

# Fees and Refund Policy and Procedures for Professional Development Courses

## POLICY

This policy only applies to professional development courses offered by the College of Complementary Medicine (CCM) which are not recognised under the Australian Qualification Framework (AQF).

This policy does not apply to qualifications recognised under the AQF, stakeholders must refer to *Policy and Procedure Manual – External*, available on CCM's website [www.complementary.com.au](http://www.complementary.com.au)

Reservations cannot be made for CCM professional development courses, rather, payment in full is required to secure a place. To secure a place, the full amount must be paid through the online payment system.

Refunds for professional development courses will be refunded or transferred as follows:

1. A full refund of fees will be made if CCM cancels a professional development course. Participants will be informed seven days prior to the commencement of the course and refunds will be issued within 28 days of cancellation of the course;
2. A refund of fees, minus a \$30 administration fee, will be paid where a professional development course participant provides written notification of their wish to withdraw from the course more than 14 days prior to commencement. The refund will be issued within 28 days of withdrawal from the course;
3. A participant may transfer the fees paid to an alternative professional development course where the participant provides written notification that they wish to withdraw from a course more than seven days prior to commencement. The transfer of fees is valid for 6 months after the date of withdrawal, after which time the any course fees paid are forfeited; and
4. No transfer of fees will be made if a withdrawal is received within seven days of the course commencement date.

The date which CCM receives a written notification (email or post) for a withdrawal is the effective date for the purposes of determining whether a refund is payable or whether a participant may transfer fees to an alternative course.

## PROCEDURES

Where a refund applies, the participant must include instruction for refunding fees paid in their written notification for withdrawal. The refund is paid to the applicant, unless otherwise requested, and may be paid by cheque and sent to the student's address, or deposited into a personal bank account where relevant details are provided.

Where a transfer of fees applies, participants should include which course they wish the fees to be transferred to in their written notification for withdrawal.

### Related policies, procedures and forms

- *Policy and Procedure Manual - External*

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