

#### Statement

CPNW understands circumstances arise which may interfere in the student's preparation, decision to pursue or actual delivery of a clinical experience. If certain qualifications are met, CPNW can refund and close a student's account and/or provide an adjustment to the programs invoice.

1. CPNW provides on-boarding services to students prior to their clinical learning experience via a web-based application.
2. Payment for services is collected at the time of registration for a student self-pay account.
3. Services are rendered after student establishes a registered account with CPNW.

#### Conditions

A student or program is qualified to receive a refund or invoice adjustment of the CPNW account registration fee if the student has not received any CPNW Services. This includes but is not limited to eLearning Modules, Clinical Passport completion, or requested placement approval to a healthcare facility. The student self-pay refund must be requested within 30 days from payment. A program pay invoice adjustment must be requested prior to payment.

#### Procedure

1. The student and/or education program will contact [support@cpnw.org](mailto:support@cpnw.org) to request a refund or invoice adjustment, stating reason for refund.
2. Request will be submitted to the Executive Director for review.
3. CPNW IT Support will provide the following necessary program and/or account information to the Executive Director for review. For example, Student Self Pay will require the following:
  - Username
  - Transaction amount
  - Transaction date
  - PayPal transaction ID
  - CPNW transaction ID
4. If refund conditions are satisfied, Executive Director will forward all information to the CPNW Treasurer to issue the refund or invoice adjustment.
5. Self-pay refunds will be made to students within 7 business days upon Executive Director approval.
6. Invoice Adjustments will be made to the program within 14 business days upon Executive Director approval.
7. All student self-pay refund transactions will be assessed a 15% processing fee.
8. Student account will be closed and archived.

