

## Refund Procedure

### Preamble

MediQuest employs effective financial management procedures to ensure sound financial practice. MediQuest collects fees in compliance with contractual and regulatory guidelines and has a fair and reasonable course cancellation / refund policy which is provided to all clients' pre-enrolment via the client information handbook and the website. MediQuest collects fees in compliance with contractual and regulatory guidelines.

### 1. Purpose

1.1. The purpose of this procedure is to ensure that MediQuest provides refunds in a structured and systematic manner to all eligible students.

### 2. Scope

2.1. All staff of MediQuest Pty Ltd may be directly affected by this Procedure.

### 3. Authority

3.1. This procedure is issued on the Authority of the Director. It is the responsibility of the Training Manager and Compliance Manager to monitor compliance with the policy. All staff are responsible for the implementation of the policy.

### 4. Review

4.1. This Procedure is reviewed in accordance with the Policy and Procedure Review Schedule or at need.

### 5. Definitions

Term	Definition
Fees	Money paid to MediQuest for a student's enrolment in a course
Refund	Return of money paid to MediQuest for a student's enrolment in a course.

### 6. Related Policy

Financial Management Policy

### 7. Procedure

#### Applying for, processing and payment of refunds

- 7.1. All clients can apply for refunds by completing the course refund/ withdrawal form.
- 7.2. Course Refund Application and Withdrawal and Suspension Forms may be requested from the reception at MediQuest, David House, 1 Little David Street, Yarraville 3013 or by email to [admin@mediquest.com.au](mailto:admin@mediquest.com.au)
- 7.3. Students requiring assistance with completing course Refund Application and Withdrawal and Suspension Forms should contact MediQuest in person at Reception, David House, 1 Little David Street, Yarraville 3013 or by email to [admin@mediquest.com.au](mailto:admin@mediquest.com.au)
- 7.4. Course refund / withdrawal forms must be submitted along with supporting documentation to reception at MediQuest, David House, 1 Little David Street, Yarraville 3013 or by email to [admin@mediquest.com.au](mailto:admin@mediquest.com.au)
- 7.5. Refund / withdrawal requests will be approved / denied within 15 working days of receipt of the request.
- 7.6. If a client withdraws from a course terms and conditions apply.

**Withdrawal terms and conditions**

7.6.1. If a client withdraws from a course the following terms and conditions apply:

Withdrawal from course more than 28 days before the start date	No charge levied
Withdrawal from course less than 28 days before start date	10% course fee levied or associated costs levied at an amount e.g. \$100)
Withdrawal after course start date	Full term/ course fees levied or associated costs levied (or insert an amount)
MediQuest fails to deliver the course within 10 working days of the agreed date	MediQuest is liable for its own associated costs

- 7.6.2. Refunds are made in the same manner fees were paid. If a client paid fees through credit card, the refund amount will be credited to the credit card; and same holds for other methods of payments.
- 7.6.3. All clients will be notified in writing of the outcome of their application along with reasons why it was declined (if appropriate).
- 7.6.4. Students have the right to access the MediQuest complaints/appeals policy if they wish to appeal MediQuest decision.
- 7.6.5. The client agreement, and the availability of the MediQuest Complaints and Appeals policy, does not remove the right of the client to take action under Australia’s Consumer Protection Law.

**Extenuating circumstances**

- 7.7. Clients may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):
  - Illness
  - Family or personal matters
  - Other extraordinary reasons

- 7.7.1. Where evidence can be successfully provided to support the Client's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with the Director and shall be assessed on a case by case situation. The client must provide supporting evidence. i.e. Doctor's certificate.
- 7.7.2. Courses can be deferred to the next available intake where extenuating circumstances exist.
- 7.7.3. The refund decision will be made within 15 working days on receiving the application.
- 7.7.4. The refund will be made in the same manner the fees were paid. If candidate paid fees through a credit card, the refund amount will be credited to the credit card; and same holds for other methods of payments.
- 7.7.5. Students can appeal MediQuest refund decisions by accessing the Complaints and Appeals policy and procedure.
- 7.7.6. The client agreement, and the availability of the MediQuest Complaints and Appeals policy, does not remove the right of the client to take action under Australia's Consumer Protection Law.

**Provider default**

- 7.8. In the unlikely event that MediQuest is unable to deliver the course in full, clients will be offered a refund of all the course money paid to date.
  - 7.8.1. The following circumstances may be the cause of not providing the course in full:
    - If the offered course does not start on the scheduled starting date or an alternative agreed starting date
    - If the course ceases to be provided after the course starts but before the course is completed
    - If a course is not provided fully to the client because MediQuest has a sanction imposed by the VRQA.
  - 7.8.2. The refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, enrolment may be offered in an alternative course at MediQuest at no extra cost. Students have the right to choose whether to accept a full refund of course fees, or to accept a place in another course. If a client chooses placement in another course, clients will be asked to sign a document indicating acceptance of the placement at MediQuest.

**Revision History**

Date	Revision	Revised by
01/05/2012	Created	Chris Donaghy
02/03/2013	Revised	Denise Dawson
16/04/2013	Revised	Denise Dawson
02/09/2013	Revised	Denise Dawson
23/06/2016	Revised and updated to meet 2016 requirements	Brianna Moore
29/08/2017	Revised and migrated to new format	Barrie Campbell
13/02/2020	Logo Updated	Denise Dawson