

**UNIVERSITY OF PITTSBURGH
SCHOOL OF NURSING**

**PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION
POLICY AND PROCEDURE**

TITLE OF POLICY: Refunds and Cancellations for Professional Development Learning Activities

ORIGINAL DATE: February 17, 2022

LAST REVIEWED/REVISED: February 2024

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.