

Mar 2021

Customised Training TERMS & CONDITIONS



Important: Please read the following Terms and Conditions before booking your Customised Training through Network of Community Activities.

General Information

- A Customised Training Request Form must accompany all requests for Customised Training.
- At least three (3) weeks lead-time should be allowed before your preferred date for the training. This will allow Network to book the most appropriate presenter and prepare the training materials.
- Network is aware that our full day courses are popular, however it may not always be appropriate to shorten these for customised training sessions. Please discuss your requirements with Network.
- Evening training sessions will be limited to three (3) hours maximum.
- Your Customised Training Pricing Estimate will include:
 - Payment for the trainer, including travel to and from the training venue
 - Preparation of training materials and participant notes
 - Marking of Assessment Tasks if the training is an Accredited Unit, e.g. Child Protection
 - Use of Network equipment, e.g. Data Projector, Laptop (if applicable)
 - Administration charge for organising the session
- Please ensure that there is enough space to seat everyone with appropriate seating arrangements, including adult sized chairs and tables for the participants to use, especially if you are planning for a large group.
- If you are inviting other services to take part in the training session and you intend to charge them, we ask that you keep the fees appropriate. Network does not offer customised training in order for the client to make a profit from other services.
- We ask that all customised training clients and course participants adhere to Network's Participant Code of Conduct. A copy is available on request.

Client Responsibilities

- The client must arrange all catering requirements for the participants. Full day training sessions generally require morning tea on arrival and a light lunch for participants and the trainer. Shorter sessions usually require morning tea on arrival for participants and the trainer.
- While Network can bring audiovisual and display equipment, it helps if the client can provide equipment, such as a data projector, screen, DVD player with screen and speakers and extension cords, as required.
- If you are providing your own audiovisual equipment, please ensure all the equipment is set up and working correctly at least 15 minutes before the session is due to commence.
- The trainer will require a screen (or an area of clear, flat wall space) to project a PowerPoint presentation in a place where all participants can see.

Booking Confirmation

- Once we have processed your booking, you will be sent a training quote.
- Quote MUST be accepted in writing — email is acceptable. The training will not proceed unless we receive written confirmation of your acceptance of the training quote.
- Please advise Network as soon as possible if you are expecting more people than initially advised, so that the Invoice can be adjusted to reflect the number of participants attending the training.
- Changing the confirmed dates may result in an additional fee being charged, and further delays may occur if the trainer is unavailable on the revised dates.

Confirmation and Cancellation

- The training quote MUST be accepted in writing — email is acceptable. The training will not proceed unless we receive written acceptance of the quote from the client.
- Once a session has been confirmed, Network will email an Invoice to you.
- Network reserves the right at any time to cancel the booking or alter arrangements if necessary. If a course is cancelled by Network, we will advise the client as soon as possible to make arrangements for an alternative date. If no alternate date is possible, a full refund will be given to the customer.
- If the client cancels or wants to cancel a session after accepting the quote, the client will be charged 25% of the quote.

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By engaging Network of Community Activities to conduct Customised Training, you accept the above terms and conditions.