

2026 Terms and Conditions of Registration and Cancellation

Definitions

Transfer	Means defer participation to a future intake of the same program.
Substitution	Means nominate another participant from the same agency to take the paid place. For the Executive Master of Public Administration (EMPA), substitution will also be subject to being successfully admitted by the conferring university.
Census date (for EMPA)	Marks the deadline for withdrawing from an EMPA subject, your program, or requesting a break from your EMPA study, without incurring financial liabilities or having the action recorded on your academic transcript and statements.
Participant	An individual enrolled in an ANZSOG program or event, excluding those enrolled in university partner programs. This term applies to all programs and events except where “student” is specified.
Student	An individual enrolled in an ANZSOG program delivered in partnership with a university, such as the Executive Master of Public Administration (EMPA). “Student” refers specifically to those undertaking university partner programs.

How to Use This Policy

This policy outlines the terms and conditions for registration, cancellation, transfers, and refunds for all ANZSOG programs and events. It is intended for both participants and internal ANZSOG staff. Please refer to the definitions section to understand whether you are considered a “participant” (for all programs and events except university partner programs) or a “student” (for university partner programs such as the Executive Master of Public Administration). Each section of this policy provides guidance on responsibilities, processes, and entitlements relevant to your role. If you are unsure which provisions apply to your circumstances, or if you require further clarification, please contact engage@anzsog.edu.au for assistance.

1.0 Program delivery modes

- 1.1 ANZSOG offers programs in various delivery formats for participants, including in-person across locations in Australia and Aotearoa New Zealand, hybrid (in-person and online), online only and blended.

Face to Face: The event takes place in a physical venue, and participants must attend said venue in-person to participate.

Online: The event/program takes place via an online platform – participation is undertaken by joining the event online via a link provided by the ANZSOG

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Hybrid: Event/program running both Online and Face to Face.

Blended: An event/program where individual sessions are single format, but some sessions are in-person, and some sessions are online

1.2 It is the participant's responsibility to review program outlines, class dates and delivery modes carefully, to consider personal and professional commitments when selecting a program.

1.3 For data privacy and collection notices please see [ANZSOG Privacy Policy](#)

2.0 Program-related email and SMS correspondence

2.1 All program-related communication will be sent to the email address provided on enrolment. This includes registration confirmations, application updates, reminders, and other relevant delivery updates.

2.2 For any programs offered in partnership with universities, program-related communications are also sent to the student's university email address.

2.3 Executive Master of Public Administration (EMPA) students are to keep up to date with all communications send to their university email address.

2.4 Please ensure your contact details are current. ANZSOG is not liable if you provide the wrong contact details. Check your spam / junk folders for missed ANZSOG emails.

3.0 Alumni prices

3.1 Alumni pricing for select programs is available exclusively to graduates of ANZSOG Executive Leadership Programs who have completed the program in full. For details on accessing alumni pricing, please contact engage@anzsog.edu.au or refer to the Alumni Benefits webpage

3.2 Alumni from the below programs are eligible for Alumni pricing.

- Executive Master of Public Administration
- Executive Fellows Program
- Deputies Leadership Program
- Foundations of Public Leadership
- Strategic Leadership in the Public Sector
- Towards Strategic Leadership (pre-2026)
- Emerging Leaders Program (pre-2026)
- Public Leadership in the Digital Age (pre-2026)

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4.0 Payment of program and subject fees

- 4.1 Sponsor agencies can pay by credit card or invoice upon successful acceptance of the applicant into the program or subject.
- 4.2 Full payment must be received before the program, subject or event commencement date.
- 4.3 Late payment may result in a missed place for programs or subjects with defined participant caps.

5.0 Program Changes, Cancellations and Transfers

5.1 General conditions:

5.1.1 Notice periods exclude weekends, public holidays, and the event day.

5.1.2 All cancellation or transfer requests must be submitted in writing to engage@anzsog.edu.au.

5.2 Changes by ANZSOG:

ANZSOG reserves the right to change the delivery mode (e.g., from face-to-face to online). Participants will be notified via email or text message if there are changes to the date, time, delivery format, or location. The participant may choose to:

(a) transfer to another program; or

(b) receive a full refund of the tuition fee.

(c) ANZSOG is not liable for any additional costs incurred (e.g., travel or accommodation).

5.3 Cancellation by participants:

(a) Eligibility for a refund or transfer depends on the program type and timing of the cancellation as clauses 5.6, 5.7 and 5.8.

(b) Requests must be submitted in writing to engage@anzsog.edu.au.

5.6 Executive Leadership Programs

5.6.1 An 'Executive Leadership Program' includes the following Executive Master of Public Administration; Executive Fellows Program; Deputies Leadership Program, Foundations of Public Leadership and Strategic Leadership in the Public Sector.

Full refund	Cancellation request must be submitted 4-weeks prior to program start date
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No refund	Cancellation request submitted less than 4 weeks prior to program start date are not eligible for a refund. Exceptional circumstances will be considered. (see section 6.0).
Option to transfer to next intake	If cancellation request is less than 4 weeks before the start date, the paid fee, maybe transferred to the next intake, conditional upon available capacity. The participant will be responsible for any applicable fee increase.
Option to transfer to another participant ('substitution')	If a cancellation request is received less than 4 weeks prior to commencement date you can take the option to transfer the paid fee to an alternative participant within your agency for the same program.

5.6.2 Executive Master of Public Administration (EMPA)

The Executive Master of Public Administration (EMPA) is a two-year, part-time postgraduate program. Agency-sponsored funding is available for up to four years from the date of enrolment.

