

## FEES AND REFUND POLICY

### 1. Purpose

- 1.1. The purpose of this policy is to outline the circumstances where a refund is available and how to apply for a refund.

### 2. Application and Scope

- 2.1. This policy covers refunds relating to all College activities.

### 3. Process

- 3.1. Fees that may be refunded in part or full are based on the type of activity and the timeframes involved. The refunds applicable for each activity are detailed as an appendix to this policy.
- 3.2. All requests for refunds for any of the activities (including extenuating circumstances) must be by a formal request in writing to [ceo@acrrm.org.au](mailto:ceo@acrrm.org.au).
- 3.3. Refund requests will be responded to within 2 weeks of receipt of the written claim with an outcome of the decision.
- 3.4. Refunds will be issued to the person from whom payment was received unless that person gives written direction to pay the refund to another party.

### 4. Exceptions

- 4.1. A full refund will be paid, or transfer of credit applied, when the College withdraws an offer of placement.
- 4.2. A full refund will be paid, or transfer of credit applied, if the College is unable to provide the program or activity due to unforeseen circumstances or government restrictions.
- 4.3. The College is not liable for any travel and/or accommodation costs associated with a cancellation of a program or activity. Personal or company insurance policies should be referred to in these circumstances.
- 4.4. Where the College is funding the provision of attendance at a course for registrars, a refund will not be issued but the cancellation administration fee will be issued in line with this Policy.
- 4.5. Where an error has been made by the College or a banking facility which results in an overpayment of fees being made, the College may, in consultation with the payer, refund by electronic funds transfer or by refund to the credit card previously provided in the original transaction.

## 5. Document Control Information

### 5.1 Policy Information

<b>Policy Author:</b>	Karyn Gregory Darryl Perkins	<b>Approving Body:</b>	ELT
<b>Status:</b>	Approved	<b>Review period:</b>	Every three years
<b>Policy number and version:</b>	O2: V1.2	<b>Next review date:</b>	1 October 2027
<b>Effective Date:</b>	25 November 2024	<b>Document Location:</b>	ACRRM Administration/Policies/Organisational Policies/Operational policies
<b>Responsible Officer:</b>	GM Corporate Services	<b>Policy System Manager:</b>	Mary Jane Streeton

### 5.2 Document History

Version	Date Approved	Author	Description of revision	Internal Distribution	
				Date	Recipient/s
1.0	June 2016	M Cowie	First edition of the policy		
1.1	Apr 2021	M Cowie	Revised to include new programs	Apr 2021	ELT
1.2	Nov 2024	D Perkins	Revised to include new programs and general updates	Nov 2024	ELT

ACRRM acknowledges Aboriginal and Torres Strait Islander peoples as the custodians of the lands and waters where our members and staff work and live across Australia. We pay respect to their elders, lores, customs and Dreaming. We recognise these lands and waters have always been a place of teaching, learning, and healing.

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## 7. Appendix

### Appendix A

Specific Activity	Sub activity	Transaction	Agreed timeframe	Amount
RMA and College conferences	Attendance	Cancellations Cancellation Substitutions	Up to 8 weeks Within 8 weeks of date Anytime	60% No refund NIL cost
	Sponsorship			No refunds
	Exhibition booths	Cancellation Cancellation Cancellation	UP to 8 weeks 8 - 12 weeks After 12 weeks	50% deposit 75% of 50% deposit No refund
	Satchels/ inserts	Cancellation	anytime	No refund
Membership fees	All	Cancellation	anytime	No refund
CPD Home Essentials	Subscriptions	Cancellation	anytime	No refund
Selection	Application	Cancellation	anytime	No refund
Courses and Workshops	ACRRM Clinical Training courses	Cancellation / withdrawal	Up to 30 days	Full refund minus \$150 admin fee
			After 30 days	No refund

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	ACRRM Clinical Training courses (Funded Participants)	Cancellation / withdrawal	Up to 30 days After 30 days	\$150 admin fee No refund
	ACRRM Fellowship Education Program – 3 day virtual workshop	Cancellation / withdrawal	Up to 30 days After 30 days	\$150 admin fee No refund
	ACRRM Fellowship Education Program – 2 day face to face workshop	Cancellation / withdrawal	Up to 30 days After 30 days	\$150 admin fee No refund
	Mental Health Disorders	Cancellation / withdrawal	Up to 30 days After 30 days After commencement	75% refund 50% refund No refund

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PESCI	Interview	Cancellation / withdrawal	Before interview confirmation Up to 15 days before interview Within 14 days of interview	Full refund minus \$150 admin fee 50% refund No refund
Specialist Pathway (in revised policy)	Paper-Based Assessment Interview	Cancellation / withdrawal	Before interview confirmation Up to 15 days before interview Within 14 days of interview	Full refund minus \$150 admin fee 50% refund No refund
Assessments	MSF	As per CFEP policy	As per CFEP policy	As per CFEP policy
	All assessments (StAMPS, CBD, MiniCEX, MCQ, Mock StAMPS)	Failure to provide necessary documentation Cancellation / withdrawal	By required date Before enrolment close dates After enrolments close	No refund Full refund less \$150 admin fee No refund
Assessment preparation (Funded Participants)	All activities including: Study groups Mock exams FASP support programs	Cancellation / withdrawal	Before enrolment close dates	Full refund less \$150 admin fee
			After enrolments close	No refund

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Independent pathway	RPL fee	Cancellation / withdrawal	Anytime	No refund
	Application fee	Cancellation / withdrawal	After RPL outcome	Full refund
	Enrolment fee	Cancellation / withdrawal	Anytime	No refund
	FASP support program	Cancellation / withdrawal	Anytime	Full refund less \$150 admin fee
	Assessment preparation fee	Cancellation / withdrawal	Before enrolment close dates	Full refund less \$150 admin fee
			After enrolments close	No refund
Training program fee	Cancellation / withdrawal	At commencement of program or as per payment plan	<p>Where a registrar withdraws from the training program and is paying the Training Fee monthly, no refund is available.</p> <p>Where a registrar has paid the Training Fee in full the refund will be the Training Fee pro-rata for the full months remaining of the training term.</p>	

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	Training support fee	Cancellation / withdrawal	Annual or as per payment plan	Pro-rata based on months completed prior to withdrawal / cancellation
		Achieve Fellowship	Annual	Pro-rata based on months completed prior to Fellowship

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