



TEAP and Other Assessment Fees and Refund Policy

1. Purpose

The Australasian College of Physical Scientists & Engineers in Medicine (ACPSEM) is committed to administering its affairs in a fair, sound, and responsible manner and providing value for money for its services.

2. Application

This Policy applies to ACPSEM registrars, experienced professionals, staff, and volunteers (including Board, Committee, and Panel members).

3. Context

ACPSEM is a not-for-profit association of members which has a mission to advance services and professional standards in medical physics, radiopharmaceutical science and biomedical engineering for the benefit and protection of the community. ACPSEM offers a range of services to members for which it charges reasonable fees.

4. Definitions

Compelling or compassionate circumstances: conditions or facts beyond the control of a registrar which influence the registrar's capacity to complete an assessment.

TEAP: Training, Education and Assessment Program.

5. Fees

ACPSEM publishes all standard fees for the services it provides on its website. A list of current fees may be accessed here: [Fee Structure](#).

Fees are set by the ACPSEM Treasurer and are subject to change from time to time: each year, ACPSEM re-examines fees and charges that will be applied for its services.

5.1. Training, Education and Education Program

The ACPSEM charges an annual fee for enrolment in TEAP. Fees may be paid annually or in quarterly instalments. Registrars must ensure that they pay fees by the due date. Failure to do so will result in a registrar being prevented from sitting examinations and achieving final certification.

5.2. Other Assessment Fees

The ACPSEM charges fees for a number of applications that require assessment, including but not limited to: applications for the ACPSEM Registers of Medical Physics and Radiopharmaceutical Science; degree assessment; applications for General Skilled Migration Assessments; TEAP examinations and other assessments.

5.3. Events, training course and other programs

The ACPSEM charges fees for events, training courses, online activities and other programs.



5.4. Other Fees

[Reserved for future use]

6. Refunds

The ACPSEM does not generally grant refunds other than when required to do so under Australian and New Zealand law. The ACPSEM may at its discretion grant a refund in the presence of compelling or compassionate circumstances.

Applications for refunds must be made in writing to the ACPSEM Office.

The CEO may refund fees in accordance with the ACPSEM's Delegations Policy or otherwise refer fee refund requests to the Chair of the ACPSEM Finance and Audit Committee (the Treasurer).

6.1. Training, Education, and Assessment Program Fees

TEAP fees are not refundable other than in the following circumstance: enrollees completing all TEAP requirements during a year in which they have paid their annual fee will be entitled to pro rata fee refunds from the end of the month in which they receive notification of successful completion of all requirements.

6.2. Assessment Fees

Where assessment is required and a fee charged, the ACPSEM will not accept cancellations or provide refunds once the required documentation has been lodged and the assessment process has commenced.

6.3. Events, training course and other programs

The ACPSEM will only refund fees charged for events, training courses, online activities or other programs in the event of cancellation and subject to any terms and conditions that apply to the specific event, training course, online activity, or program. If specific conditions do not apply, refunds for cancellations and withdrawals will only be considered when sufficient notice has been given, and in any case at least one (1) week prior to commencement.

6.4. Other Fees

The ACPSEM will consider individual cases for reimbursement on all other fees. If for any reason ACPSEM is unable to deliver an agreed service then a refund of the proportion of fees paid for services not delivered will be considered. These refunds can only be approved by the ACPSEM Treasurer. The ACPSEM reserves the right to reject an application for a refund.

7. Accountability

The ACPSEM Board is the policy authority for determining Fees and Refund Policy, on the advice of the Treasurer and CEO.

8. Appeals

The ACPSEM's decisions made under this Policy may be appealed in accordance with ACPSEM's *Grievance Handling and Appeal Policy*.



9. References

9.1. Applicable legislation and regulation

- Competition and Consumer Act 2010 (Cth)
- Fair Trading Act 1986 (NZ)
- Consumer Guarantees Act 1993 (NZ)

9.2. Related documents

- [TEAP Program Enrolment Policy](#)
- [TEAP Program Enrolment Procedure](#)
- [Assessment Policy \[Reserved. Available February 2020\]](#)
- [Grievance Handling and Appeal Policy](#)



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