

Refund Schedule

REGISTRATION & DIPLOMA

Withdrawal from a course

If you have enrolled in a 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 schedule:

Sales and Property Management Registration Courses

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Participant withdraws	Within one month of enrolment: - prior to class commencement - have not yet accessed parts 2-5 of course learning resources.	Full refund less \$150 enrolment fee
Participant withdraws	On the first day of the class or at any time after the class has commenced.	Nil refund Student can be changed to a DL enrolment at no charge
Participant withdraws	More than one month after enrolment has commenced - regardless if resources have been accessed or assessments completed.	Nil refund
Participant withdraws	After course commencement, due to extenuating circumstances.	At the discretion of the Executive Manager
Participant withdrawn from the course by REIWA	After course commencement, due to breach of student code of conduct.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
Participant non attendance without notification	Letter of application for extenuating circumstances required.	Nil refund OR Due to extenuating circumstances, at the discretion of the Executive Manager

CPP50307 Diploma of Property Services (Agency Management)

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Participant withdraws	Less than ten working days after the course enrolment. Email confirmation date used to calculate refund. Diploma Withdrawal Form required prior to processing.	Full refund of deposit less: \$200 enrolment fee
Participant withdraws	Ten or more working days prior to the student's next instalment date. Email confirmation is received from student.	Cancellation of all future direct debit instalments

Payments for the diploma course are taken in monthly instalments. This ensures that we are not taking fees in advance, as per the guidelines outlined in Clause 7.3 of the Standards. We are therefore not required to implement a learner fee protection arrangement.

Full payment for the course is finalised after 9 months, during which time the student will have had access to all learning resources and assessments, as well as all tutorials, webinars and support sessions, as these are facilitated every six months.

