

Once learners have completed all the necessary enrolment documentation (Railtrain enrolment form, LLN assessment, Smart & Skilled Eligibility Checklist) Railtrain will commence the Notification of Enrolment Process via the Training Services NSW STS online provider calculator.

This process will be completed in advance of a learner commencing training in accordance with the Smart & Skilled operating guidelines.

The process will:

- Validate eligibility of the learner
- Add details of Credit transfer or RPL (if known at the time of the enquiry)
- Generate details of the learner fee chargeable (if applicable) subsidies and loadings

To complete the above process Railtrain will complete the following steps:

1. Complete a learner eligibility enquiry.
 - A quote ID will be issued for the enquiry. A quote ID will only be issued if the enquiry is successful, which means that the individual is eligible to undertake the Smart & Skilled subsidised program.
 - A quote ID will expire after seven days from the date of issue if the Notification of Enrolment is not undertaken before then.

2. Complete additional information required for the Notification of Enrolment.

Note: This will not be completed if the enquiry is unsuccessful. This will also not be completed without written or verbal consent of the learner detailed within Railtrain's Smart & Skilled eligibility checklist.

3. A Notification of Enrolment is issued by the Department; a soft copy will be kept on the learner's file and a copy given to the learner and third party if applicable for their records.
4. Once the Notification of Enrolment process has been completed, enrolment will be finalised prior to training commencement.

Consumer protection

Railtrain upholds its obligations to learners both prospective and existing in regard to consumer protection which is outlined below and via the following sub-headings:

- Ensuring prior to enrolment or the commencement of training and assessment, the RTO provides advice to prospective learners in relation to training products that may meet their needs,
- Informs learners about information that is collected about them and how it is disclosed.
- Provides clear and accessible feedback and access to a consumer protection officer.

Railtrain's Consumer Protection Officer- RTO Manager via training@railtrain.com.au can be contacted in relation to any aspect relating to consumer protection and the content found within this section or its related policies & procedures.

Privacy

Railtrain is committed to protecting the privacy of its learners as per the requirement of the Australian Privacy Principles (APP). The APP regulate how Railtrain as an organisation collects, uses and discloses your personal information. Railtrain complies with these principles in accordance with the Privacy Act 1988, further information can be found within the Learner Handbook and via our consent and privacy declaration within the enrolment application process and form.

Access to your personal information

Railtrain provides access to the personal information that is held about learners. If you require access to your personal information, please contact Railtrain's Consumer Protection Officer- RTO Manager via training@railtrain.com.au

Marketing

In accordance with Railtrain's Consumer Protection Policy and Procedure RTO-P-264 V1 and 'Marketing and Advertising Policy & Procedure', Railtrain will market and advertise products and services in an ethical manner following the Standards for RTOs 2015. Promotion of products and services will comply with the Smart and Skilled contract and other relevant state requirements as listed within specified materials. Course information will be provided via Railtrain's website or specific to a program prior to enrolment.

Where advertising refers to Railtrain the products and services listed comply and are clearly represented in accordance with the RTO's scope of registration. This includes separately advertising non accredited programs from Nationally recognised training.

Railtrain will ensure that any training subsidised under the Smart and Skilled initiative will state as such through the following wording 'This training is subsidised by the New South Wales Government. Eligibility criteria apply and concession fees are available for some students. Find out more at Smart and Skilled - Are You Eligible?'

Fees, Charges and Refunds

Railtrain will ensure all fees and charges are fully disclosed to relevant parties (learner, legal guardian or any applicable third party) prior to enrolment. Upon quote acceptance or confirmation of enrolment an invoice will be issued. Railtrain does not charge anymore than \$1500 upfront or charges for services not yet delivered. Where course costs are in excess than \$1500.00 fees and charges will be collected in instalments as agreed. Full information in relation to fees, charges and refunds can be found within the Fees and Charges, Refunds and Cancellation Policy upon request from the RTO.

Complaints, appeals and feedback.

Railtrain delivers high quality services to all learners. To ensure this is achieved as a learner we will seek your feedback to continually improve our services.

Railtrain has a formal complaints and appeals process, timeframes and the process including the form can be found on Railtrain's student information page on the website here: [INSERT LINK](#)

Railtrain encourages feedback from all learners as a valuable way to meet learner needs and ensure the service delivered is of a continual high standard. Learners are requested to complete feedback surveys throughout and at conclusion of training. Ongoing feedback throughout course duration can be submitted in writing via trainers or RTO Training Coordinators.