

Refund Cancellation and Transfer Policy

Clear information for learners and customers about cancellations transfers and refunds

At a glance

Give at least two full business days' notice to cancel or reschedule without a cancellation fee. Contact Client Support at admin@medecslearning.com or (03) 6272 1843. Statutory consumer rights always apply.

1. Purpose

This policy explains how Medecs Learning manages cancellations, rescheduling, learner transfers, substitutions, withdrawals and refunds. It is intended to provide clear pre-enrolment information, fair and consistent decisions, practical learner protections and compliance with the Australian Consumer Law and the 2025 Standards for Registered Training Organisations.

2. Scope

This policy applies to bookings and enrolments made by individuals, employers, service providers and other customers for:

- nationally accredited units and courses;
- short courses;
- complex healthcare training and verification; and
- classroom, workplace, virtual, blended and online delivery.

A signed quotation, service agreement, funding arrangement or government program may contain additional or different terms. Where there is an inconsistency, mandatory law applies first, followed by the specifically agreed written terms and then this policy.

3. Principles

- Fees, cancellation conditions and learner obligations will be disclosed before enrolment or payment.
- Requests will be considered consistently, reasonably and with regard to individual circumstances.
- A learner will not lose rights or remedies that cannot be excluded under the Australian Consumer Law.
- Medecs will provide accessible assistance to make a request and written reasons where a refund or transfer is declined.
- Medecs will protect prepaid fees in accordance with applicable RTO requirements.

4. Definitions

Term	Meaning
Business day	Monday to Friday, excluding Tasmanian public holidays.

Commencement	For scheduled delivery, the first scheduled session. For an online course, when the learner first accesses or starts substantive course content, unless stated otherwise before enrolment.
Customer	The person or organisation responsible for the booking or payment.
Full business days' notice	Notice received before the start of the required number of complete business days. The day notice is received and the delivery day are not counted.
Transfer	Moving a learner to another available date or delivery option, or substituting another suitable learner before commencement.
Valid reason	A circumstance such as illness, caring responsibilities, family emergency, emergency shift coverage or higher duties. Other circumstances may be accepted where reasonable.

5. Responsibilities

RTO Manager: Owns this policy, provides governance oversight, decides escalated or disputed requests, monitors consistency and approves exceptions within delegated authority.

Training Operations Manager: Oversees operational implementation, supports consistent decisions and escalates significant, disputed or systemic matters to the RTO Manager.

Client Support: Receives requests, confirms dates and payments, records decisions, communicates outcomes and processes approved refunds or transfers.

Managers: May approve a fee waiver or alternative arrangement where the circumstances justify it and the decision is documented.

Customers and learners: Provide accurate booking information, review course requirements, give notice promptly and complete prerequisites or online activities by the required time.

6. Customer cancellation and rescheduling

At least two full business days' written notice is required for cancellation or rescheduling, unless a different written arrangement applies.

Circumstance	Outcome or applicable fee
More than two full business days before commencement	No cancellation fee. Any fees paid for the cancelled, undelivered service will be refunded or, at the customer's choice and subject to availability, transferred to another date.
Within two full business days, with a valid reason	A \$75 administration fee may apply or may be waived at a Medecs manager's discretion. The balance may be refunded or transferred.
No-show and rescheduled	Half of the course fee is payable. Any remaining amount may be transferred to the new booking.
No-show and not rescheduled	The full course fee is payable; no change-of-mind refund applies.

Rescheduling because required online activities were not completed	Half of the course fee is payable before rescheduling.
Cancellation after commencement or access to substantive online content	No automatic change-of-mind refund. Medecs will consider the services and resources already supplied, the undelivered portion, the circumstances and any legal entitlement.

Medecs may request reasonable supporting information for a late cancellation but will not seek unnecessary sensitive or health information. A customer should contact Medecs as early as possible.

7. Transfers, substitutions and withdrawals

7.1 Transfer to another date or delivery option

A transfer is subject to course availability, suitability, prerequisites, delivery capacity and any expiry or transition requirements. Fees already paid will normally be credited to the replacement booking. A price difference or applicable fee must be disclosed and accepted before the transfer is confirmed.

7.2 Substitute learner

An organisation may request a substitute learner before delivery. The substitute must satisfy identity, enrolment, course suitability and prerequisite requirements. Substitution may not be available after online learning, assessment, participant-specific preparation or verification has commenced.

7.3 Withdrawal after commencement

A learner may withdraw at any time by notifying Medecs. Medecs will confirm the effective withdrawal date, any outstanding fees, any refund or credit, access to completed results and any options to resume or transfer. For nationally recognised training, Medecs will issue any certification to which the learner is entitled for successfully completed units, subject to verification and applicable requirements.

