

## Refunds and Transfers

### CPD COURSES

#### Withdrawal from a course

If you have enrolled in a CPD course and need to withdraw, please contact REIWA Training by phone or email and advise your intention to withdraw. The date of your email or phone call will be used to determine if you are entitled to a refund according to the following guidelines:

#### REFUND SCHEDULE

Reason for refund	Notification requirements	Refund
Participant withdraws from classroom training	More than two working days prior to the date of the course.	Full refund less \$50 (incl. GST) administration fee Free transfer to another course or participant is available
Participant withdraws from classroom training	Less than two working days prior to the date of the course. A written request to transfer (email is sufficient), is required to ensure new participant is correctly recorded as the attendee.	Nil refund Free transfer to another participant is available
Participant withdraws	On the day of the course or at any time during the course.	Nil refund
Participant withdraws	On the day of the course or at any time during the course with medical certificate.	Free transfer to another date within the same calendar year
Participant withdrawn from the course by REIWA	After course commencement, due to breach of student code of conduct.	Nil refund
Participant withdraws or non-participation	After course commencement, due to extenuating circumstances.	At the discretion of the Executive Manager
Course cancelled by REIWA		Full refund

**Classroom participants** are considered to have started the course on the scheduled day, whether in attendance or not.

**Online participants** are considered to have started the course once they have received access to the eLearning resources, regardless if resources have been accessed.

**Working days** are Monday to Friday from 8.30 am to 5.00 pm.





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#### Transfers

If you wish to transfer to another course or transfer your place to another person, please contact REIWA Training by phone or email and advise your intention to transfer. The date of advice will be used to determine if the transfer meets the following conditions:

#### TRANSFER POLICY

Transfer option	Conditions	Fees
Transfer same participant classroom to classroom	More than two working days prior to the original course date, and the transfer takes place within the same calendar year as the original course.	No fee
Transfer same participant classroom to classroom with medical certificate	Less than two working days prior to the original course date, and the transfer takes place within the same calendar year as the original course, and a medical certificate is provided for non-attendance at the course.	No fee
Transfer participant to participant – classroom	Written request to transfer is received by REIWA Training prior to the commencement of the course.	No fee

#### Cancellations

REIWA reserves the right to cancel a course if insufficient numbers of enrolments are received. If for any reason the course is cancelled by REIWA Training after your enrolment, you will be refunded the full cost of the course fee or the opportunity to transfer to another course. REIWA does not, however, accept any liability for airfares or pre-paid accommodation expenses.

REIWA Training will process the refunds automatically and payments of all refunds will be made within seven working days of becoming due.

#### Attendance for full duration of the course

The CPD program operates under the guidelines set by the regulator (Department of Mines, Industry Regulation and Safety). These guidelines set out that the accrual of CPD points is dependant on full attendance at a session. Late arrival and/or early departure or extended absence from a class will make you ineligible for CPD points. In this instance a refund is not available.

The options available are as follows:

- Partial participation in the course - No certificate will be issued, No CPD points accrued until the missed portion of the same session is completed at another time (if available)
- Receive access to an online course to receive the equivalent number of CPD points at no extra charge
- Enrol in another course at full course fee

