

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

CONSTRUCTION INDUSTRY TRAINING CENTRE

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**RTO Code 0647**

## **CITC 4.9 - Student Cancellation, Refund and Transfer Procedure**

Procedure for handling a student initiated cancellation, refund or transfer

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### **Eligibility for Refund**

To be eligible for a refund of any course fee that has been paid, cancellations or transferrals/deferrals must be received by the CITC at least 3 working days prior to the course commencement date as per *CITC 4.8 – Student Cancellation, Refund and Transfer Policy and the training courses Terms and Conditions*.

### **Procedure for Applying for a Refund**

1. Contact a CITC Enrolment Officer by telephone, fax, in person or email and advise that you are unable to attend the course.
2. If you cancel or transfer/defer within the timeframe required under *CITC 4.8 – Student Cancellation, Refund and Transfer Policy and the training courses Terms & Conditions* there will be no penalty.
3. You will be asked if you would like to transfer to a later course. This will be possible provided that the following 2 conditions are met:
  - i. The course you wish to transfer to is the same as the original.AND
  - ii. The course you wish to transfer is delivered within 6 months of the original course date.
4. If you wish to transfer/defer and you have cancelled in accordance with *CITC 4.8 – Student Cancellation, Refund and Transfer Policy and the training courses Terms & Conditions* you will be given 2 options:
  - i. The fee paid for the original course will be transferred to the later course.OR
  - ii. You can be issued with a refund of the fee paid for the original course and pay the fee for the later course in accordance with the specified time period for that course.
5. If you wish to receive a full refund and have cancelled as per *CITC 4.8 – Student Cancellation, Refund and Transfer Policy and the training courses Terms & Conditions* you must contact the CITC within 3 days of your formal notification of cancellation. Then 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. Please allow 14 days for a refund to occur.

Please refer to *CITC 4.8 – Student Cancellation, Refund and Transfer Policy* which is available on the CITC website at [www.citc.com.au](http://www.citc.com.au).