

# Cancellation and Refund Policy

Contact Officer	Chief Operating Officer (COO)
Approval Date	19/02/2018
Approval Authority	Chief Executive Office (CEO)
Date of Next Review	19/02/2019

## Description

QRME Ltd administers several programs at a cost to the participant. This policy applies to

- General Practice Examination Program (GPrEP)
- All professional development courses
- Vocational Education and Training (VET) courses

## Definitions

**Course** means the combination of one or more teaching sessions designed to address an overall set of learning outcomes. The duration of a course can extend over weeks, a weekend, one day or, in the case of private coaching, over a single teaching session. Courses can be delivered via online study, video conferencing (webinar) or face-to-face.

**Credit** means monies paid to QRME Ltd for enrolment into a course that are not refunded but may be used towards the cost of another course.

**Enrolment** means a participant has completed the registration process and secured a position in the course.

**Registration** means the process of signing up for a course and includes the provision of your personal information and full payment of the course fee.

**Participant** means a person who is enrolled in one or more courses.

**Refund** means the return of any monies paid for a course minus an administrative fee. The refund amount is dependent upon the date that written notification of withdrawal from a course is received by QRME – see Refund section below.

**Session** means: when delivered online – a single teaching event generally lasting between two and four hours; or when delivered face-to-face – a single teaching day of a course.

**Withdrawal** means formally notifying QRME of an intention to cease enrolment in a course.

**Trainer or Educator** means the person(s) engaged by QRME to deliver or facilitate a course or session.

## Withdrawal from a course

To withdraw from a course the participant must notify QRME Ltd in writing (usually via email). The notification must include:

1. The name of the participant registered/enrolled in the course.
2. The name of the course the participant is withdrawing from.
3. Preference as to a refund of any owed monies or credit toward another QRME Ltd course (subject to QRME's refund policy below)
4. Bank details for the refund of any owed monies.

## Refunds

In the event a participant withdraws from a course, the participant is entitled a refund of their registration/enrolment fee depending on the date QRME Ltd receives written notification (usually via email) of the withdrawal.

The table below outlines QRME Ltd's refund policy.

Course Type	Date Withdrawal Received	Refund	Option for course credit
All Courses	>28 days prior to course start date	100%	Available
	1 – 28 days prior to course start date	50%	Available
	<24hrs prior to the course start date OR failure to attend the course	0%	Not available

## Credit

Any eligibility for a course credit is subject to QRME Ltd's refund policy and vacancy within the desired course.

To apply credit to a course the participant must advise QRME Ltd in writing prior to enrolling in the course. QRME will advise the participant of the credit remaining, the cost of the course, any balance owed by the participant, the balance of any remaining credit and a confirmation of enrolment.

### Credit expiration

Any eligible credit that is applied to a participant must be used within 12 months of the credit being applied.

### Transfer of credit

Any eligible credit that is applied to one participant may be transferred to another participant. To apply for the transfer of credit a participant must advise QRME Ltd in writing. Processing of credit transfer can take up to two weeks. Each participant will be advised in writing when the transfer process is complete. Only then can the new participant use the transferred credit.

### Price adjustments

From time to time QRME may adjust course prices. In applying credit to the purchase of a course the participant is responsible for any difference in monies owed to QRME Ltd. The participant will only receive a confirmation of enrolment when full payment has been received.

## Complaints

In the event a participant disputes the management of their refund or credit they may raise their grievance through QRME's Complaint Resolution Policy.

<https://www.qrme.org.au/module/documents/download/20>

## Modification History

Date	Details	Reference	Version
03/03/17	Creation of Policy	Admin / Carmen Passfield	1
15/02/2018	Updated definitions, withdrawals, refunds and credits	P Porea	2

QRME Refund Policy reviewed and approved by QRME CEO:



Scott Kitchener  
Chief Executive Officer  
Queensland Rural Medical Education Ltd

19/02/2018  
Date