



PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION POLICY AND PROCEDURE

Refunds and Cancellations for Professional Development Learning Activities

Date Effective	February 17, 2022
Date Reviewed / Revised	February 2024
Program Level	Continuing Education

POLICY:

This policy clarifies when the University of Pittsburgh School of Nursing provides refunds for a nursing continuing professional development (NCPD) learning activity or reserves the right to cancel an NCPD learning activity.

PROCEDURE:

Refunds

All requests to cancel a registration must be made in writing (email notification is acceptable). Any registrations canceled less than **14 days** before the learning activity are **no longer eligible** for a refund.

Cancellations

The University of Pittsburgh School of Nursing reserves the right to cancel a learning activity. In the event of a cancellation by the University of Pittsburgh School of Nursing, registrants will receive a full refund for their registration fees.

Cancellation by Participant – *Live, In-Person or Live, Virtual Programming*

- Two weeks (14 days) prior to the scheduled program – 100% of the fee minus a \$15.00 processing fee
- Less than two weeks (14 days) prior to the scheduled program – No refunds

All cancellation requests must be sent in writing to ContEd@pitt.edu.

Cancellation by Participant – *On-Demand Programming*

No refunds are available for on-demand programming once the course is accessed. Otherwise, a 100% refund will be provided minus a \$15.00 processing fee. All cancellation requests must be sent in writing to ContEd@pitt.edu.

Certificate Replacement Policy

The nurse learner is responsible for downloading and retaining the Nursing Continuing Professional Development (NCPD) contact hour certificate. No re-issuance of certificates will be provided without a surcharge of \$15.00, and this window of opportunity is only within six (6) months of the original issuance date provided proof of attendance and payment is on file with the School of Nursing.

APPROVAL & REVISION HISTORY

Approved by Dean's Council: 5/12/2022; 02/2024