

# Wright TRAINING



## Fees & Charges

An extract from our Operations Manual

## FINANCIAL MANAGEMENT

### 9. FINANCIAL MANAGEMENT POLICY

- 9.1. Wright Training will maintain and market its service using a cost-effective Schedule of Fees for all training and related services.
- 9.2. Wright Training advise clients/participants prior to enrolment of:
  - a) Any fees, if applicable, to the training and/or assessment to be undertaken
  - b) Payment terms and conditions
  - c) Our cancellation and refund policy
- 9.3. This information is readily available through the Resources tab on our website

### 10. FEES AND CHARGES

- 10.1. Programme fees vary from programme to programme. The programme information flyers provided to prospective clients/participants clearly details programme costs. Where more than one programme is to be delivered, a proposal/quote is provided outlining costs. It is important that clients/participants clearly understand the fees to be charged for programmes that they are undertaking prior to training commencing. Wright Training will ensure this information is freely available and proposals/quotes to clients outline the programme costs and any other applicable costs ie. mobilisation costs.
- 10.2. Programme fees are inclusive of all required training materials, workbooks and equipment required to successfully complete the training and assessment unless otherwise stated.
- 10.3. Credit card payments incur an additional 2.5% fee.
- 10.4. Clients must complete a Booking Form to secure a programme, the booking form includes details of payment terms and conditions.
- 10.5. All fees are payable following submission of a Booking Form and Purchase Order. Adjustments for mobilisation costs vs estimates will be provided following the programme delivery.
- 10.6. Payment terms are 14 days from invoice. Failure to process payment within this time frame may result in the cancellation of participant registration or training sessions.
- 10.7. Where a programme cannot go ahead as scheduled due to events outside our control (eg. personnel are unavailable, the weather is unacceptable for the arranged tasks etc.) a daily Standby fee of \$1,850 may apply.
- 10.8. Programme fees are to be paid in full prior to issuing the outcome Certificate or Statement of Attainment.

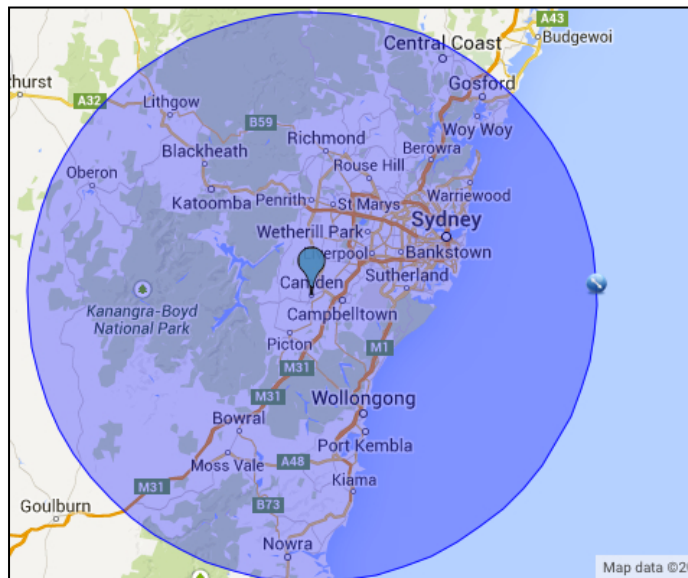
#### Payment Terms

- 10.9. Wright Training will issue an invoice following receipt of a Booking Form and Purchase Order
- 10.10. Invoices must be paid in full 14 days following the issue of the invoice unless otherwise agreed prior to the programme.
- 10.11. Payment terms are 14 days from invoice. Failure to process payment within this time frame may result in the cancellation of participant registration or training sessions.

- 10.12. Late payments will incur interest at a rate of 10% per annum, calculated daily, and handling fees may also be incurred.

### **Mobilisation Charges**

- 10.13. Mobilisation fees are applicable to all clients outside a 100km radius from our Head Office in Camden NSW as shown on the map:



- 10.14. Mobilisation costs are billed as per receipt, where requested Wright Training offer mobilisation cost estimates for budgeting purposes only, these estimates are provided in a proposal document provided to the client.
- 10.15. Mobilisation costs may include:
- Flights
  - Hire Vehicles & Fuel
  - Accommodation
  - Travel Days
  - Airport fees including taxes & parking
  - Equipment Shipping
  - Meals and Incidentals
  - Kms travelled in company vehicle
- Note: This is not an exhaustive list
- 10.16. Our Trainers work from head office and remote offices variously located in QLD, NSW and SA. On occasions where a Trainer must travel from another location the client will be charged travel costs either from Head Office or Trainer location, whichever is the lesser amount.
- 10.17. Mobilisation logistics will not be arranged without the receipt of a valid purchase order from the client.
- 10.18. Equipment shipping can be arranged utilising the preferred courier of the client and charged directly to the client nominated account, alternatively Wright Training can arrange shipping and bill the client.

