



Participant Fees (5.3):

As part of our enrolment and confirmation of bookings, Southern Cross Civil & Rail Training will provide a full breakdown of all fees applicable to a course. Payment of fees is a condition of enrolment, it is expected that fees will be paid prior to the completion of the course.

At Southern Cross Civil & Rail Training, the preferred method of payment is eftpos, direct deposit or credit card (MasterCard/Visa).

For approved clients, we offer the option of an account. On receipt of invoice, payment is due within **7-30 days** (as agreed) of the account date.

Fee Protection (7.3):

For longer courses, we do not request students to pre-pay course fees in excess of \$1500 or more of our training services. Once a course has commenced, the remainder of the fees outstanding will be settled.

Refunds (5.3)

As previously outlined, Southern Cross Civil & Rail Training is primarily a 'fee for service' training provider, however, if course fees have been paid in advance, eligible participants can receive a full or partial refund under certain circumstances. These circumstances are;

1. Being advised in writing of a cancellation **more than** 7 working days prior to the commencement of the course.
2. Enrolled in a course which is cancelled by Southern Cross Civil & Rail Training.
3. Course has been re-scheduled to a time and date that does not suit the student.
3. Unforeseen circumstances.
4. Overpayment of the enrolment fee.

If a student requests a refund after the commencement of the course, a \$50.00 administrative fee will be charged and days attended the course charged at the rate of \$200.00 + GST per training day completed.

If a course is not completed due to a 'Not Yet Competent' result, the student will be required to pay full amount of the course fees.

Standard procedure for cancellation or withdrawal gives a student up to 24 hours prior to the commencement of the course. Withdrawal less **than 24 hours** prior to course commencement or failure to attend a course, will not receive a refund.



Payment of Refunds

Southern Cross Civil & Rail Training will pay the refund to the same person from whom the original payment was received from. Where payment was made by credit card or EFT, refunds can only be made back onto that specific card that made the purchase otherwise if the payment was a direct deposit, it will be transferred back into that account. An administration of \$50.00 will be incurred.

Cooling Off Periods (5.3)

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 7 business days of enrolment, without attracting a cancellation fee, unless the student has already commenced the training.

Cancellation (5.3)

Course enrolment confirmation documentation provides information to students of the requirements to effect cancellation or withdrawal. Students will be offered an opportunity to transfer to an alternative course date.

Standard procedure for cancellation or withdrawal gives a student up to 24 hours prior to the commencement of the course. Withdrawal less **than 24 hours** prior to course commencement or failure to attend a course, will not receive a refund.

If an enrolment has been cancelled on grounds of misconduct, fees that have been paid will be forfeited.

However, for 3 day and more duration courses, we require 7 working days' notice prior to the commencement of the course in writing, for cancellation otherwise only a partial refund will be given.

Cancellation of courses by Southern Cross Civil & Rail Training

On rare occasions, due to insufficient student registrations or 'unforeseeable circumstances', Southern Cross Civil & Rail Training reserves the right to cancel any course. Every effort will be made to notify affected students and provide options to transfer to the next available course or receive a full refund.

Service Agreement/Proposals (5.4)

Where a specific course has been scheduled under a corporate arrangement, the agreement or contract in place for that instance will outline cancellation or withdrawals procedures and any fees, charges or penalty's resulting from cancellation at short notice.



Deposit (5.3)

For some courses, Southern Cross Civil & Rail Training requires a 50% deposit of the course cost to be submitted with enrolment. Where a deposit is held and a student withdraws less than 24 hours prior to course commencement or fails to attend the course, the deposit will not be refunded. Course enrolment confirmation documentation provides information to students of the requirements for receiving a refund of any deposit made.

Unforeseeable Circumstances

Unforeseeable circumstances may include, but not limited to;

- formal legal commitments
- trauma
- unexpected illness or death of family relative
- sudden medical issue arise
- significant event
- redundancy

Training Guarantee (5.3)

Southern Cross Civil & Rail Training will guarantee to complete all training and/or assessments once the student has commenced study in their course of study, unless the student advises in writing of a cancellation or withdrawal.