



ACIPC

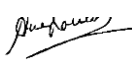
Australasian College
for Infection Prevention and Control

EVENT and EDUCATIONAL COURSE REGISTRATION and REFUND POLICY

For

ACIPC EDUCATIONAL EVENTS, FOUNDATIONS OF INFECTION PREVENTION AND CONTROL and OTHER ONLINE CERTIFICATE COURSES

DOCUMENT MANAGEMENT

Version	Date	Submitted By	Position	Signature
2.0	September 2019	Sue Loucks	Executive Manager	
Authorised by: EMT			Meeting Date: September 2019	

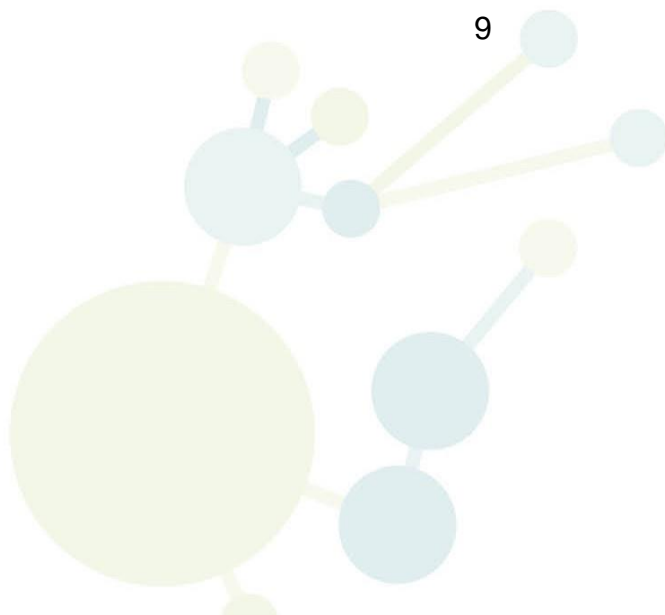
REVISION HISTORY

Version	Date	Additions/Amendments	Author	Reviewed By
1.0	2016			
2.0	2020	Change to payment plan information as direct debits introduced May 2020	Sara Kirby Office Manager	Executive Management Team



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1. BACKGROUND

The Australasian College for Infection Prevention and Control (ACIPC) is the peak body for Infection Prevention and Control professionals in the Australasian region. We are the voice for infection prevention and control professionals focused on providing leadership and promoting education and evidence-based practice outcomes for a healthy community.

Education and research are key focus areas of ACIPC and our educational programs and events enable members and non-members to undertake education and identify areas for research that will lead to increased knowledge, evidence-based education and practice and improved health care worker safety and importantly patient outcomes.

The purpose of this policy is to provide a standardised, transparent approach to ACIPC event and course registration, payment, cancellation, withdrawal, deferral and refund of registrant payment to both ACIPC members and non-members.

This policy is to be read in conjunction with the applicable registration fees and course or event information published on ACIPC website.

2. SCOPE

This policy applies to registration, payment, cancellation, withdrawal, deferral and refunds for ACIPC educational Events, Foundations of Infection Prevention and Control Course and Other Online Courses.

3. DEFINITIONS

ACIPC	Australasian College for Infection Prevention and Control
Census Date	Four weeks after Foundations of Infection Prevention and Control or other Online Certificate Courses commences
Course	Foundations of Infection Prevention and Control or other Online Certificate Courses
EFT	Electronic funds transfer
EMT	Executive Management Team (comprising ACIPC President, Past President and President-Elect)
Event	A face-to-face event (which may or may not include capacity for live streaming), maybe a few hours to a few days



FIPC	Foundations of Infection Prevention and Control Course
Online Certificate Course	Any course delivered online over two or more sessions and provides a Certificate of Completion
Registrant	Any person registering for an ACIPC event or course
Student	Any person enrolled into FIPC or other Online Certificate Course

4. LEGAL AND POLICY FRAMEWORK

This policy will be published on the ACIPC website. All Event registrants and Course students must agree to the Terms and Conditions prior to registering and paying for an event or educational course.

5. POLICY STATEMENT

The registration fees do not include insurance of any kind. Registrants are advised to consider personal insurance, including cover for travel, accommodation, and personal possessions in the event of attending a face-to-face activity. ACIPC does not cover individuals against the cancellation or postponement of an Event or educational course or for theft or damage to belongings. ACIPC reserves the right to cancel or postpone an activity.

6. REGISTRATION

Registration is completed online with payment of either the Member Registration Fee or the Non-Member Registration Fee as posted on the ACIPC website. Non-member registration for the FIPC and other Online Certificate Courses includes ACIPC membership for the remainder of the membership year.

Late registrations for FIPC and other Online Certificate Courses will be accepted up to two weeks after commencement of the course.

7. PAYMENT

All prices quotes are in Australian Dollars (AUD\$) and include a 10% GST.

Credit Cards accepted are Visa and MasterCard.

EFT payments: Please include the EFT reference shown on your ACIPC Tax Invoice when submitting an EFT and email the details including date, amount and your bank's reference to the ACIPC Secretariat to admin@acipc.org.au.