7.4 Employer or group bookings

For onsite, group, customised or participant-specific delivery, the accepted quotation or service agreement may include minimum numbers, preparation, travel, venue or non-recoverable costs. These terms must be disclosed before acceptance and will be applied reasonably, subject to mandatory consumer rights.

8. Changes or cancellation by Medecs

Medecs may reasonably change an instructor, venue, delivery mode, session time or another operational detail where necessary. Affected customers will be notified as soon as practicable and offered a substantially equivalent service where possible.

If Medecs cancels a service or cannot deliver a material part of it, the customer may choose:

- a suitable replacement or rescheduled service;
- a credit accepted by the customer; or
- a refund of fees paid for the cancelled or undelivered portion.

If a material change disadvantages the customer and is not required by law or necessary for safety, the customer may cancel the affected undelivered service without penalty. This does not limit any additional remedy required by law.

9. Consumer guarantees

Your statutory rights are protected

Medecs services come with consumer guarantees that cannot be excluded. Services must be provided with due care and skill, be reasonably fit for a disclosed purpose and be supplied within a reasonable time where no time is agreed. A major failure may entitle the consumer to cancel the service and receive an appropriate refund for the affected portion. A minor failure must be remedied within a reasonable time. Change-of-mind conditions do not restrict these rights.

10. How to request a cancellation, transfer or refund

Step 1 - Contact Medecs. Email admin@medecslearning.com or telephone (03) 6272 1843. Written notice is preferred so the date and request are clear, but Medecs will assist a person who cannot make the request in writing.

Step 2 - Provide the details. Give the learner/customer name, course or service, scheduled date, invoice or booking reference if available, the request and reason, and the preferred outcome. Do not email unnecessary health records.

Step 3 - Assessment. Client Support or an authorised manager will check the booking, notice period, services already supplied, agreed terms, supporting circumstances and statutory rights.

Step 4 - Written outcome. Medecs will confirm the decision, reasons, any fee, credit, transfer date or refund amount and the options for review.

Step 5 - Payment. An approved refund will be returned to the original payment method or authorised account within seven calendar days after approval, or within seven calendar days after written notice where the entitlement is automatic. Another method may be used if agreed or necessary for an employer-funded booking.

11. Review of a decision

A person who is dissatisfied with a cancellation, transfer or refund decision may request internal review under the Complaints, Feedback and Appeals Management Policy and Procedure. The review will be conducted by a person not involved in the original decision wherever practicable. Medecs will not disadvantage a person for requesting review or exercising a statutory right.

12. Records and privacy

- Booking, payment, request, decision, approval and refund records must be retained in the approved business systems with access limited according to role.
- Only information reasonably necessary to assess and evidence the request may be collected or used.
- Health or other sensitive information supplied to support a request must be handled under the Health Information and Systems Management Procedure.
- Payment card information is processed through Stripe and must not be copied into ordinary records or email.

13. Monitoring and review

The RTO Manager will oversee monitoring of cancellation, transfer, no-show, waiver, refund and complaint trends for consistency and improvement. The Training Operations Manager will support

operational monitoring and reporting. This policy will be reviewed annually by the RTO Manager and earlier following a material legal, regulatory, pricing, system or service change.

14. Related documents

- ADM-DOC-001 Schedule of Fees and Charges.
- Website Trading Terms and Conditions.
- Learner Handbook.
- HR-POL-011 Complaints, Feedback and Appeals Management Policy and Procedure.
- Website Privacy Policy and MED-GOV-HIS-002 Health Information and Systems Management Procedure.
- Applicable quotation, service agreement, enrolment form and funding terms.

15. Authoritative references

- Competition and Consumer Act 2010 (Cth), Schedule 2 - Australian Consumer Law.
- National Vocational Education and Training Regulator Act 2011 (Cth).
- Outcome Standards for Registered Training Organisations 2025, particularly Standards 2.1 and 2.2.
- Compliance Requirements for NVR Registered Training Organisations and Fit and Proper Person Requirements 2025, where applicable.
- ASQA Information Practice Guide and current guidance on fees and learner protection.
- Australian Competition and Consumer Commission guidance on consumer guarantees and service refunds.

16. Version control

Learner information and policies

Current learner documents will be available at www.medecslearning.com/learner-information-and-support.

Document control

Document ID	ADM-POL-012	Owner	RTO Manager
Version	1.1	Approved by	Managing Director
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Applies to	Customers, learners and personnel	Classification	Public - Controlled

Version history

Version	Date	Status	Change summary
1.0	20 August 2026	Approved	Initial approved consolidated policy.
1.1	15 September 2026	Approved	Title, formatting and pagination updated.