

Refunds and Transfers

CPD COURSES

Withdrawal/ transfer from a course

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

POLICY

REASON	NOTIFICATION REQUIREMENTS & CONDITIONS	REFUND
Participant withdraws	More than two working days prior to the date of the course	Full refund less \$50 administration fee. Or, free transfer to another participant available, however, new participant's details will be required in writing to correctly record the attendee. Or, notify within five business days (from withdrawal notification) to transfer to another course of equal value (if spots are available).
Participant withdraws	Less than two working days prior to the date of the course	Nil refund. Free transfer to another participant available, however, new participant's details will be required in writing to correctly record the attendee. Also, a minimum of four business hours' notice prior to course commencement will be required to process and enrol new participant.
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	If spots are available, free transfer to another date, or, transfer to another course of equal value.
Participant withdrawn from the course by REIWA	After course commencement, due to breach of student code of conduct	Nil refund.
Course cancelled by REIWA		Full refund. Or, free transfer to another course of equal value (if spots are available).

Notes

Requests to transfer to another date or another course must be within the same calendar year.

All out of policy requests to withdraw or transfer need to be made in writing and will be reviewed on an individual basis.





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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.

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 provided 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.

Attendance

The CPD program operates under the guidelines set by the regulator, Department of Mines, Industry Regulation and Safety (DMIRS). According to their guidelines, accrual of CPD points is dependent on full attendance at a session.

The participant will not be eligible to claim CPD points for a training session for late arrival and/or early departure or extended absence from a class - in this instance, a refund will not be available. The participant will only be eligible to claim CPD points when they reschedule for the same activity with the same training provider to complete the part of the activity which they have missed.

Upon successful completion, CPD points will be reported to DMIRS, and the participant will be issued with a Record of Completion.

