

COMPETENCY GUARANTEE

We guarantee that your staff will be 100% confident and competent on completion of their course or we will retrain them for free, until they do or your money back!*

Purpose of the guarantee

To ensure you are fully equipped with the skills, knowledge and systems to manage an emergency.

Background

Medilife has today announced their commitment to its professional training position – the best training available in producing students who feel confident and competent or they will be retrained for free until they do.

Our competence and confidence guarantee demonstrates our intense desire to produce well-trained students who can take their skills into the workplace, home or community for the greater good.

Along with our endeavour to produce 'awesome courses' by means of quality interaction, superior instructors and a hands-on approach we believe that Medilife represents great value-for-money. And now we challenge anyone who has previously hesitated to try Medilife to take advantage of this risk-free opportunity.

***Terms and Conditions**

1. The student must complete the feedback sheet provided by Medilife.
2. Competency is assessed by the instructor on the day of the course and does not guarantee the student will be confident or competent when attending an emergency.
3. Since confidence levels are subjective, the level of confidence recorded on the feedback sheet is how the student feels on the day of training and does not guarantee the student will be confident when attending an emergency.
4. Retraining is limited to the student who has attended the course and may not be substituted by anyone else.
5. Retraining must be completed within 30 days of the first attendance and the student can attend as frequently as required at any of Medilife's public venues. Personal or individual training can be provided at additional cost at Medilife's commercial rates.
6. Workbooks and any consumables supplied at the initial course must be retained by the student for use at subsequent courses attended.
7. The student must attend a minimum of 3 courses in the 30 days following the initial course to be eligible for the money back guarantee. If the student is still not assessed as being competent by the instructor the full course fee will be refunded and the student may keep the workbook and consumables.
8. To obtain a refund, the course must have been paid for in the first place. The refund is limited to either that student's attendance at a public course or the pro-rate portion for that student at an onsite course.
9. The student must call our office to arrange an alternate date for retraining.
10. If a group course has been arranged and all students are assessed as being not competent on the day, the course will be re-staged at no cost. The course must be re-staged within 30 days of the initial course date.
11. Re-staging of a group course is limited to one event only.
12. Individuals assessed as being 'not competent' from a group event can attend a Medilife public course as per previous conditions 1-9.
13. Medilife Pty Ltd's decision is final and no correspondence will be entered into.