

**Australian College of  
Rural & Remote Medicine**  
WORLD LEADERS IN RURAL PRACTICE



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## Refund Policy

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### 1. Purpose

The purpose of this policy is to outline the process and procedures for claiming refunds for all college wide activities.

This policy covers refunds relating to:

- a) Delegate registrations for any College coordinated conference;
- b) Sponsorship and exhibition booths at any College coordinated conference;
- c) Membership;
- d) Pre-employment Structured Clinical Interview (PESCI);
- e) College administered courses and workshops including but not limited to Primary Care Dermatology, Mental Health Disorders training for Rural Practitioners, Ultrasound, Cultural Awareness, Rural Emergency Skills Training (REST), Rural Emergency Obstetrics Training (REOT) and Advanced Life Support (ALS) courses;
- f) Independent Pathway;
- g) Assessment for Primary Rural & Remote Training (MSF, MiniCEX, MCQ, StAMPS & StAMPS Coaching);
- h) Assessment for Advanced Specialised Training (MiniCEX, Project & StAMPS).

### 2. Related documentation

This policy should be read with reference to the following related documents:

- Conference delegate registration forms
- Conference sponsorship/exhibition application forms
- Refund Policy : Pre-employment Structured Clinical Interview (PESCI)
- Enrolment forms for College administered courses and workshops
- Independent Pathway Fees Schedule and Policy
- Assessment Enrolment Application Form
- Enrolment Application Form for Advanced Specialised Training

### 3. General Policy

There are certain principles in relation to providing refunds which apply regardless of the type of activity. These are as follows:

- If a person is requesting a refund for any of the activities listed above they must make a formal request in writing to the Chief Executive Officer, ACRRM, GPO Box 2507, Brisbane QLD 4001.
- All refund requests approved by the CEO will be paid within 2 weeks of receipt of the written claim.
- A full refund will be due when the College withdraws an offer of placement or if the College is unable to provide the program or activity.
- 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. Specific Activity Based Policy

There are some principles which are specific based on the type of activity being undertaken.

### 4.1 RMA and other College coordinated Conferences

- Conference delegate registrations (including social events and optional workshop registrations) Cancellations made up to 8 weeks before the RMA conference commences will receive a 60% refund. Substitutions, however, may be made at any time without penalty. Confirmed registrants who do not attend the conference, or who cancel less than 8 weeks before the commencement of the conference are not entitled to any refund. Cancellation must be confirmed in writing within this timeframe.

A full refund will be due in the event that the conference is cancelled.

- Sponsorship  
Full payment for sponsorship packages must be paid within 14 days of submitting the booking form to secure bookings. If payment is not received within this time, the booking will be released for resale. Cancellation of a sponsorship package will result in a nil refund.
- Exhibition Booths  
A deposit of 50% of the total fee for all booth bookings must be made within 14 days of submitting the booking form to secure bookings. If a deposit is not received within this time, the booking will be released for resale. The final 50% is due 8 weeks prior to the event.

Cancellations made up to 12 weeks before the conference commences will receive a refund of 75% of the 50% deposit. No refund will be made for any cancellations received after this period. Cancellation must be confirmed in writing within this timeframe.

- Satchel Inserts/Ads  
No refunds will be paid for satchel inserts or advertisements if material is not received by the dates specified in the advertising and satchel insert kits.

A full refund will be due in the event that a conference or event is cancelled.

### 4.2 Membership Fees

Membership fees, once paid and processed, are not refundable other than in exceptional circumstances.

Where an error has been made by the College or a banking facility which results in an overpayment of the membership fee being made, the College may, in consultation with the member, refund by electronic funds transfer or by refund to the credit card previously provided in the original transaction.

### 4.3 Courses and Workshops

This applies to all courses and workshops run by the College and include but not limited to: Primary Care Dermatology, the Mental Health Disorders training for Rural Practitioners, Ultrasound, Cultural Awareness, Rural Emergency Skills Training (REST), Rural Emergency Obstetrics Training (REOT) and Advanced Life Support (ALS) courses.

Primary Care Dermatology

#### Practical Module

- A partial refund of 75% of fees will be made if cancellation occurs more than 30 days before commencement of a practical module (face-to-face workshop or clinical experience module). Cancellation must be confirmed in writing within this timeframe.

