

# Cancellation and Refund Policy

|                     |                               |
|---------------------|-------------------------------|
| Contact Officer     | Chief Operating Officer (COO) |
| Approval Date       |                               |
| Approval Authority  | Chief Executive Office (CEO)  |
| Date of Next Review |                               |

## Description

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

- GPrEP Program (all exam preparation coaching)
- Master of Rural Medicine Program
- Professional Development Program

If a participant has paid the enrolment or registration cost and chooses to withdraw from the course, the below criteria apply.

## Definitions

### Participant

Participant refers to an enrolled participant of any Program run by QRME Ltd whom has made payment to QRME Ltd for program fees. A participant can enrol into multiple courses.

### Program

Program refers to the GPrEP Program, Master of Rural Medicine Program or Professional Development Program which the participant has enrolled into.

### Course

A course forms part of a QRME Ltd administered program and can be further defined as below:

GPrEP Program consists of the following:

- AKT Webinar
- KFP Webinar
- Keys to RACGP Exam Preparation Online Program
- Private Coaching
- OSCE Webinar
- OSCE Intensive Workshops
- Other RACGP or ACRRM Exam Preparation by special request

Professional Development Program consists of the following:

- Cultural Safety Training (CST)
- Mental Health Skills Training (MHST)
- Advanced Life Support (ALS)
- Basic Life Support (BLS)
- Skin Cancer Conference
- Paediatric Skills



## Session

Session refers to either a single webinar or a single teaching day of a course.

## Credit

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

- Issued credits, must be used within 2 years
- When applying credits towards any Course:
  - If the Course price has increased, the Participant must pay the difference
  - If the Course price has decreased, the Participant will be issued credits which may be used towards another course

## Cancellation & Refund Policy

Excluding the OSCE Intensive Workshop days, if the Participant:

- Withdraws from the course 2 weeks or more before course start date:
  - 95% refund or
  - Transfer to another course or
- Withdraws from the course less than 2 weeks before course start date:
  - No refund will be issued but fees paid can be either credited towards course deferment or credited towards another course
- Withdraws from the course after the first session and before the second session commences:
  - 90% refund
- Withdraws at any time after the commencement of the second session:
  - No refund is available
- Withdraws from Private Coaching less than 24 hours before first session commencement:
  - No refund will be issued but fees paid can be credited towards another course or session
- Does not present to session without any prior notification:
  - No refund will be issued for either that session or a portion of the course cost
- Is issued credits, these must be used within 2 years and when applying credits towards any Course:
  - If the Course price has increased, the Participant must pay the difference
  - If the Course price has decreased, the Participant will be issued credits which may be used towards another course
- Is enrolled in a course but fails a mandatory sequential examination, the subsequent course may be deferred to the next semester.

In regards to the OSCE Intensive Workshop days, if the Participant:

- Withdraws from the course 4 weeks or more before the workshop start date :
  - A full refund can be issued or
  - Paid fees can be credited towards the next OSCE Intensive workshop
- Withdraws from the course less than 4 weeks before the workshop start date:
  - No refund will be issued
  - Paid fees can be credited towards the next OSCE Intensive workshop
- Does not present to the workshop without any prior notification
  - No refund will be issued
  - Paid fees will not be credited towards the next OSCE Intensive workshop.

## Modification History

| Date     | Details            | Reference                | Version |
|----------|--------------------|--------------------------|---------|
| 03/03/17 | Creation of Policy | Admin / Carmen Passfield | 1       |

Policy Reviewed and Approved by QRME CEO:

Name

Signature

Date

*KITCHENER*

*Scott Kitchen*

*17.3.17*

