EDUCATION PROGRAM: TERMS AND CONDITIONS

Refunds, Assessment, Extensions, Appeals and Review

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REFUND OF COURSE REGISTRATION FEES

The following terms and conditions apply to these SCCA courses:

- Certificate of Skin Cancer Medicine
- Certificate of Dermoscopy
- Advanced Skin Surgery Workshop
- Surgical Masterclass

1. Where a student decides to withdraw from a Skin Cancer College Australasia (SCCA) education course more than 14 days prior to the commencement date of the course, they will receive a refund of any fees paid less a $110 cancellation fee. To receive this refund, written advice of course withdrawal must be received by the SCCA administration office 14 days prior to course commencement.

2. Where a student decides to withdraw from an SCCA course less than 14 days prior to the course commencement date, no refund of course fees will be considered.

3. Where a registration fee has been paid and the student does not commence the course and does not make contact with SCCA prior to the course commencement date, they will forfeit 100% of their registration fee and no refund is payable.

4. Where a deposit has been paid but the balance remains unpaid by the course commencement date, the student will not be permitted to commence the course and they will forfeit 100% of the deposit paid.

5. Transferring registration fees to a future date for the same course is not permissible. Special or unforeseen circumstances may be considered upon application.

The following terms and conditions apply to these SCCA courses:

- Advanced Clinical Certificate of Dermoscopy
- Advanced Clinical Certificate of Skin Cancer Medicine and Surgery

1. Where a student decides to withdraw from an SCCA Advanced Clinical Certificate course prior to commencement of the course, advice of their withdrawal must be received in writing by the SCCA administration office 30 days prior to course commencement.

2. Where a student decides to withdraw from an SCCA Advanced Clinical Certificate course more than 30 days prior to the commencement date of the course, they will receive a refund of any fees paid less a $250 cancellation fee. To receive this refund, written advice of course withdrawal must be received by the SCCA administration office 30 days prior to course commencement.
3. Where a student decides to withdraw from a course within 30 days after the course commencement date, they will receive a refund of the course registration fee, less a 20% cancellation fee.

4. In cases where a student withdraws from a course more than 30 days after the course commencement date or fails to commence the course within 30 days without contacting the SCCA office to advise their inability to commence, no refund of the course fee is payable.

5. Where a student is unable to complete a course or does not commit adequate time and effort to completing the course within the required time frame, there is no opportunity to defer registration to a future date. The registration fee is forfeited, and a new registration fee will be payable if the student decides to recommence the course at a later date.

The following terms and conditions apply to:

- **An Introduction to Skin Cancer**

1. If a registrant considers that the course does not meet their learning needs, a refund of the course fee may be provided if written advice is received by the Skin Cancer College Australasia (SCCA) within 7 days of the registrant being issued with login details to access the online course. After this period, no refund is available.

2. Login details are exclusive to each individual registrant and are not transferable.

3. Each individual course login will remain active for three months from the date of issue.

4. A course completion reminder will be sent to each registrant via email one month before expiry of the access period.

5. A Certificate of Achievement will be issued via email upon completion of all course modules.

6. Registrants who complete all course modules and are issued with a Certificate of Achievement will have ongoing access to the course modules for reference purposes.

7. If a registrant does not complete all course modules within three months of receiving login details, online access will close. In this situation, no extension to the access period will be provided, no Certificate of Achievement will be issued and no refund of the course fee is available.

_Notwithstanding the above, SCCA reserves the right to make decisions regarding refund of course fees based on individual student circumstances._
ASSESSMENT – Certificate Courses

- Certificate of Skin Cancer Medicine
- Certificate of Dermoscopy

Exam component

1. Where a student undertakes an exam but fails to pass, the student can re-sit the exam not more than 12 months after attendance at the face-to-face component of the course for which the student registered.

2. Where a student resits an exam, they will be charged an examination resit fee which must be paid prior to undertaking the exam. The examination fee will vary depending on the course. Fees can be obtained by contacting the SCCA office.

3. Where a student resits an exam and successfully passes the exam, the relevant award for successful completion of the course will be provided. (Note: Certificate of Skin Cancer Medicine students must also submit five satisfactory surgical case studies to be awarded a certificate.)

