



Code and Number	C.4.3
Title of Document	Cancellations and Refunds

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. Professional Services

1.1 Membership

1.2 Merchandise

1.2.1 ACN reserves the right to withdraw or cancel a product from the market anytime. The relevant administrative staff will provide adequate notification.

1.2.2 In instances where ACN has withdrawn the product, a refund will be issued for orders received and paid for.

2. Events and face-to-face CPD Short Courses

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

2.1 In this instance, a full refund will be offered to delegates.

2.2 Wherever possible, the area responsible for the event will endeavour to notify all internal and external event participants appropriately and in a timely manner.

3. Face to face Leadership Programs

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

3.1 In this instance, a credit will be provided to delegates for future course enrolment.

3.2 Wherever possible, the area responsible for the event will endeavour to notify all internal and external event participants appropriately and in a timely manner.

REFUNDS

Generally, ACN does not give refunds for:

- Membership fees
- Affiliate program fees
- Online CPD courses or online webinars
- Merchandise
- Service fees, e.g. postage and administration fees

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

- identified overpayments for goods and services.
- ACN has made an error.
- 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 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.

All requests for refunds must be:

- made in writing (letter or email) with supporting documentation where required e.g. invoice/receipt as proof of payment, medical certificate where required.
- Refer to the ACN Delegations Manual regarding details of limits / amounts relevant to the level of their delegated authority.
- extenuating circumstances may apply in medical, family, personal or employment-related circumstances beyond the person's control. Supporting documentation may be requested to demonstrate extenuating circumstances, which may include:
 - a statutory declaration or personal statement
 - an official letter from a relevant source/authority
 - a medical certificate or specialist report
 - any other documentation not listed above is at the discretion of the Director of the business unit.

The principles that underpin this policy and procedure are:

- when a request for a refund is received, an assessment of the reason given for the refund will be considered on its merits as approved by the Delegations Manual.
- the refund request must be reviewed against applicable contractual agreements to determine ACN obligations, conditions, or restrictions.

Finance will process refunds within 14 working days upon receipt of a request for a refund online form. Refunds will generally be made by EFT, except in the case of a payment originally made by credit card. In that instance, the refund will be made back to the credit card.

1. Education

1.1 GC course of study/unit of study, Immunisation, and PEC non-award courses

Refer to E.1.14 Course Withdrawal and Refunds for the refund procedures for the above courses.

1.2 Face-to-face CPD Short Courses

1.2.1. Cancellations

Cancellation of a registration must be made in writing by either letter or email.

Refunds will apply as follows:

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

1.2.2. Substitutions

- Substitutions are permitted with the prior written agreement of ACN (e.g. email/letter from the registered person).
- 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.

1.2.3. Payment

- ACN reserves the right to refuse attendance to individuals who have not paid in full for their short course.
- All registration payments must be received no later than three (3) working days before the short course.

1.3 Institute of Leadership Programs

Refunds for Institute of Leadership programs will be conditional on the registration terms and conditions set by the Institute of Leadership at the time of registration. The circumstances of the request for a refund will be taken into consideration.

1.3.1. Deferral of program

- Registered participants may request to defer their registration to the same Institute of Leadership program within 12 months of the program commencement date.

1.3.2. Cancellations

- Cancellation of a registration must be made in writing by either letter or email. Refunds will apply as follows:
 - If a cancellation notice is received more than 21 working days prior to the commencement of the program a refund will be processed less an administration fee of \$75.00.
 - If a cancellation notice is received less than 21 working days prior to the commencement of a program no refund will be given.

1.3.3. Substitutions

- Substitutions are permitted with the prior written agreement of the Institute of Leadership (e.g., an email or letter from the registered person), ensuring that the person meets the program's requirements.

1.3.4. Payment

- ACN reserves the right to refuse attendance to individuals who have not paid in full for their registration.

2. Events

Refunds requested for registrations and exhibitions will be conditional on the terms and conditions set by ACN, which can be accessed on ACN's website, www.acn.edu.au/events. The terms and conditions may vary from event to event. Refer to the terms and conditions of each event for guidance on the refund policy.

3. Membership

Membership fees will not usually be refunded unless there are extenuating circumstances.

- The request must be submitted in writing to the Membership team.
- In some instances, an approved refund will attract an administration fee. The administration fee is equivalent to a two-month membership fee. This will be determined by the membership team and approved as required by the Delegations Manual.

PROCEDURE

Once a refund request has been received, a request for refund online form is to be completed by the relevant business unit within five (5) business days.

The process is as follows:

- Staff in the business unit complete the online Request form and attach all related supporting documentation where required, such as a Medical Certificate, a copy of the original tax invoice/receipt, evidence that payment has been received and banked, etc., and forward them for approval to the relevant cost centre manager or director as required by the Delegations Manual.
- Accounts receive the approved request and supporting documentation and:
 - verifies that the item and the required financial information, including system codes 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 before the refund is processed.
 - EFT—The refund will be processed to the bank account provided. If the refund attracts an administration fee, this will be deducted before the refund is 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

E.1.14 Course Withdrawals and Refunds

Policy Owner(s):	Director Customer Experience and Business Performance
Responsibility for Review	Director Education Operations Director Professional Development Director Institute of Leadership Manager - Accounts Customer Experience Manager Affiliate Manager
Ratification	Executive Leadership Team
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