



SINCE 2015
pinnacle
INSTITUTE
DELIVERING EXCELLENCE ...

Fees and Refund Policy

Version: V1.3 | Date: Aug 2023

Status: Published

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Fees and Refund Policy

Our training and assessment programs do attract fees. The details of the fee structures are contained in the course flyers/enquiry emails.

Pinnacle Institute has a fair and equitable Refund Policy in place containing guidelines guaranteeing the refund of fees to course Participants under reasonable circumstances. The management guarantees Pinnacle Institute's sound financial position and safeguards Client / Participant fees until used for training / assessment.

- Cancellations must be made in writing and the following charges apply: More than three weeks prior to the event – 25% of fee. Less than 3 weeks prior to the event – 50% of fee; 5 working days (or less) prior to the event – 100% of fee.
- TRAINING CREDITS WILL BE GIVEN FOR FUTURE COURSES for participants who are booked but are unable to attend on the day for reasons of health or other unavoidable extenuating circumstances.
- You may substitute another Participant at any time prior to course commencement date should the nominated person be unable to attend. Notification of such changes must be requested in writing 3 days prior to course commencement.
- Pinnacle Institute reserves the right to cancel or postpone a course to an alternative date. All registered Participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the Participant can provide a medical certificate or show extreme personal hardship. In this case, Transfer to another date may be possible at the discretion of Pinnacle Institute management.
- Pinnacle Institute cannot be held responsible for any costs incurred due to a cancelled event due to conditions beyond our control, extreme weather events or insufficient enrolments.

Pinnacle Institute charges for replacement statement of attainments, should a replacement certificate be required, the Employer or the Participant will be charged \$50 including GST for a replacement statement of attainment.

From 1 January 2015 participants undertaking nationally recognised training delivered by an RTO are required to provide a Unique Student Identifier (USI). Most participants will provide their own USI during the enrolment process, however Pinnacle Institute offers to apply for the USI on the participant's behalf. This service is offered free of charge.

Pinnacle Institute

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