

## VALUE GUARANTEE

**We guarantee to offer the best 'Value' course available.  
If you can find a better value course through another provider,  
we will happily refund 250% of the difference in prices!\***

### Background

"Value" may appear to be a vague method of measurement. However, unlike a commodity/product which can be sourced from a manufacturer and is EXACTLY the same as offered by a competitor, the training delivery and experience is a service. It's what goes into the background of the training experience that sets Medilife apart from other providers. Simply comparing prices is like comparing the price of a Mercedes with a Hyundai. Both do the job transporting people from one place to another. HOW you get there - the quality of the vehicle, the capability of the driver and the whole experience is what will set them apart. Likewise with Medilife's training experience, we spend a considerable amount of time and money to ensure a smooth enrolment with the best systems available, develop the best industry material, ensure our trainers are kept up-to-date with mandatory annual workshops and ensure your safety by protecting you with suitable insurance.

Therefore we have a "Value Guarantee" and not a price guarantee, so that you can compare "apples with apples". Backing up our value guarantee are 2 more guarantees, namely:

- Competency Guarantee^
- Turn Up Guarantee^

That's why we are so confident of our value proposition that we can make the 250% of the difference guarantee claim. With our 3 levels of assurance, you won't lose!

### **\*Terms and Conditions:**

If however, you have reason to believe that you have found a better value course/experience than one offered by Medilife, then feel free to make a claim on the "Value Comparison Check Form" (pages 2 & 3 of this document) and which also can be downloaded from our website located at [www.medilife.com.au/download.php](http://www.medilife.com.au/download.php). When completing this form it will be necessary to determine whether your claim is accurately comparing "apples with apples". By completing the form you will need to complete the check list to ensure the company with whom you have attended the course offers a similar total product offer.

These terms and conditions and explanation form part of the claim and must be read before making a claim so that only legitimate claims are submitted. If you have any questions about these terms and conditions, please use the enquiry form located at [www.medilife.com.au/contact\\_info.php](http://www.medilife.com.au/contact_info.php).

To compare value the competitive quote/price must include comparable services, resources and investment in your training experience. By completing the "value comparison check form" you will readily identify whether you have a claim or not. If you believe you have a legitimate claim for a refund, please submit the completed "value comparison check form" along with the following documentation:

1. Written quote or invoice from competitor
2. Time and location of course
3. Amount of claim
4. Reason for claim
5. Your contact details

On receipt of these documents, they will be reviewed and if substantiated you will be contacted to arrange a refund as claimed. Please note that once assessed, a final decision will be made and you will be notified accordingly. Once payment of the claim is made, this will be final and no further claims may be submitted.

^ You can find more information on these two guarantees at [www.medilife.com.au/guarantees.php](http://www.medilife.com.au/guarantees.php).

**VALUE COMPARISON CHECK/CLAIM FORM**

Features	Benefit	Medilife	Competitor
<b>Competency Guarantee</b> We guarantee you will be competent and confident on completion of your course or we'll retrain you for free until you are or your money back!	This guarantee is supported by our carefully selected trainers. They understand the need to transfer their skills to you, so you will be prepared in an emergency.	<input checked="" type="checkbox"/>	
<b>Turn up Guarantee</b> We will reimburse any out of pocket expenses incurred if the trainer doesn't turn up for any reason!	Includes: transport to and from the course, lost pay and baby sitter costs.	<input checked="" type="checkbox"/>	
<b>Manikin : participant ratio</b> Every student will get a manikin on which to practice. This means you get more practical experience which will enhance the chances of retaining learnt skills.	"Practice makes permanent" Enhanced retention will help when an emergency occurs.	<input checked="" type="checkbox"/>	
<b>Trainer : participant ratio</b> We limit our class sizes to a maximum of 20. In most cases however, the limit is 14.	By doing this you get more personal attention to ensure you gain these essential skills that will best prepare you to handle an emergency.	<input checked="" type="checkbox"/>	
<b>Hygiene standards – new sealed products that can be kept by students</b> Every student receives sealed bandages, face shields and individual manikins. No sharing or handling face shields which encourages transmission of germs.	Your health is more important to us than saving a few dollars by reusing bandages and slings. A single lost day due to contamination is far more costly than a few dollars.	<input checked="" type="checkbox"/>	
<b>Quality Workbook - which includes exercises, assessment, latest standards and is in full colour.</b> An excellent student resource designed to be used in an emergency as well as an easy reference tool.	Quick and easy to understand reference tool will add to your confidence when treating a casualty making you a more competent first aider.	<input checked="" type="checkbox"/>	
<b>Free auto-generated Corporate Reminder for Re-accreditation</b> We'll notify you in advance that your certificate is about to expire, thereby ensuring you remain current with your skills.	Being up to date will ensure you're giving the best treatment for the best outcome whether it's family or workmates.	<input checked="" type="checkbox"/>	
<b>Free Med-E-News newsletter</b> This newsletter will alert you to changes in practices and treatments. We abide by the ARC guidelines (peak body in Australia) as well as other relevant organisations.	Staying up to date through these alerts will ensure you're aware of changes in the industry, in between having to do a refresher course.	<input checked="" type="checkbox"/>	
<b>Hours spent face to face/practical</b> You'll spend around 7 hours learning skills in a face to face environment, which is well beyond what is legally required.	Less time learning these essential skills means less opportunity to commit training to long term memory and recall. What value would a poorly trained person be in an emergency?	<input checked="" type="checkbox"/>	

