FEES AND REFUNDS POLICY

POLICY

Purpose

This policy establishes Railtrain's principles for the transparent, fair and consistent administration of fees, charges, refunds, withdrawals and cancellations associated with its training and assessment services.

Railtrain will ensure clients, employers and learners are provided with clear, accurate and current information about applicable fees and charges, payment arrangements, refund and cancellation conditions and other relevant financial obligations before enrolment or entering an arrangement for training and assessment.

Principles

Training Services and Enrolment Types

Railtrain offers training services for various types of enrolments:

- Railtrain Group employees;
- Employer groups;
- Public training participant (fee paying/ fee for service public);
- State government funded traineeships;
- State government funded places;
- Federally funded grants and contracts.

Each course has specific fees and charges, which will be discussed with the client, employer, or learner at the time of inquiry. For public courses, fee details will be available on the website and in marketing brochures. For multiple courses or learners, Railtrain will provide a written quote detailing fees and charges for client confirmation before enrolment.

Fees and Charges

Railtrain advises clients, employers and learners of the following prior to enrolment:

- Mandatory training fees (compulsory VET fees);
- Applicable fees and charges;
- Fees to be paid in advance;
- Deferred payment options (Fees and/or charges to be paid retrospectively such as payment is deferred until after a period of employment);
- Resource and administrative charges applicable to the training service;
- Incidental charges (e.g. printing of logbooks);
- Travel charges (flights, accommodation, hire vehicles etc);

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- Refund policy and cancellation policy;
- Withdrawal fees; and
- Course cancellation or postponement charges.

Client-funded training

Railtrain and employer funded Clients will agree to the cost of training for employee enrolments based on:

- The number of Enrolments of learners;
- Training schedule and employee roster;
- Training venue location.

A formal quotation outlining the proposed training services is sent to the employer for acceptance. Training will be scheduled upon receipt of a purchase order for the full amount as detailed in the quote.

Railtrain shall invoice the Employer for training undertaken during a monthly period, at monthly intervals until the completion of the course. No monies shall be taken in advance.

AQF certification documentation will be issued in accordance with applicable regulatory requirements once the learner has been assessed as meeting the training product requirements and all agreed fees owed to Railtrain have been paid.

Refunds for employer-funded training will be determined in accordance with the accepted quotation, service agreement, published cancellation arrangements, services already delivered and costs reasonably incurred by Railtrain.

Where an employee learner does not successfully complete the course, Railtrain may agree with the employer to provide further training or offer the employee learner an alternative enrolment. Additional fees and charges may apply and will be agreed before the additional services are provided.

Government-Funded Training

Fees, charges, concessions, exemptions, payment arrangements, withdrawals and refunds for government-funded training will be administered in accordance with the applicable funding agreement, program requirements and current fees and charges policy for the relevant jurisdiction.

Where these requirements differ from Railtrain's standard fee arrangements, the applicable government funding requirements will take precedence.

Funding Integrity

Railtrain will maintain appropriate controls to ensure that training and assessment is claimed against the correct funding source and that duplicate or otherwise ineligible funding claims are not made.

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Government-funded, employer-funded and fee-for-service arrangements will be administered and recorded in accordance with applicable funding and contractual requirements.

Prepaid Fee Protection

Railtrain will manage prepaid fees in accordance with applicable regulatory requirements and will not accept prepaid fees exceeding $1,500 from or on behalf of a learner for the same VET course for services that have not yet been delivered.

Payment schedules and instalment arrangements will be structured to ensure compliance with applicable prepaid fee protection requirements.

Refunds, Cancellations and Withdrawals

Refund Eligibility

Refunds may be considered when:

- Training and assessment has not commenced, Railtrain determines that the Learner does not currently meet identified language, literacy, numeracy or digital capability requirements and reasonable support or an alternative training arrangement cannot be provided; or
- The Learner withdraws before training and assessment commences, subject to Railtrain's published cancellation conditions and any costs already incurred.

Refund eligibility will be determined having regard to services already provided, applicable cancellation and withdrawal conditions, government funding requirements, contractual arrangements and applicable legal or regulatory requirements.

Cancellation and withdrawal conditions

Cancellation and withdrawal fees may apply in accordance with Railtrain's published fee and cancellation arrangements. Applicable conditions will be communicated before enrolment or confirmation of training services.

Additional Costs – Travel Fees

Where Railtrain has incurred non-refundable travel costs associated with confirmed training, the client may be responsible for those costs in accordance with the accepted quotation, service agreement or published cancellation arrangements.

Additional Costs - Resource and Administration Charges

Resource or administration fees may be non-refundable where Railtrain has already incurred the associated costs and those costs cannot reasonably be recovered.

Refunds will not ordinarily be provided for resources that have been specifically purchased, developed, contextualised or tailored to meet an employer's confirmed requirements, where those costs cannot reasonably be recovered.

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Railtrain Course Cancellations or Postponements

Railtrain will provide affected Learners and Clients with as much notice as reasonably practicable where training is cancelled or postponed and will communicate available alternative arrangements.

Continuity of Training Services

Railtrain will maintain arrangements to appropriately manage circumstances where it is unable to provide agreed training and assessment services.

Where Railtrain is unable to deliver services for which fees have been paid, affected Learners will be managed in accordance with applicable regulatory, contractual and refund requirements.

Where further training or re-assessment is required beyond the currency duration of the course, additional fees may be incurred.

Authorisation

Approved By: General Manager - Training