



NURSING AND MIDWIFERY COUNCIL OF ZAMBIA
(The Nurses and Midwives Act No. 10 of 2019)

REFUND POLICY

December 2022

1.0 Introduction

- 1.1 The Nursing and Midwifery Council of Zambia (NMCZ) is a statutory body whose core mandate is to regulate the education, training, professional conduct and practice of practicing nurses and midwives, student nurses and midwives and nursing and midwifery training institutions and facilities.
- 1.2 In fulfilling part of its mandate NMCZ is responsible for registering and issuing practicing certificates and licenses to all nurses and midwives who are resident both in and outside the Republic of Zambia as well as all institutions and facilities regulated by NMCZ.
- 1.3 This document therefore represents NMCZ's Refund Policy (hereafter referred to as 'the Policy') in respect of all matters relating to services in the circumstances highlighted above.

2.0 Refund Policy

- 2.1 NMCZ shall not issue any refunds for fees paid by a student, practitioner or institution save for the exceptions contained in this Policy.
- 2.2 A refund shall not be issued in the following circumstances:
 - 2.2.1 Duplicate registration, examination and license fees (duplicate payments can only be pushed to the next period or used for another service)
 - 2.2.2 Failure to reschedule and/or cancel an examination appointment outside the stipulated timeframe
 - 2.2.3 Failure to appear for an examination or registration appointment
 - 2.2.4 Payment for a service without meeting the necessary preconditions for that service.
- 2.3 Other than expressly stated in this Policy document, refunds shall only be considered in the following circumstances:
 - 2.3.1 Where one pays for a service they are not entitled to subject to demonstration that adequate steps were taken to obtain the correct information from NMCZ relating to the service sought.
 - 2.3.2 Where an overpayment is made subject to a condition that such payment cannot be utilised during the next relevant period or for another service.
- 2.4 Applicants who have not received confirmation of their registration application within three (3) weeks of submission should contact NMCZ to check the status of their application.
- 2.5 Subject to paragraph 2.6 below, applicants should not submit another registration application or pay any fee(s) before confirming the status of their initial application referred to in paragraph 2.4 above.
- 2.6 Where an applicant decides to submit an additional registration application, he/she should cancel the first payment in writing.
- 2.7 NMCZ shall only issue refunds where a claim is made within three (3) months of the circumstances leading to the request arising.
- 2.8 Where an account is determined to have been billed more than once for the same transaction within the same time frame, a refund shall be made when the matter is reported to NMCZ by the user within the allocated time frame.

3.0 Refund of fees and payments for other services

3.1 NMCZ shall only refund the requested amount **less ten percent (10%)** of the amount charged, paid or being claimed.

3.2 Indexing and verification fees

3.2.1 NMCZ shall not refund an index fee except in the following circumstances:

3.2.1.1 Where an applicant withdraws their application on medical grounds within the indexing period provided for in the Act;

3.2.1.2 Where NMCZ closes an application for indexing because an applicant did not submit the required supporting documents within the set time frame.

3.2.2 NMCZ shall not refund verification fees charged for any overseas applications.

3.3 Annual Practising certificate renewal fee

3.3.1 NMCZ shall not refund any part of a fee related to annual practising certificate or license renewal or any service where the applicant fails to utilise the service at any point during the year.

3.4 Examination fees

3.4.1 NMCZ shall not refund any part of an examination fee if a candidate registers for a wrong examination.

3.4.2 NMCZ shall not refund any part of an examination fee if a candidate or training institution makes payments to the Council before verifying the eligibility of candidates to sit for the examination.

3.5 Registration fees

3.5.1 NMCZ shall not refund any registration fees where a candidate registers for a wrong program.

3.5.2 The excess payment for the correct registration shall only be used for another service.

4.0 Purchase of Training Materials (Books, Guidelines, Publications)

4.1 In the event that a wrong purchase is made based on the wrong input from a client, NMCZ shall not issue any refund.

4.2 Where paragraph 4.1 occurs, the Client shall only be allowed to make an exchange of training materials equivalent to the value of the initial purchase order.

5.0 Purchase of Apparel/Garments or Accessories

- 5.1 In the event that a wrong purchase is made based on the wrong input from a client, NMCZ shall not issue any refund.
- 5.2 Where paragraph 5.1 occurs and subject to paragraph 5.3, the client shall only be allowed to make an exchange of garments or accessories equivalent to the value of the initial purchase subject to availability of similar items in stock.
- 5.3 The exchanges referred to in paragraph 5.2 shall only be allowed if the material in question has not been worn, damaged, torn, tempered with, cut, burnt, exposed to chemicals, exposed to water, ink, or any similar substance as to warrant the material void from its original form.

6.0 Refund for Other Services Offered by NMCZ

- 6.1 Subject to related provisions contained in this Policy, NMCZ shall only issue refunds for other services not expressly provided herein in the following circumstances:
 - 6.6.1 Where an applicant requests the Council in writing.
 - 6.6.2 Where the applicant submits proof of the transaction for the requested refund.
 - 6.6.3 Where the request does not fall within the categories prohibiting a refund.

7.0 Fraudulent behaviour

- 7.1 NMCZ will not issue any refund to students, practitioners or institutions where it is determined that payment was made with intent to defraud NMCZ or obtain unfair advantage for any service.

8.0 Request for refunds

- 8.1 All requests for refunds shall be made through the Registrar's office.