## Incidental charges

10.19. Incidental charges will be as identified below:

Replacement of award / Qualification	\$50.00
Re-issue of Statement of Attainment	\$50.00
One on one coaching/ additional consultation	\$175.00 per hour

## 11. CANCELLATION / REFUND POLICY

- 11.1. Wright Training offers a fair and equitable refund policy that complies with all legislative requirements.
- 11.2. This policy is in accordance with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that a training organisation must allow, at least, the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.
- 11.3. Programme fees are inclusive of all required training materials, workbooks and equipment required to successfully complete the training and assessment unless otherwise stated.
- 11.4. There is always a chance that events cannot go ahead as scheduled, where personnel are unavailable, the weather is unacceptable for the arranged tasks or other events outside the control of Wright Training, a Standby Daily Fee of \$1,850 may apply.
- 11.5. In all cases of cancellation and/or postponement, non-refundable mobilisation costs (including but not limited to best-fare airline tickets and/or hotel) and customised programme material costs will be charged to the client.

### Refunds

- 11.6. If Wright Training, for any reason, cancels a programme on which clients are enrolled, the clients shall be entitled to:
  - A full refund of the amount already paid for that course; or
  - Transfer their enrolment to another (suitable or identical or similar) course offered by Wright Training.
  - In the event that training/assessment is halted prior to the completion of the programme, fees will be applied relevant only to the portion of the programme delivered and associated mobilisation costs.
  - In the event that an invoice is overpaid, a credit note will be issued
- 11.7. Whilst each case will be judged in isolation and take into consideration such issues as domestic circumstances, compassionate grounds, medical conditions, etc. these guidelines form the basis of Wright Training Cancellation policy:
  - All requests for programme alterations must be made in writing and accompanied by supporting documentation.
  - Where participants fail to present themselves for a programme, or withdraw within (2) weeks of the commencement date, fees are still applicable.

- If an enrolled participant wishes to change their enrolment into another programme with Wright Training, this alteration must be acceptable to Wright Training and be requested in writing at least two (2) weeks prior to commencement of the original programme. The re-booking must occur within 6 weeks of the original programme date.
- If a participant applies for RPL and the application is unsuccessful, any RPL applicable fees paid by the participant, are not refundable.

## 12. CANCELLATIONS OR POSTPONEMENTS

- 12.1. If Wright Training, for any reason, cancels a programme on which clients are enrolled, the clients shall be entitled to:
- A full refund of the amount already paid for that course; or
  - Transfer their enrolment to another (suitable or identical or similar) course offered by Wright Training.
- 12.2. Wright Training reserves the right to cancel, postpone or re-schedule courses due to unforeseen circumstances or events. Should this occur an opportunity to reschedule will be offered.
- 12.3. Wright Training will not compensate clients for time, travel expenses or accommodation expenses incurred.

### Programme Cancellations, Changes / Deferrals

- 12.4. A client has the right to defer any programme, provided that they provide written notice within 4 weeks of scheduled programme commencement. The deferred programme must be re-booked to occur within 6 weeks of the original date/s or cancellation fees may apply.
- 12.5. Cancellation fees apply as follows:

No Fee	If withdrawing 4 weeks or more prior to scheduled start date and time
50% of course fees	If withdrawing less than 4 weeks but greater than 2 weeks prior to scheduled start date and time
80% of course fee	If withdrawing within 2 weeks of scheduled start date and time
100% of course fee	If withdrawing after course commencement

**Note: All days mentioned above refer to business days, ie Monday – Friday 8am – 5pm**

- 12.6. Where a client defers a programme, a revised booking form including proposed dates must be received within the time frames noted above or the deferral will be noted as a cancellation and re-booking, the above fees will apply.
- 12.7. Where a client defers a programme, it must be re-booked to occur within 6 weeks of the original date/s or cancellation fees as noted above may apply.
- 12.8. Mobilisation charges will apply in all cases, and are non-refundable
- 12.9. Customised material costs will be charged to the client

### Pre-requisites

- 12.10. Some programmes have pre-requisites which must be supplied prior to attending the programme.
- 12.11. In the event that pre-requisite evidence is not received by 17:00 NSW time on the business day prior to course commencement, the enrolment will be cancelled and entry to the course refused. If this occurs it is considered a cancellation and fees will be applied.

### **Late Arrival**

- 12.12. Participants are expected to arrive promptly for training. Arriving late to a programme affects the learning outcomes of all participants. All participants are provided with details in the Programme Confirmation to ensure they can contact their Trainer/s to advise of any anticipated tardiness. Wright Training reserves the right to refuse entry to participants arriving late to a session, this will be treated as non-attendance and fees will apply.