4. If a student resits an exam but again fails to pass the exam, they will not be permitted to undertake the exam a third time. The student will, however, have the option to re-enrol in the relevant course as a new student, pay the full course registration fee, complete the necessary course work and undertake all assessment requirements.

5. Where a student has been offered the opportunity to undertake an online exam without first attending the face-to-face component of a course, there will be no opportunity to re-sit the exam if they do not pass. The student will, however, have the option to register for and physically attend the face-to-face course and then undertake the required assessment.

6. Students who opted not to undertake the assessment component of a course are able to opt in for assessment not more than 12 months after completion of the face-to-face component of the course. Once a student opts in, they have 3-weeks to undertake the exam.

7. Exams must be undertaken individually without assistance from any other person.

8. Students are required to complete a declaration prior to undertaking each online exam.

Case study component

<table>
<thead>
<tr>
<th>COURSE NAME</th>
<th>Minimum number of Satisfactory cases required</th>
<th>Maximum time allowed for submission of all case studies</th>
<th>Maximum extension time available for re-submission of an individual case</th>
<th>Maximum extension time available for submission of all cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate of Skin Cancer Medicine</td>
<td>5</td>
<td>6 months from passing online exam</td>
<td>1 month</td>
<td>6 months</td>
</tr>
</tbody>
</table>
1. Surgical case studies for the Certificate of Skin Cancer Medicine must be submitted no later than 6 months after passing the online exam.
2. Extensions to this date will not be permitted, except in exceptional circumstances such as serious illness or injury to the student, family emergency, bereavement, etc.

**Please note:** If a student fails to complete the assessment component of a certificate course within the specified timeframe, they will not be awarded a Certificate of Skin Cancer Medicine / Certificate of Dermoscopy. If the student wishes to register for an SCCA Advanced Clinical Certificate using the certificate course(s) as a pre-requisite, they will have the option to complete the assessment requirement(s) of the certificate course within five years of attending the course. If the assessment requirement(s) are satisfactorily met, the course will be considered RPL for the Advanced Clinical Certificate. The student will not, however, be retrospectively granted a Certificate of Skin Cancer Medicine / Certificate of Dermoscopy.

*Notwithstanding the above, SCCA reserves the right to make decisions regarding assessment based on individual student circumstances.*

**ASSESSMENT – Advanced Clinical Certificate Courses**

Advanced Clinical Certificate of Skin Cancer Medicine & Surgery
Advanced Clinical Certificate of Dermoscopy

**Exam component**

1. The minimum overall mark required to pass the Advanced Clinical Certificate of Skin Cancer Medicine and Surgery is 75% and Advanced Clinical Certificate of Dermoscopy is 80%.
2. The final exam contributes 50% of the overall assessment for the Advanced Clinical Certificate of Skin Cancer Medicine & Surgery and 40% of the overall assessment for the Advanced Clinical Certificate of Dermoscopy.
3. There is no opportunity available to re-sit Advanced Clinical Certificate exams.
4. Exams must be undertaken individually without assistance from any other person.
5. Students are required to complete a declaration prior to undertaking each online exam.
6. In cases where a student withdraws from an Advanced Clinical Certificate or fails to complete the non-exam assessment requirements of the course, they will not be eligible to sit the exam(s). The student will, however, have the option to re-enrol in the relevant course as a new student, pay the full course registration fee, complete the necessary course work and then undertake the relevant exam(s).
Case study component

<table>
<thead>
<tr>
<th>COURSE NAME</th>
<th>Minimum number of Satisfactory cases required</th>
<th>Maximum time allowed for submission of all case studies</th>
<th>Maximum extension time available for re-submission of an individual case</th>
<th>Maximum extension time available for submission of all cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Clinical Certificate of Skin Cancer Medicine &amp; Surgery</td>
<td>20</td>
<td>22 weeks from course commencement (usually 31st July)</td>
<td>1 month</td>
<td>6 months</td>
</tr>
<tr>
<td>Advanced Clinical Certificate of Dermoscopy</td>
<td>20</td>
<td>22 weeks from course commencement (usually 31st July)</td>
<td>1 month</td>
<td>6 months</td>
</tr>
</tbody>
</table>

1. Case studies for the Advanced Clinical Certificate of Skin Cancer Medicine & Surgery and Advanced Clinical Certificate of Dermoscopy must be submitted no later than 22 weeks from commencement of the course (usually 31st July).

