



# AUSTRALIAN COLLEGE OF NURSING

## POLICY AND PROCEDURE

# ACN

<b>Code and Number</b>	<b>C.4.3</b>
<b>Title of Document</b>	<b>Cancellations and Refunds</b>

### POLICY

ACN is committed to providing high quality products and services and reserves the right to cancel educational services, professional activities and products.

ACN will maintain efficient accounting processes to ensure sound fiscal responsibility and accountability.

### CANCELLATIONS

#### 1. **Education Services**

ACN reserves the right to cancel a course or program due to low enrolments or other circumstances which have made it unviable.

- 1.1 In this instance a full refund will be offered.
- 1.2 Wherever possible ACN will endeavour to give appropriate and timely notification to participants. After consultation with the relevant Manager, Customer Services (CS) will advise the participants of the options available to them.
- 1.3 Sydney Office staff and Canberra office receptionist are to be notified of the cancellation by email from CS.
- 1.4 All External Service Providers/lecturers/presenters programmed for the cancelled course are to be contacted by the educator responsible for the program.

#### 2. **Professional Services**

##### 2.1 **Membership**

Members are able to cancel their membership at any time in writing to the Membership Services Team. Membership fees will not normally be refunded.

##### 2.2 **Merchandise**

- 2.2.1 ACN reserves the right to withdraw or cancel a product from the market at any time. Adequate notification will be provided by the relevant administrative staff.
- 2.2.2 In the instances where ACN has withdrawn the product a refund will be made for orders that have been received and paid for.

#### 3. **Events and CPD Short Courses**

ACN reserves the right to cancel an event due to low registrations or other circumstances which have made it unviable.

- 3.1 In this instance a full refund will be offered to delegates.
- 3.2 Wherever possible ACN Events area will endeavour to give appropriate and timely notification to all internal and external participants of the event.

### REFUNDS

As a rule ACN does not give refunds for:

- Membership Fees
- Course Fees *including On-Line CPD*
- Merchandise
- Service Fees e.g. *postage and administration fees*

Instances where it is considered acceptable for a refund to be processed include:

- identified overpayments for goods and services
- an error has been made by ACN
- products and services that do not match what was shown at the time of purchase

- products and services that do not deliver what they are supposed to deliver.
- exceptional circumstances supported by documentation.

Instances where ACN will not provide a refund include:

- where a member/customer/client changes their mind
- where the member/customer/client decides later they can't afford the products/services
- where the member/customer/client finds alternative products/services at a more competitive price
- incorrect choice of product/service by the member/customer/client.
- past Census Date for education programs with a Census Date.

All requests for refunds must be;

- made in writing (letter, facsimile or email) with supporting documentation where required e.g. invoice/receipt as proof of payment, Medical Certificate where required.
- approved by an Executive Manager or the CEO to the level of their delegated authority.

Principles that underpin this policy and procedure are:

- When a request for refund is received, an assessment of the reason given for the refund will be considered on its individual merits by the cost centre manager and approved as required by the Delegations Manual.
- The request for refund must be reviewed against any contractual agreements that may be applicable, to determine any ACN obligations, conditions or restrictions.

Refunds will be processed within 14 days by Finance upon receipt of a request for refund form and will normally be made by EFT except in the case of a payment originally made by credit card. In that instance the refund will be made by credit card. Refund by cheque will only be made where there are extenuating circumstances.

## **Education**

### ***Higher Education and Training and Assessment (HE & TA)***

- All courses and programs are subject to a non-refundable administration 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 be assessed and granted on a case by case basis for extenuating circumstances in accordance with the Student Management Policy.

### ***Australian Students Tuition Assurance Scheme (ASTAS)***

ACN maintains a tuition assurance scheme (TAS) to safeguard students in the event of ACN becoming insolvent and are unable to return fees paid in advance. The TAS will source similar training to allow the affected participants to complete their studies without further financial burden. However if the student cannot be placed, the TAS will make refunds.

## **Events and CPD Short Courses**

Refunds requested for registrations will be conditional on the registration *terms and conditions* set by ACN which can be accessed on the registration site.

## **Cancellations**

Cancellation of a registration must be by letter or email. Refunds will apply as follows:

- > If a cancellation notice is received more than 21 days prior to the event or short course a refund will be processed less an administration fee of \$75.00.
- > If a cancellation notice is received less than 21 days prior to an event or short course no refund will be given.

## **Substitutions**

- > Substitutions are permitted with the prior written (eg email/letter from the person who is registered) agreement of ACN.
- > Substitutions made during the event require written permission from the original attendee and prior payment of any additional charges.
- > Attendees are not allowed to share a registration.

## **Payment**

- > ACN reserves the right to refuse attendance to individuals who have not paid in full for their registration.
- > All registration payments must be received no later than three days prior to the event or short course.
- > Payments for early bird attendees must be received no later than fourteen days after the early bird registration has closed. If early bird fees have not been received by ACN by 5.00pm on that day, advance fees apply.

## **Exhibitors**

The following information provides a guide to refunds as an exhibitor at an event, conditional on terms of agreement between ACN and third party, e.g. caterer's terms, venue hire terms, booth build terms etc., which may vary from event to event;

- Cancellations made more than 12 weeks from commencement of the event will receive a full refund less an administrative fee of \$100
- Cancellations received between four weeks and 12 weeks from the commencement of the event will incur a fee of 25% of the total booking made
- No refund will apply to cancellations received less than four weeks prior to the event
- Should an exhibitor who received a discount for exhibiting at several events cancel their attendance at one or more events, the exhibitor will be liable for the full pre-discounted rate per expo plus the cancellation fee applicable

## **Membership**

- Membership fees will not normally be refunded unless there are extenuating circumstances.
  - The request must be submitted in writing to the Membership Services team.
  - In some instances an approved refund will attract an administration fee. The administration fee is equivalent to two months membership fee. This will be determined by Membership and approved by the Executive Manager.

## **PROCEDURE**

Once a request for refund has been received, a request for refund form is to be completed by the relevant business unit within five business days.

The process is as follows:

- Staff in the business unit complete the Request form, and attach all related supporting documentation where required, such as Medical Certificate, a copy of the original tax invoice/receipt evidence that payment has been received and banked, etc and they forward them for approval to the relevant Executive Manager.
- Accounts receive the approved form and supporting documentation and:
  - stamps the date received
  - verifies that the item number and budget centre shown on the form are correct
  - processes the refund

### **Payment Method**

- Credit card - where a Credit Card (or Direct Deposit) payment has been made, the refund will be processed using the same payment method. If the refund attracts an administration fee this will be deducted prior to the refund being processed.
- EFT - the refund will be processed. If the refund attracts an administration fee, this will be deducted prior to the refund being processed.
- The individual or organisation receives confirmation of the refund.

**Related Policies and Procedures**

[PRD.4 Delegations Manual](#)

[PRD.6 Schedule of Fees](#)

[E.1.3 Student Management Policy](#)

**Related Forms**

[FIN002 Request for Refund/Credit Note/Cancelled Invoice/Transfer Funds ONLINE](#)

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