

# National Training Services

## Fees, Charges, Refunds and Cancellation Policy



**POLICY** To provide the standards and governance surrounding the management of fees taken from Participants for non-accredited training, implementation of the cancellation policy and issuing of refunds. This policy shall also be reflected in the student handbook for non-accredited training and the Railtrain website to ensure clear guidance to Participants and the overall Client.

**SCOPE** This policy and procedure applies to stakeholders within the National Training Team and any associated training delivered under their scope. Typically, this shall be non-accredited Client safeworking training.

**RESPONSIBILITY** The National Training Manager has the overall responsibility for implementation of this procedure. Other responsibilities are outlined within the procedure.

### DEFINITIONS

<b>Participant</b>	A student undertaking non accredited training with Railtrain
<b>Safeworking Training</b>	Non accredited rail network specific training delivered on behalf of a Client
<b>Non-Accredited</b>	Training outcomes are not aligned with nationally accredited units of competence.
<b>Rail Network</b>	System of railway owned and operated by a particular Rail Infrastructure Manager.
<b>Fee</b>	Course fee directly applied to the delivery of the course
<b>Charge</b>	Miscellaneous charges for services provided by Training.
<b>Refund</b>	Return of full or partial funds to Participant due to course cancellation
<b>Customer</b>	Customer established by Finance Team for invoicing course fees.

### PROCEDURE

Railtrain National Training Services (NTS) delivers training services using a cost effective and transparent schedule of fees. Whilst NTS may be required to adjust its fees from time to time, changes to these fees will be applied fairly and equitably and will clearly indicate the date that any change to fees will be effective.

#### **Course Fees and Charges**

Course fees and charges shall be set at the commencement of the contract and vary for each course and delivery location. Specific Client fees are set out in Appendix A of this procedure.

### PAYMENT OF FEES

Fees for any courses delivered by NTS are paid for in full by the Participant prior to the course commencing. Fees are paid for at the time of booking through the online booking system either via credit card or a valid purchase order number.

Prior to the use of a purchase order to pay course fees, Companies will need to establish credit with Railtrain by contacting the Railtrain Finance Team. Any authorised Customers will be invoiced in accordance with the terms and conditions set out at the time of application and may vary from customer to customer.



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The Finance Team shall advise the NTS Training Administrator of authorised customers, to allow for cross reference of purchase orders in the booking system.

### **CANCELLATION POLICY & REFUNDS**

#### **PARTICIPANT CANCELLATION OR TRANSFER**

Railtrain NTS shall provide refunds to Participants for cancellations or amendments to course dates in accordance with the cancellation policy outlined in Appendix A.

An alternative participant may be substituted in courses up to 24 hours prior to course commencement, however all pre-requisite information must be provided to the NTS Training Administrator at the time of transfer. Should the substitute participant not meet these prerequisites, NTS has the right to refuse entry to the course and the course fee shall be forfeited.

#### **RAILTRAIN COURSE CANCELLATIONS OR POSTPONEMENTS**

NTS reserves the right to cancel any course and where possible, NTS shall advise all Participants at least two full working days prior to course commencement. Participants shall be enrolled in an alternative date at no charge, or a full refund of fees will be issued. NTS will not be liable for any claims arising from course cancellation.

#### **NON-ATTENDANCE**

If a participant fails to attend a course, the course fee shall be forfeited. It is the responsibility of the Participant to notify NTS if they are unable to attend for any reason. This should be confirmed by Railtrain NTS and messages or emails sent after hours on the day before the course are not acceptable as notice of cancellation.

#### **EXCEPTIONAL CIRCUMSTANCES**

Railtrain NTS aims to be flexible and accommodating with all its procedures and recognises in some cases there are exceptional circumstances for now shows or cancellation. NTS reserves the right to use its discretion in relation to the above policy and this shall be on a case by case basis.

#### **REFUNDS**

The Training Administrator shall liaise with the Railtrain Finance Team to coordinate refunds for Participants.

Refunds shall be processed within 7 business days and will be subject to an administration fee.

#### **REPORTING**

The Training Administrator shall run weekly reporting for the National Training Manager and the Finance team to allow for reconciliation of training and financial records.



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### Appendix A - Rio Tinto Safeworking Delivery

#### Schedule of Fees

##### External Courses (Perth Delivery)

Module	Participants		Course Price
	MIN	MAX	Per Head
M1 Rail Safeworking (General Safeworking)	4	15	\$300.00
M3 Rail Safeworking (Lookout)	4	15	\$300.00
M4 Rail Safeworking (Protection Officer Terminals and Yard Operations)	2	10	\$935.00
M5 Rail Safeworking (Protection Officer Terminals, Yards and Mainline)	2	10	\$990.00
M6 Rail Safeworking	4	10	\$300.00
M7 Rail Safeworking (High Rail)	4	12	\$300.00
M9A Rail Safeworking	2	10	\$1870.00

##### External Courses (Karratha Courses)

Module	Participants		Course Price
	MIN	MAX	Per Head
M1 Rail Safeworking (General Safeworking)	4	15	\$400.00
M3 Rail Safeworking (Lookout)	4	15	\$400.00
M4 Rail Safeworking (Protection Officer Terminals and Yard Operations)	2	10	\$1170.00
M5 Rail Safeworking (Protection Officer Terminals, Yards and Mainline)	2	10	\$1265.00
M6 Rail Safeworking	4	10	\$400.00
M7 Rail Safeworking (High Rail)	4	12	\$400.00
M9A Rail Safeworking	2	10	\$2105.00

#### Charges

Charge	Fee
Reissue of safeworking cards	\$50.00 – per card
Training Labour Resource – Day Rate – Training Manager	\$1,324.10
Training Labour Resource – Day Rate – Trainer	\$1,148.70
Accommodation & Travel Arrangements	Cost + 7.5%



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### CANCELLATION POLICY

*External Courses (Public delivery in Perth) – M1 – M3*

Notification Period	Refund Amount
Written notification of cancellation/transfer > 5 Working Days Prior to Course	100%
Written notification of cancellation/transfer < 4-2 Working Days Prior to Course	50%
Written notification of cancellation/transfer < 2 working days prior to Course	0%

*External Courses (Public delivery in Perth) – M4 – M9*

Notification Period	Refund Amount
Written notification of cancellation/transfer > 10 Working Days Prior to Course	100%
Written notification of cancellation/transfer 5 – 9 Working Days Prior to Course	50%
Written notification of cancellation/transfer < 5 working days prior to Course	0%

*Internal Courses (Client specific courses held on site)*

Notification Period	Refund Amount
Written notification of cancellation/transfer > 10 Working Days Prior to Course	100%
Written notification of cancellation/transfer 5 – 9 Working Days Prior to Course	50%
Written notification of cancellation/transfer < 5 working days prior to Course	0%

Authorised by

Graham Butler | Executive Director  
Railtrain Holdings Pty Ltd

**All legal entities under Railtrain Holdings Group (RHG) are bound by this policy.**



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