



Terms and Conditions

Our promise to you

At New Reflections [+61 \(0\)2 9569 6906](tel:+61(0)295696906), we are committed to providing you with high-quality training services.

Professional and organised training

New Reflections' trainers are experts in their field and are passionate about delivering high-quality training. We carefully select them to ensure that they can deliver our courses in a professional, engaging, and effective manner.

Our exceptional trainers are committed to providing a positive and supportive learning environment for all participants and exceeding your expectations.

Resource planning

We will work with you to confirm your expectations and ensure that all necessary resources are provided to meet those specific needs and expectations effectively.

Satisfaction guarantee

After each training delivery, we will seek feedback and confirmation of satisfaction from participants and management to continuously improve our services. Here is how we ensure excellence:

Clear objectives: We begin by setting clear and specific objectives for your training program. What soft skills do you want participants to develop, and how will these skills benefit them and the organisation?

Assess training needs: We conduct a thorough needs assessment to identify the specific skills gaps that need to be addressed. This can be done through surveys, interviews, and performance evaluations.

Customised training plan: We tailor your training program to meet the unique needs of your organisation. We create customised content, examples, and exercises to make the training relevant.

Experienced trainers: We selected for you the best trainers soft skills training facilitators and coaches.

Interactive training: We use engaging and interactive training methods, such as role-playing, case studies, and group discussions, to make the learning experience practical and enjoyable.

Feedback and coaching: New Reflections can offer individualised feedback and coaching to participants during and after the training. This helps them understand their strengths and areas for improvement in a tailored and personalised forum.

Measured learning outcomes: Your favourite training centre uses assessments, quizzes, or simulations to measure participants' learning outcomes. This helps us gauge their progress during the training.

Post-training methods for success:

- **Surveys:** We conduct pre and post-training surveys to gather feedback on the expectations and the effectiveness of the training program. We ask participants to share their opportunities and requests before the session(s) and to rate the training's relevance, usefulness, and satisfaction.
- **Monitoring progress:** Regularly track participants' progress in applying the learned soft skills in their work. Use performance evaluations and feedback from supervisors.
- **Peer accountability:** We encourage participants to hold each other accountable for applying newly acquired skills through learning buddy programs. We create peer support groups and forums for ongoing discussions.
- **Continuous learning:** New Reflections provides additional resources and materials to support ongoing learning. It includes articles, videos, webinars, or access to ongoing training sessions.
- **Coaching and mentoring:** At New Reflections, we offer one-on-one coaching or mentoring sessions to help participants apply their skills in real-world situations. Our experienced mentors provide excellent guidance and support.
- **Refresher courses:** We invite you to consider offering refresher courses or advanced training sessions to reinforce and build upon the initial training.
- **Feedback loops:** We establish feedback mechanisms where participants can share their challenges, successes, and suggestions for improvement. We use this feedback to adapt and enhance the training program.

Measure ROI: We can point you to elements to assess the return on investment (ROI) of your soft skills training program by comparing the improvements in performance, productivity, and other relevant metrics to the cost of the training.

Continuous improvement: New Reflections uses the feedback and data gathered from surveys, progress monitoring, and ROI analysis to continuously improve the training program. We make necessary adjustments to enhance its effectiveness.

Recognition and rewards: We recognise and reward participants who demonstrate exceptional application of soft skills. This can motivate others to apply what they have learned.

Cultural integration: New Reflections ensures that the desired soft skills become an integral part of your organisation's culture. We align these skills with your core values and practices.

Leadership support: We secure the support of your leaders who can champion the importance of soft skills and encourage their development.

Delivery assurance

We promise to deliver every course as promised, meeting or exceeding your expectations.

Privacy and confidentiality

New Reflections respects your privacy and treats all information provided as confidential. We will not share information with third parties without your consent or as required by law.

Profiling tools

For certain training sessions, we may use profiling tools to determine training requirements. You may receive emails related to these tools from our specific partners.

Your promise to us

Planning and Organisation

Clear communication of your expectations and assistance in planning the required resources is appreciated. Ensure that training facilities meet requirements, such as equipment and room setup.

Payment and Course Confirmation

Bookings are confirmed upon receipt of written confirmation from you.

Credit

- A full credit adjustment is available for cancellations made more than 10 working days (more than 2 weeks) before the agreed date.
- Invoices for courses cancelled within 2 weeks of the delivery date remain payable.

Cancellation terms

- Cancellations between 6-10 business days (between 1 and 2 weeks) before the course delivery date will receive a 50% refund.
- Cancellations within 5 days (1 week) prior to the course delivery date will result in full payment.

Rescheduling

Rescheduling less than 2 weeks before the agreed delivery date will incur a rescheduling fee of 50% of the original booking fee.

Tailored programs

Custom programs may involve various skill sets and are chargeable upon creation approval. Changing the scope after approval may still incur charges.

Prepayment terms and conditions

Prepaid training should be used within 12 months of purchase, with no refunds or extensions after this period.

Non-solicitation

Clients are requested not to approach trainers provided by New Reflections for direct bookings. All bookings and payments should go through New Reflections.

Privacy Policy: We adhere to the Australian Privacy Principles (APPs) and treat all information provided as confidential. You have the right to access your information in accordance with the Privacy Act 2014. Please consult our privacy policy available on the website.

Thank you

Thank you for choosing New Reflections Training Centre for your professional development needs. We look forward to providing you with a rewarding learning experience.

If you have any questions or need further assistance, please contact contact@newreflection.com.au or 02 95 69 69 06.