

## REGISTRATION AND SHORT COURSE CANCELLATION / REFUND POLICY

1. Cancellations for contact course enrolments must be made in writing (letter/fax or email) at least 7 days prior to commencement of training. In all cases a \$100 administration fee will be retained. Failure to give notice as per the above, will result in the full course fee being charged. However, students will have the option of transferring to the next available course by paying the \$100 administration fee. Please note that should a student who has transferred under these conditions subsequently cancel their course, no refund will be made. REIQ may cancel or reschedule sessions depending on course attendance numbers. Course attendees are solely responsible for any travel and accommodation costs. Attendees are advised to contact REIQ if they have any concerns or questions.
2. Cancellations for any distance education enrolment or online registration course / electronic delivery enrolment must be made in writing or by email prior to materials or access login and password details (for online) being dispatched. A \$100 administration fee will apply.
3. Refunds will not be made once a student has attended all or part of a course or where any or all distance education materials have been dispatched or online login and password issued. All students must supply a valid USI prior to any refund being made.
4. In all instances where materials need to be re-issued to any student a \$50 per unit fee will apply.

## LICENSING CANCELLATION / REFUND POLICY

1. Cancellations for contact course enrolments must be made in writing (letter/fax or email) at least 7 days prior to commencement of training. In all cases a \$300 administration fee will be retained. Failure to give notice as per the above, will result in the full course fee being charged. However, students will have the option of transferring their course to another person by paying the \$300 administration fee. Please note that should a student who has transferred under these conditions subsequently cancel their course, no refund will be made. REIQ may cancel or reschedule sessions depending on course attendance numbers. Course attendees are solely responsible for any travel and accommodation costs. Attendees are advised to contact REIQ if they have any concerns or questions.
2. Cancellations for any distance education enrolment or online registration course enrolment must be made in writing or by email prior to materials or access login and password details (for online) being dispatched. A \$300 administration fee will apply.
3. Refunds will not be made once a student has attended all or part of a course or where any or all distance education materials have been dispatched or online login and password issued. All students must supply a valid USI prior to any refund being made.
4. In all instances where materials need to be re-issued to any student a \$50 per unit fee will apply.

## PRIVACY POLICY

The personal information you have provided on this form may be used to contact you with information on new products, services and industry events, or simply to participate in member surveys. The vast majority of our members and non-member clients welcome this communication. However, in full recognition and respect of your privacy rights, we would like to confirm this with you. You can withdraw this permission at any time by making contact with us. Please note: Our primary forms of communication with students are email (for course confirmation) and phone (for clarification of course details). We also post your Certificate or Statement of Attainment upon course completion along with assessments. Please tick the following boxes to indicate how you would like us to contact you. To view our full Privacy Policy | [www.reiq.com](http://www.reiq.com) | (07) 3249 7347

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