

# ENRICHED

— MIGRATION TRAINING —

## REFUND, CANCELLATION AND NON-ATTENDANCE POLICY

### FACE TO FACE SESSIONS:

A Full Refund can be provided only in one of the following circumstances:

1. Enriched Migration Training postpones or cancels a CPD activity session due to a lack of sufficient participants or for any other reason
2. Participant requests to reschedule a CPD activity session before the CPD session date and Enriched is unable to allocate the attendee to any other session
3. Participant cancels their registration at least 3 working days before the date of the session (but not if they have already rescheduled) – where refund is requested and registration was made through online Credit Card payment, a minor surcharge will apply

If a participant cancels a CPD session and does not advise an Enriched staff member at least 3 working days before the date of the event, no refund will be provided.

Participants requesting a reschedule of the CPD session must do so before the date of the training session\*. Non-attendance on the date without prior notice will not entitle a participant to a reschedule for no fee – this will be considered a cancellation and no refund will be provided.

OMARA imposes strict compliance on Attendance for Workshops, with full attendance required for the duration of the workshop for OMARA CPD points to be awarded. For participants who are not able to meet the attendance requirements due to circumstances beyond their control, please discuss with the presenter about alternative arrangements to meet their OMARA compliance\*\*

\*Note – upon reschedule of a CPD session, no refund can be provided unless no further sessions are available. Participants who reschedule a session with the intention of cancelling will not be eligible for a refund regardless of time of cancellation. Except in exceptional circumstances, only ONE Reschedule is permitted per participant. Any credit held by a person who has paid and has requested a re-schedule in accordance with this policy will be held only for a 6-month period, after which it will be considered forfeited if not claimed.

\*\*Note – additional charges may apply where the presenter is required to allocate additional time to assist the participant in meeting their CPD obligations

\*\*\* To ensure ease of refunds, Enriched Migration Training will hold and protect funds paid for a CPD activity in a separate account until the associated CPD activity has been completed before transferring funds into our operating account.

## ONLINE WEBINAR SESSIONS:

Online Webinars allow participants to join in on the session from anywhere in the world through an electronic device that allows “Zoom” applications. Such devices may include iphones, ipads, android devices, desktop and laptop computers with internet connection. Participants are advised to check that the electronic device to be used for the webinar is compatible before registering for the online webinars. More information is available through <https://zoom.us/>.

It is the participant’s responsibility to ensure there is active and reliable internet connection on the participant’s location throughout the entire webinar duration. Participants may need to register for Zoom using their migration agent registration details (ie. email) and complete Zoom registration before joining a Webinar. Instructions on how to register may be provided upon request by the Participant.

Enriched Migration Training **does not** endorse attendance via telephone (dial up) for CPD purposes, as OMARA requires active participation for online webinars.

Please note that online webinar sessions may be recorded including the Q & A and Chat history. Participants are encouraged to actively participate by asking or answering questions via the Chat and/or Q & A function and be mindful of other Participants and are expected to be professional at all times.

A Full Refund can be provided only in one of the following circumstances:

1. Enriched Migration Training postpones or cancels a CPD activity session due to a lack of sufficient participants or for any other reason
2. Participant requests to reschedule a CPD activity session before the CPD session date and the provider has advised that no further sessions of any type will be organised in any part of Australia (face-to-face or online), and is therefore unable to allocate the attendee to another session
3. If the Participant cancels their registration at least 3 working days before the date of the session and the materials for the webinars have not been made available to the participant

If the Workbook and/or materials for an associated session have been made available to the participant, and the participant cancels prior to the date of the session, **NO REFUND** will be made available of any of the Webinar fees. Attendees are requested to contact the provider to request a session to be provided on credit if they are unable to attend a session that they have enrolled in.

Participants requesting a reschedule of the CPD session must do so before the date of the training session\*. Non-attendance on the date without prior notice will not entitle a participant to a reschedule for no fee – this will be considered a cancellation and no refund will be provided.

As with face to face sessions, OMARA imposes strict compliance on Attendance for Workshops, with attendance of the full workshop (100% attendance) required for OMARA CPD points to be awarded. It is the participant’s responsibility to ensure full attendance and has reliable internet speed to participate in the online webinar. For participants who are not able to meet the attendance requirements due to circumstances beyond their control, please discuss with the presenter about alternative arrangements to meet their OMARA compliance\*\*

\*Note – upon reschedule of a CPD session, no refund can be provided unless no further sessions are available. Participants who reschedule a session with the intention of cancelling will not be eligible for a refund regardless of time of cancellation. Except in exceptional circumstances, only ONE Reschedule is permitted per participant. Any credit held by a person who has paid and has requested a re-schedule in accordance with this policy will be held only for a 6-month period, after which it will be considered forfeited if not claimed.

\*\* Additional charges may apply where the presenter is required to allocate additional time to assist the participant in meeting their CPD obligations

\*\*\* To ensure ease of refunds, Enriched Migration Training will hold and protect funds paid for a CPD activity in a separate account until the associated CPD activity has been completed before transferring funds into our operating account.