

# STUDENT CANCELLATION REFUND / TRANSFER PROCEDURE

1. Contact a CITC Enrolment Officer by phone, fax, in person or email and advise that you are unable to attend the course.
2. If you cancel within the time frame required under CITC's Terms & Conditions there will be no penalty.
3. You will be issued with a cancellation number. Make a note of this number as you will need it in order to apply for a full refund or transfer of fees, if applicable.
4. You will be asked if you would like to transfer to a later course. This will be possible providing that the following 2 conditions are met:
  - The course is the same as the original.
  - The course commences within the same calendar year as the original.
5. If you wish to transfer, you will be given 2 options:
  - Credit fees paid for the original course to the later course.
  - Receive a refund for the original course and pay the fee for the later course in accordance with the specified time period for that course.
6. For full details please refer to CITC 4.10 Refund – Transfer Policy which is available on the CITC website at [www.citc.com.au](http://www.citc.com.au).