

Refund, Credit, and Cancellations Policy and Procedure



Purpose

REINSW is the peak industry body and will ensure that it has a clear, fair, and reasonable Refund, Credit and Cancellations policy that is aligned and meets the requirements of the NSW Fair Trading Consumer Law including any requirements outlined by the RTO Regulator.

Aim

Provide guidance to Learners to understand the nature where a Refund, Credit and Cancellations may occur with products and services purchased from REINSW Training.

Scope

This policy and procedure will cover all REINSW Training products and services that are purchased by our Members and Non-Members.

This Policy does not cover fees collected (where required) for a Traineeship under the Smart and Skilled funding arrangements.

1. Roles and Responsibilities

The following roles and responsibilities have been identified to ensure that members of REINSW training are aware of their responsibilities to meet the purpose and aim of this policy/procedure.

1.1 Training Manager/ Compliance Officer

The Training Manager / Compliance Officer are to:

- a) Ensure that the Refund, Credit and Cancellations policy and procedure is current and up to date to meet any legislative requirements
- b) Ensure compliance against this policy and procedure by conducting regular audits
- c) Training Manager to sign and approve Refund, Credit and Cancellations

1.2 Customer Support / Administration Coordinator:

Customer Support / Administration Coordinator is to:

- a) Process and request from the Training Manager, for all Refunds, Credits and Cancellation requests to be reviewed and approved within five (5) business days of receipt
- b) Send through to Finance for processing
- c) Advise Learners/Customers/Members of the required timeframe for the refunds to be processed
- d) Advise the Learner Support Officer of the approved/refused refund request.

1.3 Customer Support Officers:

Customer Support Officers are to:

- a) Direct Learners to the Refund, Credit and Cancellations Form on the REINSW Training website, or send the form link to the Learner to complete

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1.4 Learner Support Officers:

Learner Support Officers are to:

- a) Upon receiving notification of refund approval, deactivate a learner's access within all systems
- b) Send cancelled email confirmation to learner to advise of removal of access to all systems
- c) Send out required SOA or certificates as per the certificate issuance policy

2. Procedure

A Learners Refund, Credit and Cancellation form must be sent to Finance within five (5) day of receipt.

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2.1 Qualification Courses

Qualifications refer to Learners that have purchased under a Fee for Service arrangement, a certificate III, Certificate IV, or Diploma in Property Services.

Refund Request

Reason	Learner Requirements	Amount Refunded
Participant withdraws from the course WITHIN five (5) days from enrolment	<ul style="list-style-type: none"> Learner has not opened and has not downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	REINSW will refund 80% of the total funds paid.
Participant withdraws from the course WITHIN five (5) days from enrolment	<ul style="list-style-type: none"> Learner has opened or has downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund, see credit request
Participant withdraws from the course GREATER than five (5) days from enrolment	<ul style="list-style-type: none"> Regardless of the status of the course or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund, see credit request
Personal Medical Reason or Family Medical Reason	<p>Personal Medical Condition</p> <ul style="list-style-type: none"> Regardless of the status of the course, or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form Medical Certificate must be provided outlining reason why study cannot be completed. <p>Family Medical Condition</p> <ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	<p>For a personal medical condition REINSW will refund 100% of the total funds paid. (Minus units completed)</p> <p>For family medical condition, a 12 month defer can be applied to the course where the course is not subject to a teach out period. No refund.</p>
Overpayment of advertised course fees	<ul style="list-style-type: none"> Regardless of the status of the course, or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	Refund of the over-paid fees only. No other compensation
Participant course expires, or enrolment cancelled by REINEW due to poor progression or doesn't meet training contract requirements	<ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund, Credit or Transfer. New enrolment fee applicable

Credit Request

Reason	Learner Requirements	Amount Credit
Participant withdraws from the course	<p>Where a learner does not meet the requirements of a refund as stated above, they may elect for a credit towards another REINSW Training product.</p> <p>Learner must provide request in writing by using the Refund, Credit or Cancellation form</p>	Credit for any unused funds paid towards another REINSW Training product. (Minus units completed)

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2.2 Short Courses - Online

Short Courses refer to Learners that have purchased under a Fee for Service arrangement, a Certificate of Registration Course, CPD course that are conducted Online only.

