



Refund Policy

Mediation Institute is committed to fair and transparent enrolment practices. This Refund Policy operates in addition to your rights under the Australian Consumer Law (ACL).

Nothing in this policy limits or excludes your rights under the Australian Consumer Law.

Your Rights Under Australian Consumer Law

You are entitled to a refund or other remedy if a course:

- Is not delivered with due care and skill
- Is not fit for its stated purpose
- Is substantially different from what was advertised
- Is not delivered at all

When a Refund May Be Available

A refund may be available in the following circumstances:

1. Cancellation Before Enrolment Is Confirmed

If you cancel before enrolment is confirmed, meaning:

- Payment has not been processed, and
- Course access has not been provided

No fees will be charged.

2. Course Not Delivered

If a course is not delivered by Mediation Institute, a refund will be provided in accordance with Australian Consumer Law.

3. Cancellation Within 14 Days of Course Access (Limited Engagement)

If you cancel within 14 calendar days of being granted course access and you have not engaged substantially with the course, you may be eligible for a partial refund.

For the purpose of this policy, *substantial engagement* includes any of the following:

- Submission of assessments

- Attendance at role plays, skills training, or facilitated practice
- Accessing 20% or more of the content in any course / unit

Where a refund is approved:

- Any non-refundable deposit will be retained, and
- A 20% administration fee will apply

When a Refund Is Not Available

Refunds will not be provided where:

- More than 14 days have passed since course access was granted
- You have engaged substantially with the course (as defined above)
- The request is based on a change of personal circumstances after engagement has occurred
- The required cancellation/refund request form has not been submitted

How to Request a Refund

- All refund requests must be submitted in writing using the approved cancellation/refund form [Mediation Institute Guides And Forms](#)
- Refund eligibility is assessed using system records of access and participation
- Approved refunds are processed via the original payment method, unless otherwise agreed

Change of Mind

A change of mind or change in personal circumstances does not entitle a student to a refund where the course has been delivered with due care and skill, clearly described prior to enrolment, and provided as promised. This does not affect rights under the Australian Consumer Law.