REFUND POLICY

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1. PURPOSE AND SCOPE

The Australasian College for Emergency Medicine (ACEM/the College) requires the payment of fees in relation to the conduct of its various activities. The purpose of this policy is to prescribe the circumstances in which the refund of a relevant fee may be given (either wholly or in part), and whether any such refund is subject to payment of an administration fee.
2. **GENERAL PRINCIPLES**

2.1 **Applications for Refund**

All applications for a refund of fees paid to the College must be submitted to ACEM in writing on the prescribed form (where applicable) and within the timeframe prescribed by this policy or any other applicable policy or regulation for the relevant fee. Such applications must include relevant details as specified on the relevant application form.

All applications will be considered on a case-by-case basis.

**Late applications**

Any person who fails to submit an application for a refund within the specified timeframe will not be eligible for any refund unless they can demonstrate, to the satisfaction of the College:

(a) that exceptional circumstances prevented them from meeting the specified timeframe, or

(b) that they are enduring financial hardship.

See clause 2.5 for further information.

2.2 **Administration Fee**

An administration fee (the amount/s of which is determined by the Board) will be deducted from the amount that is to be refunded, except where this policy allows the administration fee to be waived.

2.3 **Manner of making Refund**

(a) A refund will only be made to the same person or party from whom the payment was received.

(b) All refunds will be made in Australian dollars.

(c) If the original payment was made by credit card, the relevant amount will be refunded to that same credit card, provided that the refund was approved no later than three (3) months after the initial payment. In all other cases, all refunds will be processed by cheque, except where transference of the fee is permitted by this policy.

(d) Where an error has been made by ACEM which results in a person making an overpayment, ACEM will refund the full amount of the overpayment within two (2) working days of becoming aware of the overpayment. All other approved refunds will be paid, or any approved transference of fees effected, within 28 days of the date the request for a refund is approved.

2.4 **Transference of Fees**

A person whose application for refund of any particular fee has been approved may receive a direct refund of the amount in question. The refund amount may not be transferred towards payment of any other fee owed or owing to the College in lieu of a refund, except where specifically allowed by this policy.

2.5 **Exceptional Circumstances / Financial Hardship**

Where exceptional circumstances or financial hardship can be demonstrated to the satisfaction of the College, a person who makes a late application for a refund (ie. outside the specified timeframe) may be permitted a refund of the fee in question (in full or pro-rata) and/or a waiver of the administration fee.
Exceptional circumstances

The following clauses of the ACEM Exceptional Circumstances and Special Consideration Policy apply also to the operation of this policy:

- Clause 3 – Exceptional Circumstances
- Clause 3.1 – Grounds for Exceptional Circumstances, and
- Clause 3.2 – Circumstances which do not constitute grounds for special consideration.

3. ELIGIBILITY FOR REFUND

Subject to clause 2 of this policy, a refund of payment of specified fees is available to the extent allowed by this clause 3.

3.1 Specialist Training Program Fees

(a) Trainee Enrolment Fee

Payment of the trainee enrolment fee may be refunded to a person who withdraws an application for enrolment in the specialist training program, provided that:

- The College is notified in writing (on the prescribed form) of the withdrawal of the application, and
- The notification of withdrawal reaches the College either:
  - before the application is formally accepted by the College, or
  - within 28 days of formal acceptance of the application.

Waiver of administration fee: The administration fee will be waived where notification is made prior to formal acceptance of the application for enrolment.

Transference of fee: In lieu of a refund, the trainee enrolment fee may be transferred towards payment of the enrolment fee for the ACEM emergency medicine certificate or diploma course (as applicable), provided that:

- the person has requested the transference in writing, and
- he/she has applied for enrolment in the certificate or diploma course (as applicable) within 28 days of withdrawal from the specialist training program.

Otherwise, the amount will be refunded pursuant to clause 2.3 of this policy.

(b) Annual Training Fee

(i) Withdrawal from specialist training program

Payment of the annual training fee may be refunded to a person who withdraws from the specialist training program, provided that:

- The College is notified in writing (on the prescribed form) of the withdrawal, and
- The notification of withdrawal is received by the College within 28 days of the due date for payment of the fee.

Waiver of administration fee: The administration fee will be waived where the fee was paid prior to the due date for payment.
Transference of fee: In lieu of a refund, the annual training fee may be transferred towards payment of the enrolment fee for the ACEM emergency medicine certificate or diploma course (as applicable), provided that:
- the person has requested the transference in writing, and
- he/she has applied for enrolment in the certificate or diploma course (as applicable) within 28 days of withdrawal from the specialist training program.

