

 The College of Nursing	F.1.4 Refund Policy		Date of issue: Aug 2005
	Ratified by: Executive		Last Reviewed: May 2010
	Reviewed by: Director Finance and Business Services		Due for next review: May 2012
	No of Pages: 2	Version: 3	Last amended: May 2010

Intent: That all refunds are managed consistently and equitably.

Policy statement

- As a rule the College does not give refunds for:
 - Membership Fees
 - Course Fees *including On-Line CPD*
 - Merchandise
 - Service Fees e.g. *postage and administration fees*
- Once identified any overpayments for goods and services will be refunded as a matter of urgency.
- Refunds will be processed within fourteen (14) days after receipt of a validated request by the Accounts Department and will be made only by cheque - posted to the recipient.
- All requests for refunds must be made in writing with supporting documentation where required e.g. Medical Certificate.
- All requests for refunds must be approved by a Director to the level of their delegated authority.

Approach

- The College reserves the right to cancel or postpone a course or program (*in accordance with the Cancellation Policy*) for any reason determined by the College. In these circumstances refunds of fees will be made in full.

Education

Post Graduate Certificate

- All courses and programs are subject to a non-refundable administration fee of 10% of the course fee.
- Refunds will be granted if the request is made prior to the advertised course commencement date.
- Requests received after the advertised course commencement date will only be granted for extenuating circumstances in accordance with the College’s Student Management Policy.

Continuing Professional Development (CPD)

- Refunds for CPD courses will only be given where a minimum of ten (10) working days prior to the course commencement date notice is given.
- There is a non refundable administration flat fee of \$55.00 for all CPD refunds
- Applications for a refund made within ten (10) working days prior to the Course commencement date will not receive a refund.
 - In these instances the applicant will be issued with a credit note.
 - Credit notes must be redeemed within twelve (12) months of the date of issue.
 - A \$55.00 administration fee will be charged on re application with the credit note.
- There are no refunds for On Line CPD Courses.

Distance Education Subjects (DE)

- Refunds for DE subjects will only be given where a minimum of ten (10) working days prior to the commencement date notice is given.
- There is a non refundable administration flat fee of \$55.00 for all DE refunds
- Applications for a refund made within ten (10) working days prior to the commencement date will not receive a refund.
 - In these instances the applicant will be issued with a credit note.
 - Credit notes must be redeemed within twelve (12) months of the date of issue.
 - A \$55.00 administration fee will be charged on re application with the credit note.

Professional Events

- Refunds will only be given where a minimum of five (5) working days prior to the date notice is given.
- Applications for a refund made within five (5) working days prior to the date will not receive a refund due to catering and administrative costs associated with the event.
 - In these instances the applicant will be permitted to substitute another person in their place.

Venue/Room Hire

- Refunds will be made on the following basis:
 - Greater than one (1) months notice – refund less 10% administration fee.
 - Two to four weeks notice – refund less 50% administration fee.
 - One week – refund less 90% administration fee.

Related Policies

G.2 Delegations Manual

A.1.13 Cancellation Policy

E.1.3 Student Management Policy

F.1.3 Credit Policy