

Website & Booking Terms

www.letizias.com.au | info@letizias.com.au

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1. About these terms

These terms explain enquiries, bookings and course arrangements made through the Letizia's Training & Development website or directly with Letizia's. Some accredited courses are booked and administered through third-party registered training organisation (RTO) systems. The relevant RTO's enrolment documents and course-specific requirements may apply in addition to these website terms. Nothing in these terms excludes rights under Australian Consumer Law.

2. Course options and training providers

Letizia's offers nationally recognised courses through its RTO partners and also offers non-accredited training. First Aid, White Card and relevant food safety training are arranged through Allens Training (RTO 90909). RSA and nationally recognised Barista training are arranged through Quality Service Skills (RTO 90791). Letizia's also delivers its own non-accredited Barista workshops. Non-accredited workshops are not nationally recognised qualifications and do not result in a nationally recognised statement of attainment. Always check the individual course listing for the provider and outcome.

3. Enquiries and booking confirmation

Some courses can be booked and paid for online through Training Desk. Other courses, including RSA and Barista options, may be offered by enquiry first. Sending an enquiry does not reserve a place. A booking is confirmed once the student receives confirmation through the applicable booking channel and meets any stated payment requirements. Please check your confirmation for the correct course, date, venue and start time.

4. Prices and payment

The price and any applicable charges will be shown during the relevant booking process or supplied in a quotation or invoice before payment is requested. Different booking channels may use different payment providers and issue their own receipts. Students should retain the confirmation and receipt supplied with their booking and contact Letizia's if they have a payment question. Letizia's does not ask students to send card details by ordinary email.

5. Before attending

Students are responsible for providing accurate booking and enrolment information and checking the course prerequisites, identification requirements, location and attendance instructions. Nationally recognised training may require a Unique Student Identifier (USI), identity verification, prescribed assessment tasks or other course-specific requirements. Please contact Letizia's ahead of time to discuss language, literacy and numeracy (LLN), accessibility or other learning support. Where the course is nationally recognised, reasonable adjustment and assessment decisions are managed with the issuing RTO.

6. Assessment and course outcomes

Purchasing or attending a course does not guarantee a competent assessment result or the issue of a certificate. For nationally recognised training, the relevant RTO determines assessment outcomes and issues certification in accordance with its requirements. Non-accredited workshops may provide a record of participation only if this is specifically offered in the workshop description.

7. Transfers, cancellations and refunds

If you cannot attend, please email info@letizias.com.au as early as possible. Letizia's will discuss moving you to another available course date or arranging a refund, taking into account the booking arrangements and applicable course conditions. Please read the separate Refund & Cancellation Policy and any specific terms provided by the relevant RTO. These arrangements do not reduce your rights under Australian Consumer Law.

8. Changes to training arrangements

A course may occasionally need to be rescheduled, relocated or cancelled because of operational, trainer availability or safety issues. We will contact affected students as promptly as reasonably possible to explain the change and discuss suitable options, including a new date or refund where appropriate and required by law. We will not make material changes to an agreed booking without addressing the student's applicable rights.

9. Student information and privacy

Letizia's handles personal information in accordance with its applicable privacy notices. Accredited course bookings may also be subject to the relevant RTO's privacy and enrolment notices and the privacy arrangements of a third-party booking or payment provider. Please review the privacy information provided at the point of enrolment. Letizia's current Training Desk privacy notice is available at https://letizias.trainingdesk.com.au/privacy_policy.

10. Questions, concerns and complaints

For website enquiries, bookings arranged directly through Letizia's or concerns about a Letizia's workshop, contact info@letizias.com.au. For nationally recognised assessment, results, certification or formal RTO complaints, the issuing RTO's processes may apply. Letizia's can assist students in identifying the correct contact point.

11. Australian Consumer Law and updates

Our services come with consumer guarantees that cannot be excluded under Australian Consumer Law. Where a service does not meet a consumer guarantee, students may be entitled to a remedy, including a refund, depending on the circumstances. We may update these website terms from time to time; the terms made available at the time of booking and any mandatory consumer rights continue to apply to that booking.