Otherwise, the amount will be refunded pursuant to clause 2.3 of this policy.

(ii) Grant of concession

A pro-rata refund of the annual training fee may be given to a person who, subsequent to payment of the annual training fee, has been granted a concession in relation to the year to which the fee relates.

3.2 ACEM Examination Fees

Payment of any examination fee will not be refunded if the candidate fails to present for the relevant examination.

(a) Primary Examination Fee

Payment of the primary examination fee may be refunded to a person who withdraws from a primary examination (written or clinical), provided that:
- The College is notified in writing (on the prescribed form) of the withdrawal from the relevant examination, and
- The notification of withdrawal is received by the College by no later than the closing date for acceptance of applications for the examination in question.

(b) Fellowship Examination Fee

Payment of the fellowship examination fee may be refunded to a person who withdraws from a fellowship examination (written or clinical), provided that:
- The College is notified in writing (on the prescribed form) of the withdrawal from the relevant examination, and
- The notification of withdrawal reaches the College by no later than the closing date for acceptance of applications for the examination in question.

3.3 SIMG assessment fees

(a) Assessment of comparability (specialist recognition)

(i) Initial assessment fee

This fee is not refundable.

(ii) Incomplete application fee

This fee is not refundable.

(iii) Structured Interview Fee

Payment of the structured interview fee may be refunded (in full or in part, as determined by the College), provided that:
- The College is notified in writing of either:
> withdrawal from the entire assessment process, or
> postponement of the interview to a later date

* The notification of withdrawal or postponement (as appropriate) reaches the College at least 28 days prior to the date scheduled for the interview.

3.4 Certificate and Diploma Training Fees

Payment of the enrolment fee in an ACEM certificate or diploma course may be refunded to a person who withdraws an application for enrolment in one of those courses, provided that:

* The College is notified in writing (on the prescribed form) of the withdrawal of the application, and
* The notification of that withdrawal is received by the College either:
  > before the application is formally accepted by the College, or
  > within 28 days of formal acceptance of the application.

**Waiver of administration fee:** The administration fee will be waived where notification is made prior to formal acceptance of the application for enrolment.

**Transference of fee:** In lieu of a refund, the certificate/diploma enrolment fee may be transferred towards payment of the enrolment fee for the specialist training program, provided that:

* the person has requested the transference in writing, and
* he/she has applied for enrolment in the ACEM specialist training program within 28 days of withdrawal from the specialist training program.

Otherwise, the amount will be refunded pursuant to clause 2.3 of this policy.

3.5 Fellowship Fees

(a) Fellowship Application Fee

Payment of the fellowship application fee may be refunded to a person who has applied for election to Fellowship, provided that:

* The College is notified in writing (on the prescribed form) of the withdrawal of the application, and
* As at the date the application for a refund is received by the College, Fellowship of ACEM has not been conferred on the applicant by the Board (or approved delegate).

(b) Annual Fellowship Subscription

(i) Relinquishment of fellowship

Payment of the annual fellowship subscription may be given to a person who formally relinquishes their membership as a Fellow, provided that:

* The College is notified in writing (on the prescribed form) of relinquishment of fellowship, and
• The notification of relinquishment is received by the College within 28 days of the due date for payment of the subscription.

(ii) Grant of exemption or concession

Payment of the annual fellowship subscription may be made (in full or pro-rata, as applicable) to a person who, subsequent to payment of the subscription, has been granted either an exemption or a concession in relation to the whole or part of the period to which the fee relates.

Calculation of refund: The amount of the refund will be calculated as of the date the exemption or concession came into effect.

4. ASSOCIATED DOCUMENTATION

• CF339 Application for Refund form
• PE184 Withdrawal from the Primary Examination form
• FE156 Withdrawal from the Fellowship Examination form

5. DOCUMENT REVIEW

Timeframe for review: every two (2) years, or earlier if required.

5.1 Responsibilities

Document authorisation: ACEM Board
Document implementation: Director of Operations
Document maintenance: Manager Governance / Finance Manager

5.2 Revision History

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<th>Version</th>
<th>Date of Version</th>
<th>Pages revised / Brief Explanation of Revision</th>
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<tr>
<td>v1</td>
<td>Jun-2013</td>
<td>Approved</td>
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<tr>
<td>v2</td>
<td>Jul-2015</td>
<td>Change to annual training fee refund – election to Fellowship.</td>
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<tr>
<td>v3</td>
<td>Jun-2016</td>
<td>General revision</td>
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<td>V4</td>
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