Refund Request

Reason	Learner Requirements	Amount Refunded
Participant withdraws from the course WITHIN five (5) days from enrolment	<ul style="list-style-type: none"> Learner has not opened and has not downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	REINSW will refund 80% of the total funds paid
Participant withdraws from the course WITHIN five (5) days from enrolment	<ul style="list-style-type: none"> Learner has opened or has downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund, see credit request
Participant withdraws from the course GREATER than five (5) days from enrolment	<ul style="list-style-type: none"> Regardless of the status of the course or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund, see credit request
Personal Medical Reason or Family Medical Reason	<p>Personal Medical Condition</p> <ul style="list-style-type: none"> Regardless of the status of the course, or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form Medical Certificate must be provided outlining reason why study cannot be completed. <p>Family Medical Condition</p> <ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	<p>For a personal medical condition REINSW will refund 100% of the total funds paid. (Minus units completed)</p> <p>For family medical condition, a 12 month defer can be applied to the course where the course is not subject to a teach out period. No refund.</p>
Overpayment of advertised course fees	<ul style="list-style-type: none"> Regardless of the status of the course, or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	Refund of the over-paid fees only. No other compensation
Participant course expires, or enrolment cancelled by REINTEW due to poor progression or doesn't meet training contract requirements	<ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund, Credit or Transfer. New enrolment fee applicable

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Credit Request

Reason	Learner Requirements	Amount Credit
Participant withdraws from the course	Where a learner does not meet the requirements of a refund as stated above, they may elect for a credit towards another REINSW Training product. Learner must provide request in writing by using the Refund, Credit or Cancellation form	Credit for any unused funds paid towards another REINSW Training product. (Minus units completed)

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2.3 Short Courses – Face to Face

Short Courses refer to Learners that have purchased under a Fee for Service arrangement, a Certificate of Registration course, CPD including Inhouse courses that are conducted in a classroom environment (Physical or Online) excluding any conferences arranged by REINSW.

Refund Request

Reason	Learner Requirements	Amount Refunded
Participant withdraws from the course WITHIN ten (10) days prior to the start of the course	<ul style="list-style-type: none"> Learner has not opened and has not downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	REINSW will refund 80% of the total funds paid
Participant withdraws from the course WITHIN five (5) days prior to the start of the course	<ul style="list-style-type: none"> Learner has not opened and has not downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	REINSW will refund 50% of the total funds paid
Participant withdraws from the course WITHIN two (2) days prior to the start of the course	<ul style="list-style-type: none"> Regardless of the status of the course, or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund, see credit request
Participant fails to attend the course	<ul style="list-style-type: none"> Regardless of the status of the course or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund, see credit request
Personal Medical Reason or Family Medical Reason	<p>Personal Medical Condition</p> <ul style="list-style-type: none"> Regardless of the status of the course, or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material. Learner must provide request in writing by using the Refund, Credit or Cancellation form Medical Certificate must be provided outlining reason why study cannot be completed. <p>Family Medical Condition</p> <ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	<p>For a personal medical condition REINSW will refund 100% of the total funds paid. (Minus units completed)</p> <p>For family medical condition, a 12 month defer can be applied to the course where the course is not subject to a teach out period. No refund.</p>
REINSW cancel or postpone the Course	<ul style="list-style-type: none"> Regardless of the status of the course or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material 	REINSW will refund 100% of the total funds paid where a another suitable course is not available
Overpayment of advertised course fees	<ul style="list-style-type: none"> Regardless of the status of the course, or if the Learner has opened/Downloaded 	Refund of the over-paid fees only. No other compensation

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Reason	Learner Requirements	Amount Refunded
	or has not opened/Downloaded any of the learning material. <ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	
Participant transfers from face to face to eLearning delivery	<ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund or compensation
Participant course expires, or enrolment cancelled by REINew due to poor progression or doesn't meet training contract requirements	<ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund, Credit or Transfer. New enrolment fee applicable

