

**UNIVERSITY OF PITTSBURGH  
SCHOOL OF NURSING**

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

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

**ORIGINAL DATE:** February 17, 2022

**LAST REVIEWED/REVISED:** May 12, 2022

**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 a NCPD learning activity.

**PROCEDURE:**

*Refunds:* All requests to cancel a registration must be made in writing (email notification is acceptable). Registrations cancelled received on or before **14 days** of the scheduled learning activity are eligible for a **50%** refund of the registration fees paid. 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](mailto:conted@pitt.edu).

**Cancellation by Participant - On-Demand Programming**

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

**Certificate Replacement Policy**

It is the responsibility of the nurse learner to download and retain 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 only within six (6) months of the original issuance date provided proof of attendance and payment is on file with the School of Nursing.

Approved by Dean's Council: 5/12/2022