



Cancellation & Refunds

At Realise Training Group, we're committed to delivering high-quality, industry-led mentoring that creates real capability and confidence for brokers. To ensure transparency from the outset, the following outlines how cancellations and refunds work.

Cooling-Off Period

If your circumstances change shortly after enrolling, you may request a cancellation within seven (7) days of enrolment. A refund may be available provided access to programme materials or mentoring services has not yet occurred.

Access to Programme Resources

Once fees are paid and subsequent access is provided to mentoring and training resources — including digital content, tools, templates, or guides — the programme is considered to have commenced. As these resources are immediately available and form part of the core programme delivery, refunds are not available once access has been granted.

Mentoring Services

Refunds are not available once mentoring has commenced. This includes allocation of a mentor, mentoring or advisory sessions, observation activities, loan file reviews, submission vetting, or feedback.

Withdrawal from the Programme

If you choose to withdraw after the programme has commenced, fees already paid are non-refundable and partial refunds are not available for unused sessions or incomplete stages.

Programme Delivery

From time to time, Realise Training Group may reschedule sessions, update or refine programme materials, adjust delivery methods, or assign an alternative mentor where appropriate. These changes are made to maintain programme quality and relevance and do not reduce the overall value of the mentoring experience.



Programme Cancellation

In the unlikely event that Realise Training Group cancels the programme and no suitable alternative can be provided, a pro-rata refund may be issued for services not yet delivered.

Exceptional Circumstances

Requests for consideration due to serious illness or genuine hardship will be reviewed on a case-by-case basis, with outcomes determined fairly and reasonably.

Enrolment Transfers

Enrolments are allocated to the individual broker and are not transferable without prior written approval.

Your Rights

Nothing in this policy limits your rights under Australian Consumer Law.

Need Clarification?

If you have questions or would like to discuss your enrolment, our team is here to help. Please reach out via the contact details on our website.