

The logo for CITC (Construction Industry Training Centre) features the letters 'CITC' in a bold, orange, sans-serif font.

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CITC 4.8 – Student Cancellation, Refund and Transfer Policy

Policy for dealing with a student initiated cancellation, refund or transfer

CITC 4.8 Student Cancellation, Refund and Transfer Policy Sep 2018

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Eligibility

To be eligible for a refund of any course fee that has been paid, cancellations or transfers/deferrals must be received by the Construction Industry Training Centre (CITC) at least 3 working days prior to the course commencement date as per this Policy and the training courses Terms and Conditions.

The CITC will issue a full refund of fees paid or will transfer the fee paid to a later course (student's choice) if either of the following occurs:

CITC Initiated Cancellation

The CITC will make every effort to deliver training as advertised. However, due to unforeseen circumstances, there may be times where the CITC is required to cancel a course.

Should this occur, you will be notified and you will be given 2 options:

- a. A full refund of the fee paid will be issued by cheque, to the credit card or by Electronic Funds Transfer (EFT) to the student or agent who paid the original fee

OR

- b. You can transfer/defer to a later course provided that the later course is the same as the original and is delivered within 6 months of the original course date. The original fee paid can be transferred to that course if you would prefer.

Student/Agent Initiated Cancellation

Where a Student/Agent cancels off a course in accordance with CITC procedure (*refer CITC 4.9 – Student Cancellation, Refund and Transfer Procedure and the training courses Terms and Conditions*), you will be given 2 options:

- a. A full refund of the fee paid will be issued by cheque, to the credit card or by Electronic Funds Transfer (EFT) to the student or agent who paid the original fee.

OR

- b. You can transfer/defer to a later course provided that the later course is the same as the original and is delivered within 6 months of the original course date. The original fee paid can be transferred to that course if you would prefer.

Transfers/Deferrals outside of the 3 working days notice will incur an administration fee of \$100 (GST inclusive).

Exemptions

The CITC will not issue a refund or transfer any course fees paid if the following occurs.

The Student or Agent fails to cancel in accordance with CITC procedures

Where a student fails to attend a course and the student or agent does not cancel in accordance with CITC procedure (*refer CITC 4.9 – Student Cancellation, Refund and Transfer Procedure and the training courses Terms and Conditions*), the fee paid will be forfeited and there will be no refund or funds transfer.

Cancellations on CITB Funded Training

Where a student fails to attend a course and the student or agent does not cancel in accordance with CITC procedure (*refer CITC 4.9 – Student Cancellation, Refund and Transfer Procedure and the training courses Terms and Conditions*), where applicable the CITC will recoup the subsidised cost of the training*.

***The CITC offers training at a subsidised rate where a student has a valid CITB ID Number provided that the student attends the course and completes the training.** If a CITB eligible student fails to attend a course and does not cancel in accordance with CITC procedure (*refer CITC 4.9 – Student Cancellation, Refund and Transfer Procedure and the training courses Terms and Conditions*), the CITC will be unable to make a claim to the CITB for the balance of the full cost of training. In that event, payment of the training will be the responsibility of the Student/Agent and an invoice for the subsidy cost of training will be issued to the Student/Agent.