

2.1.0026 FEES AND 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)

Fees payable

Fees are payable when a student has received confirmation from PEER of their enrolment. The initial payment must be made prior to commencing training and PEER may discontinue training if fees are not paid in accordance with the agreed fee schedule.

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 7 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 7 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.

Statutory cooling off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty

It must be noted that PEER do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our students.

Our Guarantee to Clients

If for any reason PEER is unable to fulfil its service agreement with a student, PEER will, in the first instance, re-schedule the training to accommodate the needs of the student. PEER, at its discretion, may issue a full refund for any service not provided.

Pre-paid fees in excess of \$1500

PEER collects fees in advanced in excess of \$1500 for the following qualifications and/ or accredited courses:

- UEE20111 Certificate II in Split Air-conditioning and Heat Pump Systems
- 10145NAT - Course in Electrician - Minimum Australian Context Gap
- 10146NAT - Course in Refrigeration and Air Conditioning - Minimum Australian Context Gap

To secure this payment for the student, PEER holds an unconditional financial guarantee from The Commonwealth Bank of Australia to protect all fees, which is underpinned by a Deed held by WBH Legal.

5. Associated Documents

Financial Management Policy

6. Document Review

The document will be reviewed every year form 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 |
| 02/07/2018 | Version 2: Change of document name and addition of clauses around statutory cooling off periods, client guarantees and pre-paid fees in advance | J. Ryan | M. Watters |