

POLICIES & PROCEDURES

| | |
|-----------------------------------|--|
| DATE APPROVED: June 2022 | CATEGORY: Registration |
| DATE FOR REVIEW: June 2025 | AUTHORITY: OT Act s. 6(2)(g); Registration Regulations s. 4-8 |

| |
|--|
| POLICY TITLE: 415.1 Registration Refund |
|--|

Purpose:

As a not-for-profit organization, the College of Occupational Therapists of Nova Scotia is supported in fulfilling its mandate through the collection of mandatory registration and administrative fees. As per the Occupational Therapists Act and the Registration Regulations, Registrants must annually pay to the College the registration fee set by the Board of Directors. Funds are gathered to 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.

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 their 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-month 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. The College will initiate refunds within ten (10) business days to the original payment method.
5. A decision by the Registrar will be considered final.

Outcome:

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

APPROVED: October 22nd, 2019

REVISED: June 13th, 2022