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## 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.

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## **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 relevant to the fee in question. Such applications must include relevant details as specified on the applicable application form or as required under the applicable policy/regulation.

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 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 FACEM Training Program Fees

#### (a) Selection Application Fee

Payment of this fee is non-refundable.

#### (b) Trainee Entrance Registration Fee

Payment of the trainee entrance registration fee may be refunded to a person who withdraws an application for enrolment in the FACEM Training Program, provided that:

- The College is notified in writing of the withdrawal of the application, and
- The notification of withdrawal reaches the College prior to the start of the medical training year that they are commencing.

**Waiver of administration fee:** The administration fee will be waived where notification is received within the prescribed timeframes.

**Transference of fee:** In lieu of a refund, the trainee entrance registration fee may be transferred towards payment of the program fee for the ACEM Emergency Medicine Certificate, Diploma or Advanced Diploma courses (as applicable), provided that:

- the person has requested the transference in writing, and
- the withdrawal from FACEM Training Program occurs within 28 days of commencement of FACEM training.
- the person has applied for enrolment in the Emergency Medicine Certificate, Diploma or Advanced Diploma Training Program (as applicable) within 28 days of withdrawal from the FACEM Training Program.

Otherwise, the amount will be refunded pursuant to clause 2.3 of this policy. Any fees remaining following the transference of fees will be refunded to the trainee, no fees will be held in credit.

#### (c) Annual Training Fee

##### (i) Withdrawal/Removal from the FACEM Training Program

Payment of the annual training fee may be refunded to a person who withdraws from the FACEM Training Program, provided that the College is notified in writing (on the prescribed form) of the withdrawal or the individual is removed from the training program through College processes.

The amount of the annual training fee that will be refunded is outlined in the Table below;

<b>Notification of Withdrawal Received by the College/Removal from the training program</b>	<b>Amount refunded of total amount paid</b>
Invoice Date* to 31 December (inclusive)	100%
1 January – 31 January (inclusive)	75%
1 February – 30 April (inclusive)	50% (incl of late lodgement fee paid)
1 May – 30 June (inclusive)	25% (incl of late lodgement fee paid)
1 July onwards	No Refund

\*From the date of the invoice for the applicable year.

**Waiver of administration fee:** The administration fee will be waived.

**Transference of fee:** In lieu of a refund, a percentage of the annual training fee, as outlined above may be transferred towards payment of the program fee for the ACEM Emergency Medicine Certificate, Diploma or Advanced Diploma courses (as applicable), provided that:

- the person has requested the transference in writing, and
- the person has applied for enrolment in the Emergency Medicine Certificate, Diploma or Advanced Diploma Training Program (as applicable) within 28 days of withdrawal from the FACEM Training Program.

Otherwise, the amount will be refunded pursuant to clause 2.3 of this policy. Any fees remaining following the transference of fees will be refunded to the trainee, no fees will be held in credit.

#### **(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.

**(c) Diploma of Pre-Hospital and Retrieval Medicine (DipPHRM) Examination Fee**

Payment of the DipPHRM examination fees may be refunded to a person who withdraws from an examination (written or practical), 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) 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 dateand
- The notification of withdrawal or postponement (as appropriate) reaches the College at least 28 days prior to the date scheduled for the interview.

**(b) Area-of-need Assessment Fee and Concurrent Assessment Fee**

Payment of the fee is not refundable.

**(c) Specialist-in-training Assessment Fee (Short-term Training)**

Payment of the fee is not refundable.

**(d) Annual Registration Fee**

Payment of this fee is not refundable. In lieu of a refund, the Annual Registration fee may be transferred towards payment of the application fee for Election to Fellowship, provided the applicant is eligible for Election to Fellowship.

### **3.4 Emergency Medicine Certificate and Diploma Training Program Fees**

Payment of the program fee in an ACEM Emergency Medicine Certificate, Diploma or Advanced 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 of the withdrawal of the application within the timeframes specified below.

The amount of the training program fee that will be refunded is outlined below;

Notification of Withdrawal Received by the College	Amount refunded of total amount paid
Prior to enrolment start date	90%
Within 1 month of enrolment start date	75%
Within 2 months of enrolment start date	50%
Within 3 months of enrolment start date	25%
After 3 months of enrolment start date	No Refund

**Waiver of administration fee:** The administration fee will be waived.

**Transference of fee:** In lieu of a refund, a percentage of the Emergency Medicine Certificate, Diploma or Advanced Diploma program fee as outlined above may be transferred towards payment of the trainee entrance registration fee and annual training fee for the FACEM Training Program, provided that:

- the person has requested the transference in writing, and
- the person has withdrawn from the Emergency Medicine Certificate, Diploma or Advanced Diploma Training Program and applied to enrol into the FACEM Training Program within 28 days of receipt of an invitation to enrol into the FACEM Training Program.

Otherwise, the amount will be refunded pursuant to clause 2.3 of this policy. Any fees remaining after the transference of fees will be refunded to the trainee, no fees will be held in credit.

### 3.5 Diploma of Pre-Hospital and Retrieval Medicine Fees

Payment of the program fee in the Diploma of Pre-Hospital and Retrieval Medicine program may be refunded to a person who withdraws an application for enrolment, provided that the College is notified in writing (on the prescribed form) of the withdrawal of the application

The amount of the program fee that will be refunded is outlined below;

Notification of Withdrawal Received by the College	Amount refunded of total amount paid
Prior to enrolment start date	90%
Within 1 month of enrolment start date	75%
Within 2 months of enrolment start date	50%
Within 3 months of enrolment start date	25%
After 3 months of enrolment start date	No Refund

**Waiver of administration fee:** The administration fee will be waived.

### 3.6 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) Retirement**

A refund of 50 per cent of the annual Fellowship subscription paid may be refunded to a Fellow who formally retires from practice, including related activities such as teaching and examining, as a specialist emergency physician, provided that:

- the College is notified in writing (on the prescribed form) of retirement from practice as a specialist emergency physician, and
- the declaration concerning retirement is received by the College by 31 December of the year in which the annual Fellowship subscription is due and payable.

**(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.

Fellows should also consult the College document, *Member Subscriptions Policy* (CF360) in relation to information regarding exemptions or concessions of annual subscriptions.

**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
- CF360 Member Subscriptions Policy
- 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: Executive Director of Corporate Services  
Document maintenance: Manager Finance

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## 5.2 Revision History

Version	Date of Version	Pages revised / Brief Explanation of Revision
v1	Jun-2013	Approved
v2	Jul-2015	Change to annual training fee refund – election to Fellowship.
v3	Jun-2016	General revision
v4	Mar-2017	Change to primary examination refund
v5	June-2021	Revised extensively throughout