

Refunds and Transfers

CPD COURSES

Withdrawal from a course

If you have enrolled in a CPD course and need to withdraw, please contact student services 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 policy:

REFUND POLICY

Reason for refund	Reason for refund	Refund
Participant withdraws	More than two working days prior to the date of the course. A Request for Withdrawal Form (CPD) is required prior to processing refund.	Full refund less \$50 administration fee Free transfer to another course or participant is available
Participant withdraws	Less than two working days prior to the date of the course A Request to Transfer (participant to participant) Form (CPD) 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Participant withdrawn from the course by REIWA	After course commencement, due to inappropriate behaviour.	Nil refund
Participant withdraws	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.

Distance Learning participants are considered to have started the course once the courseware has been mailed.

E-store participants are considered to have started the course once access to their learner login has been provided.

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 student services 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	A transfer request form is received by REIWA Learning prior to the commencement of the course. A Request for Transfer (participant to participant) Form (CPD) is required to ensure new participant is correctly recorded as the attendee.	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. REIWA does not, however, accept any liability for airfares or pre-paid accommodation expenses.

REIWA Training will process the refunds automatically and immediately. Payment of all refunds is made within one week (seven working days) of becoming due.

