



POLICIES & PROCEDURES

DATE APPROVED: October 2019	CATEGORY: Administrative
DATE FOR REVIEW: October 2020	AUTHORITY: OT Act s. 6(2)(g); Registration Regulations s. 4-8

POLICY TITLE: 415.0 Registration Refund

Purpose:

As a not-for-profit organization, the College of Occupational Therapists of Nova Scotia is supported in fulfilling its mandate through collection of mandatory registration and administrative fees. As per the Occupational Therapists Act and the Registration Regulations, must annually pay to the College the registration fee set by the Board of Directors. Funds gathered support the day-to-day governance and administration of the College. This policy establishes how the College will address requests for refund of registration fees.

Principles:

The College considers requests for refund of registration fees consistent with the following principles:

- *Sustainability:* the College is required to collect registration and administrative fees to ensure the long-term sustainability of the College to meet its mandate to protect the public.
- *Consistency:* the College is consistent in its review of requests for refund
- *Fairness:* The College is fair to all registrants when considering requests for refund
- *Reasonable:* The College only considers requests for refunds that are reasonable given the circumstances.
- *Cost Recovery:* Where the College approves a refund, the College will impose an administrative fee to recover the costs associated with considering and issuing a refund.

Policies:

1. The College does not issue a refund on administrative or initial registration fees.
2. The College does not refund registration fees on a prorated basis.

3. Requests for refund to change registration class from Full (12 months) to Temporary (3 months), or Full (12 months) to Surrendered after renewal will be considered within the first three months of that registration period. Any request received after the three months period will be declined.
4. Where the Registrar approves a request for a refund, the College will impose an administrative fee, as established by the Board, to cover any costs related to issuing the refund. Any refunds will be issued within ten (10) business days.
5. Where the Registrar declines a request for a refund, the registrant may submit an appeal to the Board, who will review the request. A decision by the Board will be considered final.

Outcome:

1. The College approves the request and issues a refund minus the administrative fee established by the Board.
2. The College declines the request for refund.

APPROVED: 22 October 2019