- A partial refund of 50% of fees is available if cancellation occurs less than 30 days before a practical module commences and before the first day of training. Cancellation must be confirmed in writing within this timeframe.
- No refund will be made if you withdraw after commencement of a practical module.
- A full refund will be due if the College is unable to provide the program.

#### Online Module

- No refund of fees will be made once you enrol in an online module.

#### REST, REOT, ALS, Ultrasound and other College coordinated courses and workshops

- A refund minus a \$100 administration fee will be payable if cancellation occurs 30 days prior to commencement of the workshop
- If cancellation occurs less than 30 days prior to the commencement of the workshop there will be no refund provided. Cancellation must be confirmed in writing within this timeframe.
- A full refund will be due if the College is unable to provide the course.

#### Mental Health Disorders Training for Rural Practitioners

- If cancellation occurs prior to 30 days of the first online session a 75% refund of course fees will be made. Cancellation must be confirmed in writing within this timeframe
- If withdrawal occurs less than 30 days of the first online session a refund of course fees will be made less 50%.
- No refund is due where a participant withdraws once the course commences.
- A full refund will be due if the College is unable to provide the course.

#### **4.4 Pre-employment Structured Clinical Interview (PESCI)**

- A partial refund of 50% will apply where an applicant withdraws from assessment 15 days or more prior to the notified interview date.
- No refund will be made where an applicant withdraws from the process 14 days prior to the notified interview date.
- A full refund will be due if the College is unable to provide the interview.

#### **4.5 Assessment**

- Assessment for Primary Rural & Remote Training (MSF, MiniCEX, MCQ, StAMPS & StAMPS coaching)
  - a. For the MCQ, MiniCEX and StAMPS, failure to provide ACRRM with requested information/documentation by the dates specified will result in you being denied participation in the examination and you will not receive a refund.
  - b. If you withdraw from a MSF at any time, no refund will be made.
  - c. A full refund will be made to you if you withdraw in writing from a MCQ, MiniCEX, StAMPS or StAMPS coaching, prior to the enrolment closing date.
  - d. If you withdraw from a MCQ, MiniCEX, StAMPS or StAMPS coaching after the enrolment closing date, no refund will be made unless extenuating circumstances prevail. In extenuating circumstances, a written explanation is required for a partial or full refund to be considered. This will be considered on a case by case basis and will be dependent upon the administrative time spent in organising the assessment prior to the withdrawal from the assessment.

- Assessment for Advanced Specialised Training (MiniCEX, Project & StAMPS)
  - a. For the MiniCEX and StAMPS, failure to provide ACRRM with requested information/documentation by the dates specified will result in you being denied participation in the examination and you will not receive a refund.
  - b. If you withdraw from a MiniCEX or project at any time, no refund will be made.
  - c. A full refund will be made to you if you withdraw in writing from a StAMPS assessment, prior to the enrolment closing date.
  - d. If you withdraw from StAMPS after the enrolment closing date, no refund will be made unless extenuating circumstances prevail. In extenuating circumstances, a written explanation is required for a partial or full refund to be considered. This will be considered on a case by case basis and will be dependent upon the administrative time spent in organising the assessment prior to the withdrawal from the assessment.

#### 4.6 Independent Pathway

- Recognition of Prior Learning Fee (RPL) is non-refundable.
- Application Fee is refundable if you decide to withdraw your application following RPL outcome.
- The Enrolment and Membership Fee is non-refundable.
- The Training Fee must be paid for each year that a registrar is enrolled and participating in the structured education program on the Independent Pathway. Registrars are required to pay 25% of this fee at the time of accepting a place on the Independent Pathway. This payment is non-refundable should the registrar decide to withdraw.
  - a) Where a registrar withdraws from the training program and is paying the Training Fee monthly, no refund is available.
  - b) Where a registrar has paid the Training Fee in full the refund will be 75% of the Training Fee prorata for the remaining months of the training term.
- Assessment preparation program fee is non-refundable.
- A full refund will be due when an offer of placement is withdrawn or if the College is unable to provide the program.

Approved:	
Review Date:	
Revision History:	