2. Extensions to this date will not be permitted, except in exceptional circumstances such as serious illness or injury to the student, family emergency, bereavement, etc.

3. Case studies will be marked as either:
   - Satisfactory
   - Re-submit (1 opportunity to resubmit)
   - Unsatisfactory

4. If a case study requires amendment it will be marked “Re-submit”.

5. A case study can only be re-submitted once. It will then be marked as either Satisfactory or Unsatisfactory.

   Notwithstanding the above, SCCA reserves the right to make decisions regarding assessment based on individual student circumstances.

ASSESSMENT EXTENSION POLICY

There are three Skin Cancer College Australasia (SCCA) courses where students are required to submit case studies, and where a deadline for their submission applies. These are:

1. Certificate of Skin Cancer Medicine
   - 5 satisfactory case studies due 6 months from successful completion of the online exam.
2. Advanced Clinical Certificate of Skin Cancer Medicine and Surgery
   - 20 satisfactory case studies due by 31st July each year.
3. Advanced Clinical Certificate of Dermoscopy
20 satisfactory case studies due by 31st July each year

In general, no extensions are granted. However, unforeseen circumstances may arise in which, through no fault of their own, a student may be unable to meet the case study submission deadline.

At present, there is no policy and the granting of extensions is done on an individual ad hoc basis. This document attempts to set out circumstances in which extensions may, or may not, be granted. It is accepted that no document can cover all possible scenarios and there will still be circumstances requiring individual assessment and decision.

Circumstances in which an extension will be granted.
1. Unexpected illness or serious injury arising during the ACCSCMS or ACCD, or subsequent to the CSCM, requiring prolonged absence from work or inability to perform skin cancer work. The request for extension is to be supported by a medical certificate.
2. Unexpected overseas travel or prolonged absence from work necessitated by unforeseen family circumstances.
3. Maternity leave necessitated by pregnancy commencing during the ACCSCMS or ACCD, or subsequent to the CSCM. The request for an extension is to be supported by a medical certificate.
4. Bereavement or other personal tragedy impacting partner or immediate family.

Circumstances in which an extension will not be granted.
1. Insufficient number of cases presenting to the student.
2. Overseas travel or absence from work other than that covered by item 2 above.
3. Change of practice.

Process for extension approval and advice to student
1. Request for an extension must be made by the student in writing to the SCCA office.
2. In the case of ACC students, extensions must be approved by the course co-ordinator who may also consult the student’s tutor and/or the Censor.
3. Confirmation of extensions must be managed by the SCCA administrative team and will be confirmed in writing to the student.

Extension Periods:
The length of the extension period will depend on the individual circumstances of each student. However, the general rule for extension periods will be:
- Certificate course: 1 month for each case study required for resubmission (max 6 months)
- Advanced Clinical Certificate: 1 month

Responsibility for approval of extension periods will rest with:
- Certificate course: Censor
- Advanced Clinical Certificates: Course co-ordinator and/or Censor

Any addition to an initial extension period will be considered on an individual basis.
ASSESSMENT REVIEW AND APPEALS

1. Students may request a review of their overall course assessment result.

2. The request must be made in writing to the college administrative office at info@skincancercollege.org and must include the reason(s) why the student believes the assessment result should be reviewed.

3. The request will be forwarded to the College Censor and CEO.

4. In reviewing an overall assessment result, the Censor may contact the student, tutor and/or Clinical Coordinator for further information.

5. If required, the Censor may also consult the Education Committee for their input before reaching a final assessment decision.

FEEDBACK AND COMPLAINTS

The process to handle feedback and complaints is:

1. Receipt by administrative staff.
2. All complaints directed to the CEO.
3. Receipt is acknowledged to the student.
4. CEO will respond or direct the matter to the Clinical Coordinator, College Censor and/or Education Committee for further input.
5. Response to student within 30 days.