Payment for Events can be made in either of the two following methods:



- a) Online during registration process by credit card
- b) EFT to be paid in full a minimum of 7 days PRIOR to event commencement

Payment for FIPC and other Online Certificate Courses can be made in any one of three following methods:

- c) Online during registration process by credit card
- d) EFT to be paid in full a minimum of 7 days PRIOR to course commencement
- e) International students may make payments using SWIFT international banking – details provided as needed
- f) Payment plan instalments. Payment plan instalments may be by either 5 or 10 equal payments made fortnightly EFT with at least 20% of total course fees paid a minimum of 7 days PRIOR to course commencement and payment plan to be completed by mid-way through the course.

Payment Plans for FIPC and other Online Certificate Courses

Students wishing to enter into a payment plan agreement must complete the Payment Plan set up process outlined in the ACIPC FIPC Payment Plan Letter (template at Appendix 1) and select either 5 Payments over 5 fortnights or 10 payments over 10 fortnights. Entering into a payment plan requires agreement to pay the entire amount owing including complying with Withdrawal financial penalties.

Students who have entered into a payment plan agreement and subsequently defer to another course in line with Clause 10 of this Policy, will have the fees already paid transferred to the next course and their payment plan recommenced when the next course opens for registration.

Payment Plans Arrears

Being in arrears by two or more payment plan instalments will result in the student being withdrawn from the course. In this instance, ACIPC will not refund payments and any amounts owing in line with Clause 9 Withdrawals will be due and payable. Contact with the Education Officer to negotiate a better way forward would be preferable to withdrawal by ACIPC for non-payment of Payment Plan Instalments.

Payment plans may be paid out in full early at the students' discretion.

Late registrations for FIPC and other Online Certificate Courses entering into a payment plan must pay a minimum of 25% of the full fee at the time of registration.

8. CONFIRMATIONS and TAX INVOICES

A confirmation with a PDF Tax Invoice will be emailed automatically when registration is submitted. Receipt for payment by credit card will be attached. If paying by EFT/bank transfer (in full a minimum of 7 days PRIOR to Event or Course commencement) an invoice will be emailed to the registrant with payment due within 14 days. Students paying



by Payment Plan for FIPC and other Online Certificate Courses will receive a Tax Invoice when all payments have been received.

9. CANCELLATION

Registration for Events or Courses can be cancelled up to 7 days PRIOR to an Event or Course commencement. For payments made by credit card there will be no financial penalty and a full refund will be issued. For payments made by EFT a 4% administration fee will be applied, and a refund of remaining monies will be issued. Refunds will be made within 30 days of written cancellation notification. Cancellation notification must be confirmed in writing by email to ACIPC Secretariat to admin@acipc.org.au a minimum of 7 days prior to event or course commencement.

No cancellations will be accepted less than 7 days PRIOR to Event or Course commencement.

Please note: For an event, substitution of delegates can occur at any time at no additional cost. This must be notified to the ACIPC Secretariat at in writing by email to admin@acipc.org.au.

10. WITHDRAWAL

Events: There are no withdrawals available for events. Substitution of delegates can occur at any time at no additional cost. This must be notified to the ACIPC Secretariat at in writing by email to admin@acipc.org.au.

FIPC or other Online Certificate Courses: Registrants may withdraw from FIPC or other Online Certificate Courses after 7 days PRIOR to course commencement (prior to that see Cancellations above). Withdrawals must be notified in writing by email to ACIPC Secretariat to admin@acipc.org.au.

Withdrawal after Census Date will be recorded as a Withdrawal Failure.

Financial penalties for withdrawals apply as follows:

- a) Withdrawals prior to course commencement will incur a 5% withdrawal fee.
- b) Withdrawals from course commencement to Census Date will incur a 25% withdrawal fee.
- c) Withdrawals after Census Date will incur a 100% withdrawal fee. No refunds will be made and any outstanding payments will be due.

Anyone who defers to another course and then withdraws from that course will not be eligible for a refund.



11. DEFERRAL

Events: There are no deferrals available for Events.

FIPC and other Online Certificate Courses:

Students may apply for a deferral to another course commencing within 12 months due to special circumstances. An application for deferral is to be made in writing by email to the Course Coordinator to education@acipc.org.au. If the deferral is approved the ACIPC Office will ensure any course fees paid will be transferred to the new Course. Approved deferred students are considered students starting the Course from the beginning. Students who defer can only defer from a course once. When a student is accepted into another Course, they will not be given the opportunity to defer again.

Any students deferring must pay their course fees in total for the initial course enrolled in.

There is one only deferral opportunity per course for each registrant. Anyone who defers to another course and then withdraws from that course will not be eligible for a refund.

