

2.1.0026 REFUND POLICY

1. Purpose

PEER is committed to providing quality training and assessment in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015.

As such, PEER is required to ensure each client is aware of the fees for their training and have appropriate procedures in place to deal with refund requests.

2. Policy Statement

PEER is committed to ensuring that current and prospective clients are provided with all relevant course information regarding our products and services, so that they may make informed decision about undertaking training and assessment.

3. Definitions

CITB: means the Construction Industry Training Board

Standards for RTOs 2015: means the regulatory standards for training providers as set by The Council of Australian Governments' (COAG) Industry and Skills Council for endorsing vocational education and training (VET) standards.

4. Policy Principles

PEER provides clear information regarding:

- Fees and charges, including payment terms, refund policy and exemptions (where applicable)
- Funding and subsidy arrangements (as applicable)

Course Fees - CITB

If the cost of your training course has included the financial incentive offered by the Construction Industry Training Board (CITB) or any other organisation and the subsidy is rejected, or competency for the course is not achieved, the person or organisation who has requested the training will be responsible for payment to PEER of the full (unsubsidised) cost of the course.

Cancellations/ withdrawals

Cancellations must be in writing, by email and received by PEER at the following email address, customerservice@peer.com.au. The following conditions will apply:

- On receipt of a written request to cancel 14 or more calendar days before the scheduled course commencement date, a full refund of the monies paid by the client will be offered, or a transfer to another course at a later date.

- No refunds or transfers will be made 14 calendar days or less prior to the scheduled course commencement date.

Refunds will be offered to all participants when a course is cancelled by PEER due to lack of enrolments.

Refunds will not be issued if:

- The participant does not meet the requirements of the course attended.
- The participant does not attend the course in its entirety thereby not meeting requirements of the course.
- The participant is able to transfer to a later course.

PEER guarantees all student fees. All refunds must be authorised by the Finance Manager.

5. Associated Documents

Financial Management Policy

6. Document Review

The document will be reviewed every year from the date of endorsement or as circumstance require.

| Date | Description of Amendment | Prepared by | Authorised by |
|------------|--------------------------|-------------|---------------|
| 02/02/2018 | Version 1: New Document | J. Ryan | J. Ryan |