<p><b>Level of trainer/professional development</b></p> <p>Every trainer must attend annual workshops to develop their delivery skills and medical knowledge. Medilife conducts specific training for this purpose and has a National Training Manager who assesses skills every 6 months to maintain the highest level of knowledge and consistency in training.</p>	<p>You are assured that whatever course you attend with medilife, you will be getting the same information eliminating any contradictory teachings within your company.</p>	<input checked="" type="checkbox"/>	
<p><b>Time and location</b></p> <p>The flexible nature of our business is that we will and do run courses at any time, day or night to suit your circumstances.</p>	<p>Lost time production can far outweigh the cost of the course, hence we will fit into your schedule to minimise downtime or lost production.</p>	<input checked="" type="checkbox"/>	
<p><b>Pop-out card on certificate</b></p> <p>A convenient card which can be stored in a wallet or purse. The card has a handy CPR reminder printed on the back.</p>	<p>Very practical way of confirming your qualification when called on by Work Cover or other site inspectors. The CPR reminder may be just what is needed in an emergency when rational thinking evaporates!</p>	<input checked="" type="checkbox"/>	
<p><b>Registered Training Organisation</b></p> <p>Your guarantee of excellence. VETAB and other state based regulators ensure we comply with many standards specifically as they apply to your training experience and protection. Many small training companies or individuals work under licenses to an RTO and therefore not as concerned about compliance.</p>	<p>Medilife has been an RTO for 18 years. This means we have had to refine our business through a continuous improvement program designed to make your learning experience the best we can make it.</p>	<input checked="" type="checkbox"/>	
<p><b>Member of peak bodies eg: ARC (Australian Resuscitation Council)</b></p> <p>Being a member allows Medilife to stay abreast of changes as they are being considered and to participate in these changes.</p>	<p>Medilife transfers this information to you via med-e news, a periodical newsletter designed to keep you abreast of changes and treatments under review. You are always up to date and informed</p>	<input checked="" type="checkbox"/>	
<p><b>Member AECPLtd (Australian Emergency Care Providers Limited)</b></p> <p>As foundation members of this peak body representing private providers and directors of AECPLtd we help to keep the industry relatively free of dodgy practices and lobby government for recognition.</p>	<p>This means you're dealing with an organisation that is seriously committed to equipping you with the best possible skills, systems and knowledge to manage an emergency.</p>	<input checked="" type="checkbox"/>	
<p><b>Trainer aids</b></p> <p>Seeing, touching and using equipment that is used in a first aid environment, not just pictures, helps to become familiar with what could otherwise be a "mystery".</p>	<p>Being familiar helps to make you understand how medical devices are used in the workplace or in public places. Taking the mystery out and having this knowledge may be the difference between a good outcome and simply not being prepared to have a go.</p>	<input checked="" type="checkbox"/>	
<p><b>Interactive multi-media presentation</b></p> <p>Substantial investment goes into making training aids that are relevant in the classroom to enhance the training experience and satisfy one of the many ways of learning.</p>	<p>Medilife courses are interactive and informative as we use training and delivery techniques that augment other teaching methods by which adults learn.</p>	<input checked="" type="checkbox"/>	

After reading the terms and conditions and completing the above check list you believe you have a legitimate claim, then please fill out the below and fax back to **1300 980 385**. Alternatively, you may post your claim to Po Box 488, Seven Hills, NSW, 1730.

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After having made the comparison between \_\_\_\_\_ (company name) and Medilife Pty Ltd, the difference of price is \$\_\_\_\_\_, for the following \_\_\_\_\_ (course name). I can confirm that after reviewing the above check list, \_\_\_\_\_ (company name) offers the same features and value for money as Medilife Pty Ltd.

I understand and accept the above terms and conditions and hereby make a claim for \$\_\_\_\_\_ which is 250% of the difference in price.

Full Name	
Address	
Phone (mobile)	
Email	
Date	Signed

- *Approval of this claim is subject to validation of the claim.*
- *Medilife Pty Ltd's decision is final and no correspondence will be entered into.*