

Refund and transfer schedule

ACCREDITED TRAINING

Withdrawal from a course

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

Registration, CPP Strata, Bridging Courses and REIWA Accreditation Compliance Cluster

REASON FOR REFUND	NOTIFICATION REQUIREMENTS & CONDITIONS	REFUND
Participant withdraws from classroom training	Prior to class commencement. No resources have been accessed	Full refund less \$150 administration fee
Participant withdraws from classroom training	Prior to class commencement. Resources have been accessed	Nil refund. Can continue as online enrolment (no refund of course fee difference applicable)
Participant withdraws from classroom training	On the first day of class, or at any time after the class has commenced, regardless if resources have been accessed.	Nil refund. Can continue as online enrolment (no refund of course fee difference applicable)
Participant withdraws from online training	Within one month of enrolment. No resources have been accessed	Full refund less \$150 enrolment fee
Participant withdraws from online training	Within one month of enrolment. Resources have been accessed	Nil refund
Participant withdraws from online training	More than one month after enrolment has commenced	Nil refund
Participant transfers from classroom to online training	Prior to class commencement	Refund of course fee difference
Participant transfers from classroom to online training	On the first day of class, or at any time after the class has commenced.	Nil refund (no refund of course fee difference applicable)
Participant transfers from classroom to classroom	Prior to class commencement. One transfer permitted, and must be into next scheduled course date. Course timeframe remains the same.	Refund not applicable
Participant transfers from online to classroom training	Within one month of enrolment. Transfer must be into next scheduled course date. Course timeframe remains the same (commencement date from when access to learning resources is provided).	Participant is required to pay course fee difference.
Participant transfers from a full to a partial qualification	Prior to class commencement for classroom students, and within one month of enrolment for online students. No resources have been accessed within the full qualification.	Refund of course fee difference

Registration, CPP Strata, Bridging Courses and REIWA Accreditation Compliance Cluster (continued...)

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Participant transfers from a full to a partial qualification	Prior to class commencement for classroom students, and within one month of enrolment for online students. Resources have been accessed within the full qualification.	Nil refund
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).

Diploma

CPP50307 Diploma of Property Services (Agency Management)

CPP51119 Diploma of Property (Agency Management)

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Participant withdraws	Within one month of enrolment. Email confirmation date used to calculate refund. Student must not have accessed more than 20% of the course learning resources.	Full refund of enrolment fee less \$150 administration fee.
Participant withdraws	After one month of enrolment, regardless if resources have been accessed or assessments completed.	Nil refund. Cancellation of all future instalment payments.

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

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.

Course timeframes are considered to start from initial enrolment.

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

