



# CPD Home Fees and Refund Policy

**POLICY NUMBER/  
REFERENCE:** 5-250723

**POLICY TITLE:** CPD Home Fees and Refund Policy

## **POLICY STATEMENT:**

ACAM CPD Home membership is available to non-exempt medical practitioners in Australia at [www.acam.org.au](http://www.acam.org.au). It is not limited to members and fellows of ACAM but is open to those whose academic and clinical practice are aligned with the Australasian College of Aesthetic Medicine.

### **Objective**

To provide information and clarity to ACAM CPD Home subscribers, members, and fellows in relation to fees and refunds.

## **DEFINITIONS:**

To outline the circumstances in which fees are payable for CPD Home subscription, membership, learning activities, and procedural matters, such as a decision review or appeal, and our refund policy.

### **Scope**

This policy applies to all subscribers, members, and fellows of ACAM CPD Home.

## **PROCEDURES:**

### **Policy**

CPD Home subscribers are required to pay a yearly subscription (of the full amount) to access ACAM CPD Home services. Fees will include an initial joining fee.

### **Fees and Charges**

#### **2023 annual subscription fee**

ACAM members and fellows will have included in their membership fees a full annual subscription fee of ACAM CPD Home as part of their annual dues.

### **Subscribers only**

Subscribers only, (i.e., not a member or fellow of ACAM) will be required to pay a fee of \$550 incl. GST for ACAM CPD Home dashboard access.



<b>ACAM</b>	<b>Subscription ACAM Member</b>	<b>Subscription ACAM Fellow</b>	<b>Subscription ACAM Subscriber (CPD Only)</b>
Cost Incl. GST	\$660.00	\$770.	\$550.00
CPD Homes subscription	<i>Included in annual Membership fee</i>	<i>Included in annual Fellowship fee</i>	<i>Does not include Membership or Fellowship benefits, but includes access to the CPD Home Dashboard</i>

Subscriptions will be automatically renewed each year in December for the following CPD Year, unless the subscriber, advises by emailing [notifications@acam.org.au](mailto:notifications@acam.org.au) they no longer wish to subscribe prior to the renewal date.

### **Certified Course Merchant Provider fees**

- Accredited ACAM CPD activities offered by Certified Course Merchant Providers (CCMP) that are listed in the ACAM CPD Home catalogue may incur a pay-per-use fee.
- The pricing of CPD activities is solely determined by the CCMP. CPD Home will always encourage CCMPs to offer a discount for ACAM members, but this decision lies solely with the provider.
- Upon logging in to ACAM CPD Home, the ACAM CPD Homes approved activity web tile in the catalogue and information page will reflect relevant pricing.
- Where a fee is payable, this will be clearly indicated on the catalogue CPD activity information page. Where a discount is applicable this will also be clearly indicated on the catalogue CPD activity information page.

### **Procedural Matters**

Subscribers, members, and fellows who are directly affected and dissatisfied with a CPD Home decision where there are grounds on which to contest the decision, can make an application for the decision to be reconsidered, reviewed, or appealed. See our Reconsideration, Review and Appeals Policy.



**The Procedural Matters Fee Schedule (inc GST) is as follows.**

<b>Fee Action</b>	<b>Reconsideration</b>	<b>Review</b>	<b>Appeal</b>
Cost Incl. GST	\$0	\$440	\$440.00

## **Refunds**

### *Subscription*

- Subject to the Cooling Off period (see our Joining and Cancellation Policy) subscribers before signing up to CPD Home or paying their annual subscription renewal fee need to be aware that there are no refunds for a CPD Home subscription. Should a subscriber choose to move to another CPD home, any subscription fee paid after the cooling off period to ACAM CPD Home will be forfeited.
- However, ACAM CPD Home, for no additional charge, will prepare (the subscriber's) records saved to their subscriber portal for transfer to their alternate CPD Home.

### *CPD activities*

- Once a paid CPD activity has commenced, there is no refund, regardless of whether the activity is completed or not.

### *Application for Review or Appeal*

- Should an application not be progressed, any CPD fees paid will be refunded in full.
- Should an appeal be successful, the fee paid will be refunded in full.

## **Financial Hardship**

Should a subscriber be experiencing financial hardship, they can apply for recognition of financial hardship. The matter will be considered on a case-by-case basis. See *Financial Hardship Policy*.

Where granted, subscription payments may be split into six monthly instalments, or fees for procedural matters may be waived.

## **Fee review**

ACAM CPD Home will review their fees annually and may increase them in line with market rates. Fees for the following CPD Year will be promoted on the website from 1 July the preceding year.



### Action

- Subscriptions to ACAM CPD Home are payable (subject to ACAM CPD Home's 14-day cooling-off period) on sign up and at 1 January every year after that the subscriber remains with ACAM CPD Home.
- A subscriber experiencing financial hardship has **up to 30 days before their subscription is due** to apply for recognition of financial hardship using the online *Application for Recognition of Financial Hardship* form available from the ACAM CPD Home website.
- Subscribers, whether or not they have been granted recognition of financial hardship, who are in arrears at 60 days of any due date for payment, and who have not contacted ACAM CPD Home for an extension, risk being declared non-subscribers and having their record deleted as per our *Data Management Policy*.
- Where a fee for a procedural matter is refunded, ACAM CPD Home will contact the subscriber to arrange payment of the refund via electronic funds transfer.

### Compliance

The CPD Home Association Manager will oversee the implementation and administration of this policy.

### AMENDMENTS/REVIEW:

'Review or Amended by the Management Committee (23 July 2023)'

'Endorsed by Management Committee (31 July 2023)'

### RELATED DOCUMENTS

The following documents are related to this policy.

1. CPD Home Reconsideration, Review and Appeals Policy
2. CPD Home Financial Hardship Policy
3. CPD Home Data Management Policy
4. CPD Home Participation and Compliance Policy
5. Glossary of Terminology

### REFERENCES:

**File:** ACAM Policy and Procedural Manual/Policy Manual Complete/Updated Policies/ACAM Fees and Refund Policy 5-250723

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