If a student's enrolment extends beyond this period, they will be personally responsible for the cost of any remaining core or elective subjects—unless additional support is provided by their sponsoring agency. These subjects will be charged at the current applicable fee rate.

Students will also need to comply with conferring university post graduate award program completion time limits.

5.6.3 Cancel Notice Period Applicable Fees - Executive Master of Public Administration (EMPA)

4+ weeks prior to program commencement, the Program Orientation date	Transfer fee of AUD\$1,000 if the agency nominates a suitably qualified alternative student Cancellation fee AUD\$6,500 for withdrawal and no agency nominated substitute
4weeks or less prior to program commencement, the Program Orientation date	Transfer fee of AU \$4,000 if the agency nominates a suitably qualified alternative student Cancellation fee of AU \$13,000 without a suitably qualified substitute
Post Program commencement, the Program Orientation date	50% of the Program fee is payable for withdrawal during the first year of enrolment.

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	100% of the Program fee is payable for withdrawal after the first year of enrolment, unless an approved program deferral is in place.
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5.6.4 Additional subject enrolment, student liability and census date

If an EMPA student is required to enrol in an additional **ANZSOG core subject** due to a failure to pass or a withdrawal after the subject census date, they will be invoiced directly for the cost of the replacement enrolment at the current subject fee rate. This applies regardless of whether the student has remaining agency sponsorship.

In cases where sponsorship has been fully expended due to a failed subject, the student will be referred to the university for direct billing.

Please note:

- This policy applies only to **ANZSOG core subjects only**.
- Enrolment in **elective subjects** is managed directly between the student and the partner university.

5.7 Professional Learning Programs

A 'Professional Learning Program' refers to a short-form, skills-focused learning experience designed to build specific capabilities required in the modern public sector. These programs may be delivered in various formats and are led by experienced academics and industry professionals

Full refund	If a cancellation request is submitted 10 or more workdays prior to program start date, a full refund will be provided
No refund	If a cancellation request is submitted 10 workdays or less prior to program start date no refund will be provided. Exceptional circumstances may be considered (see Section 6.0)
Option to transfer to another participant ('substitution')	If a cancellation request is submitted before the program start date, the paid registration fee can be transferred to another participant from your agency.
Transfer to an alternative program	The option to transfer to an alternative program is not available, fees are not transferable to another program.
No show	If the registered participant does not attend the session, no refund or credit will be available. If program content is recorded it will be made available.
Credit note	Not available

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5.8 Event registrations

An Event refers to a short-duration, standalone learning or engagement opportunity hosted by ANZSOG. Events may include webinars, panel discussions, keynote presentations, or facilitated conversations, and are designed to explore timely topics relevant to public sector professionals.

5.8.1 Registration to an Event is confirmed via the payment method used (e.g., invoice or credit card) on the booking platform.

5.8.2 For Events costing \$100 or less, payment must be made by credit card only.

5.8.3 If ANZSOG cancels or changes an event due to unforeseen circumstances (e.g., low registrations), you will receive a full refund or substitute registration.

5.8.4 ANZSOG is not responsible for any additional costs incurred.

Full refund	If a cancellation request is submitted 7 workdays prior to a scheduled event, a full refund will be provided by payment method made
No refund	If a cancellation request is submitted less than 7 workdays prior to a scheduled event, no refund will be provided, Exceptional circumstances may be considered (see Section 6.0)
Transfer to an alternative event	The option to transfer to an alternative event is not available, fees are not transferable
Option to transfer to another participant ('substitution')	If a request to 'substitute' is submitted 24-hours prior to the event start date you can take the option to transfer the paid fee to an alternative participant within your agency.
No show	If the registered session is not attended, no refund or credit will be available. If program content is recorded it will be made available.
Cancel on the day	If cancellation request is received on the day of the event, no refund will be provided, unless exceptional circumstances
Credit note	Not available

5.9 Conferences

Conferences will have specified *Terms and Conditions of Registration and Cancellation* and are not covered in this document. See specified conference information.

6.0 Exceptional Circumstances and eligibility for refund

6.1 *Exceptional circumstances* refer to unforeseen and unavoidable events that significantly impact a participant's ability to attend or complete a program or event. These may include, but are not limited to:

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- Serious illness or injury (supported by a medical certificate)
- Bereavement of an immediate family member
- Natural disasters or extreme weather events affecting travel or safety
- Unexpected and urgent work commitments (with written confirmation from the employer)
- Major transport disruptions beyond the participant's control

6.2 Requests for consideration under *exceptional circumstances* must be submitted in writing to engage@anzsog.edu.au, along with appropriate supporting documentation.

6.3 ANZSOG reserves the right to assess each case individually and determine eligibility for a refund, transfer, or credit.

7.0 Group Pricing

For group purchases where the individual or agency has received a discounted fee as a result of meeting a purchasing threshold, should the number of paid participants fall below the required number to meet this threshold the purchaser will be liable for:

- 7.1 The difference between the discounted amount and the program full fee where other Cancellation and Transfer requirements as outlined in this document have been met.
- 7.2 The full amount of the initial purchase where Cancellation and Transfer requirements as outlined in this document have not been met.

Document control

Document title	2026 Terms and Conditions of Registration and Cancellation
Effective date	2026 Program Delivery Calendar
Approved by	Program Advisory Group (PAG)
Policy Owner	Director Student Experience, Marketing and Alumni
Next review date	This document will be reviewed annually to align with release of annual program calendar or if significant change to a program suite or services within the calendar year.
Version	2026-1, approved date 11 June 2025 2026-2, approved date 20 October 2025