12. REFUNDS

Refunds in line with Clauses 9 and 10 of this Policy will be made within 30 days of receipt of notification of Cancellation or Withdrawal. Refunds will only be processed to the credit card or bank account of the individual, organisation or institution from which the payment was received. Event registration fees will not be refunded or allocated to another event for non-attendance unless there are extenuating circumstances that prevents attendance and such refunds are at ACIPC's discretion. ACIPC cannot accept responsibility for changes to work commitments, illness or other personal circumstances. All applications for Cancellations and Withdrawals must be notified in writing by email to ACIPC Secretariat to admin@acipc.org.au.

Please note: For an event, substitution of delegates can occur at any time at no additional cost. This must be notified to the ACIPC Secretariat at in writing by email to admin@acipc.org.au.

ACIPC request registrants to take into consideration prior to requesting a refund via cancellation or withdrawal that costs may have already been incurred. For face to face events these include venue, AV, food and beverages etc. which may have been finalised and confirmed up to 14 days prior to the event and have incurred considerable and non-refundable costs to ACIPC. For online courses this may include increased technical capacities that also can't be refunded.

13. NON-ATTENDANCE

If a registrant fails to attend an event for which they have registered, the event registration fees will not be refunded or allocated to another event.



14. CANCELLATION BY ACIPC

A full refund will be given to all registrants if an Event or Course has been cancelled by ACIPC.

15. GENERAL

ACIPC reserves the right to cancel, postpone or re-schedule any Course or Event. ACIPC will not accept any responsibility for travel and accommodation costs incurred by delegates. Where a refund is due to a registrant a full refund will be made within 30 days via the same method of payment. All registrants will be emailed informing them of the change in the event circumstances at the College's earliest convenience. In the case of Course or Event postponement or rescheduling, the delegate may choose to transfer the fee from the cancelled Course or Event to a future Course or Event of equal value. In this case, these terms and conditions apply.

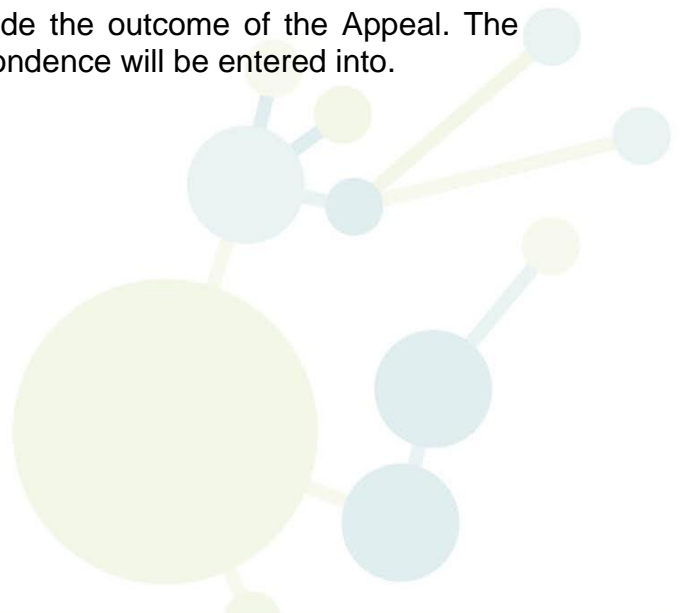
16. DISCLAIMER

The information and opinions presented at ACIPC Events are those of the presenters. Presentation at an ACIPC Event does not constitute endorsement by ACIPC. By registering for an Event, the registrant takes sole responsibility for the use of any information provided at the Event. ACIPC reserves the right to alter Courses and Events as circumstances require.

17. APPEAL

The College acknowledges that occasionally extenuating circumstances may apply. Registrants and students may appeal any aspect of this policy. Appeals are to be in writing by email to The President, ACIPC to admin@acipc.org.au and should provide full explanation and supporting material where appropriate.

The Executive Management Team (EMT) will decide the outcome of the Appeal. The decision of the EMT will be final. No further correspondence will be entered into.





APPENDIX 1

TEMPLATE - ACIPC FIPC Payment Plan Letter





ACIPC FIPC Payment Plan Letter and set up process

Dear Student Name,

Thank you for electing to pay for Foundations in Infection Prevention and Control course via a payment plan. There are two options available for your financial convenience.

Please read through these options and then click the PayWay link to set up your payment plan.

To secure your place in the course, you will need to do this within 3 working days of receiving this email.

Option 1: 5 Payments over 5 fortnights.

5 x Fortnightly payments of \$364 will be deducted from the account of your choosing.

If you would like to select this plan, please click the link directly below and follow the prompts.

[**PAYWAY | SETUP 5 PAYMENT PLAN**](#)

Option 2: 10 Payments over 10 Fortnights.

10 x Fortnightly payments of \$182 will be deducted from the account of your choosing.

If you would like to select this plan, please click the link directly below and follow the prompts.

[**PAYWAY | SETUP 10 PAYMENT PLAN**](#)

Note: The first payment may be deducted from your account immediately after setup. Please ensure there are available funds for this contingency.

If you would like to pay your account outright, you can still do so. Please, contact the office for details.

If you have any questions, please contact the ACIPC Office.

Thank you.

Kind regards,

ACIPC



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Australasian College
for Infection Prevention and Control