Credit Request

Reason	Learner Requirements	Amount Credit
Participant withdraws from the course	Where a learner does not meet the requirements of a refund as stated above, they may elect for a credit towards another REINSW Training product. Learner must provide request in writing by using the Refund, Credit or Cancellation form	Credit for any unused funds paid towards another REINSW Training product. (Minus units completed)
Participant fails to sign in at the course	Learner must provide request in writing by using the Refund, Credit or Cancellation form	No credit provided

Course Cancellation

Reason	Learner Requirements	Credit / Transfer Offered
REINSW cancel or postpone the Course	Regardless of the status of the course or if the Learner has opened/Downloaded or has not opened/Downloaded any of the learning material	A learner may elect to: <ul style="list-style-type: none"> Receive a credit for the total funds paid towards another REINSW Training product Be transferred to the next available course Refund provided where another course is not suitable

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2.4 Conferences

Conferences refer to Learners that have purchased under a Fee for Service arrangement, for example, Road Show.

Refund Request

Reason	Learner Requirements	Amount Refunded
Participant withdraws from the conference WITHIN ten (10) days prior to the start of the conference	<ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	REINSW will refund 50% of the total funds paid
Participant withdraws from the conference WITHIN five (5) days prior to the start of the conference	<ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund or Credit
Participant fails to sign in at the conference	<ul style="list-style-type: none"> Learner must provide request in writing by using the Refund, Credit or Cancellation form 	No refund or Credit

2.5 Certificate Fees

Certificate refers to Learners that require a re-issuance of their certificate or statement of attainment.

Refund Request

Reason	Learner Requirements	Amount Refunded
Statement of attainment cannot be found or generated	<ul style="list-style-type: none"> Learner must provide request in writing by using the Certificate re-issuance form 	No refund or Credit
Certificate cannot be found or generated	<ul style="list-style-type: none"> Learner must provide request in writing by using the Certificate re-issuance form 	No refund or Credit


3. Special Considerations

The Training Manager may at anytime override the above Refund, Credit or Cancellation procedure where:

1. REINSW is of the opinion that the student would be unreasonably disadvantaged if a refund did not occur. Full or Partial refund at discretion of Training Manager
2. Training delivery has not met the requirements of the Training Package

4. Payment of Refund/Credit

All requests for refund, credit or cancellation must be in writing using the online REINSW Training Refund, Credit and Cancellation form by scanning the QR code below or by clicking the form button below.

QR Code	Form
	Click Here

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4.1 Refunds

All refunds that are approved by the Training Manager will be processed by Finance within fourteen (14) workdays from the receipt of the request form. Customer Support Officers are to ensure that Learners/Customers/Members are advised of the required timeframe for the refund to be processed.

All refunds will be returned to the Learner by the original account/credit card used to make the payment as per bank merchant/payment gateway conditions.

4.2 Credit Note

Credit notes that are approved by the Training Manager will be maintained on the Credit Note register by REINSW Training that can be used by the Learner towards another REINSW Training product only. Credit notes are not transferrable to any other REINSW product.

Important: Credit Notes have a valid date of 12 months from the date of the credit note granted.

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5 Related Policies and Procedures

- Enrolment Policy and Procedure
- Final Training Plan Policy and Procedure

6 Related Documentation

- REINSW Website
- Pre-Enrolment Documents and the Enrolment forms
- Marketing material
- Learner handbook
- Supervisor handbook
- Induction documentation
- Refund, Credit and Cancellation form

7 Related Legislation / Contracts

- Training Contract
- Final Training Plan

8 Risk Rating

Category	Consequences	Review Period	Evidence of Understanding
High Risk	Non-compliance could result in increased complaints with a decrease in customer sales	1 year	Relevant staff members must be aware and use the document. Staff/Contractors Following the requirements with satisfaction increasing.

9 Policy, Procedure Information

Date Issued:	17/03/2022
Date of last review:	27/04/2023
Date of next review:	27/04/2024
Policy / Procedure owner:	Training Department
Approved by:	Training Manager
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