

Frequently asked questions

Q: How do I register and pay for a course?

- Go on [Australian Government Solicitor](#) website
- Click [Training and events](#), click [Training calendar](#), scroll down to **Upcoming training**
- Choose a course, click **Register**
- Complete the registration form and pay by credit card
- Instant confirmation of registration will be sent to the email provided. Click on **Add to Microsoft Outlook Calendar** and **Save & close** to save the training details in your Microsoft Outlook Calendar
- For multiple registrations, click **Register another** – one invoice will be generated for all attendees.

Q: What if I cannot pay by credit card, can I have an invoice?

A: Yes, email the registration details to trainingservices@gov.au or call 02 6141 2074 to request an invoice (*payment by direct deposit only*).

Q: I have registered and paid for a course, can I get a copy of the invoice?

A: Yes, email trainingservices@ags.gov.au to request the PDF version of your invoice.

Q: How do I find more information about a course, cost, duration?

A: Go on Australian Government Solicitor website, click [Training and events](#) and [Training courses](#).

Q: Can I swap a registered attendee who has become unavailable with another staff?

A: Yes, email trainingservices@ags.gov.au and we will do the change of attendee.

Q: I found out just before the training that I cannot attend, can I get a refund?

A: Yes, the course fees will be refunded less the cancellation fees (15% for administration costs if cancelled within 5 days prior to the training).

Q: I am interested in a course which is not on the Training Calendar, when will this course be offered?

A: If we have sufficient demand for a course, we will schedule this course on the next Training calendar. Email trainingservices@ags.gov.au with your query.

Q: I am based in Melbourne and the course that I am interested is only offered in Canberra, will this course be offered in Melbourne in the future?

A: Some of our courses are only offered in Canberra. Email trainingservices@ags.gov.au to find out which course is offered in other states.

Q: Why is a course cancelled?

A: AGS will only run a course if we receive sufficient registrations. When a course is cancelled, all course fees paid will be refunded.

Q: Can AGS deliver a training course at my office for some of our staff?

A: Yes, AGS can deliver our standard courses 'in-house' or tailored courses and other presentations to suit your agency's needs. Please email your in-house training requirements to trainingservices@ags.gov.au and we will provide a quote or call 02 6253 7464.

Q: Do you offer any discount for the Training Calendar courses?

A: No. We do not offer any discount from 1 July 2019 with our new prices.