, store, and manage personal information in accordance with our Privacy Policy and the Privacy Act 1988 (Cth).

15.2 By using our Courses, you consent to the collection and handling of your information for training, support, and certification purposes.

16. Governing Law

These Terms are governed by the laws of Australia.

Any disputes will be handled by the courts within the relevant Australian jurisdiction.

17. Contact Information

If you have questions about these Terms, please contact us:

Online Safety Induction and Training

Email: sales@osiat.com.au

Phone: 1300 610 898

Business Address: Suite 535, 1 Queens Road, Melbourne VIC 3004