

CENA TNP Refund, Transfer and Cancellation Policy

The College of Emergency Nursing Australasia Trauma Nursing Program (CENA TNP) *Refund, Transfer and Cancellation Policy* applies to the CENA TNP Emergency Care Module and the CENA TNP Trauma Ward Module. It covers all CENA TNP courses cancelled by CENA TNP management and CENA TNP **registrants** who:

- withdraw from courses; or
- transfer to other CENA TNP courses
- request a refund for a course.

Withdrawing from a course close to commencement date affects every person engaged in the course. Changing or withdrawing from a course should be considered a last resort.

Registering for a CENA TNP course implies full acceptance of the following conditions.

1.0 Refunds

A **refund will only be paid** in the following circumstances:

- written notice is given eight (8) weeks prior to the course commencement and no course materials have been posted. *Refund = registration fee less 20%.*

A **refund will not be paid** in the following circumstances:

- failure to attend the nominated course.
- once the course materials have been posted.

Special circumstances and course transfer may be considered on application to the National CENA TNP Coordinator and must be received in writing to cenatnp@cena.org.au before the course commencement date.

- Due to licensing restrictions, e-books are non-refundable.

Any approved course refund will incur administration charges.

Payment of refunds

If a request for refund is approved, the refund (Refund = registration fee less 20%) will be issued electronically within **two weeks** of written notification.

2.0 Transfer to/credit for another course

A registrant may transfer or receive credit to attend another CENA TNP course in the following circumstances:

- written application to transfer must be received **eight weeks (8)** prior to commencement of the original registered course

- the requested course is to be undertaken and completed by the registered person within twelve (12) months of the original booked course date. Exceptional situations to be determined and approved by the CENA TNP National Coordinator and the CENA Board.
- In the event of failure to attend due to ill health on day one of the course, a medical certificate or statutory declaration, is produced to validate the absence of the registrant, and a written application to transfer to another course, as above, is received within 5 working days of the course commencement.
- Transferring to another CENA TNP course will incur a fee (20% of the total registration cost) to be paid by the registrant prior to processing of registration in the new course.

Decision to accept the request to transfer is subject to course availability and at the discretion of the CENA TNP National Coordinator.

3.0 Transfer registration to another person

If a transfer of registration does occur, this is to be completed two (2) weeks prior to the course commencement. It is the sole responsibility of the enrolled course registrant to organise their replacement and advise CENA TNP via email (cenatnp@cena.org.au) of full details of the person replacing them.

It is the sole responsibility of the course registrant to provide the course materials to their replacement.

If the new registrant considers a reduced pre-course timeline is suitable to them, and accepts this, then the registrant acknowledges and accepts that this may impact on a successful outcome in the course.

No fee will be charged to a transfer of registration.

4.0 Course cancellations by CENA TNP

In exceptional circumstances, a course may be cancelled by CENA TNP if a minimum number of candidates are not registered. In such an event, a candidate will be moved to any course of their choice subject to availability and no extra fees will be incurred.

CENA TNP reserves the right to cancel any course at short notice. Course fees will be **fully refunded** or a course transfer offered in the event of such cancellation.

Disclaimer

All refunds and cancellation fees will be administered at the sole discretion of CENA TNP management.

It is the responsibility of the prospective course registrant to notify the CENA Secretariat (Email: cenatnp@cena.org.au or contact 03 6231 2722) if they are unable to attend a CENA TNP for which they have paid. Course materials are protected by intellectual property laws and the registrants are prohibited from reproducing any course materials without the prior permission of CENA.

It is the responsibility of the CENA TNP National Coordinator to administer and utilise this policy as a guideline for refund.

Date of Endorsement by CENA TNP Steering Committee: 13 April 2015

Date of Approval by CENA Board: 15 April 2015