

## 2026 Terms and Conditions of Registration and Cancellation

### 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

**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. This includes registration confirmations, application updates, reminders, and other relevant delivery updates.
- 2.2 For the Executive Master of Public Administration (EMPA) university program-related communications are also sent to the student's university email address. EMPA students are to keep up to date with all communications sent to their university email address.
- 2.3 Please ensure your contact details are current. ANZSOG is not liable if you provide the wrong contact details. If your employer's IT policy blocks our emails, it is your responsibility to ensure you receive all necessary information. Check your spam / junk folders for missed ANZSOG emails.

### 3.0 Alumni prices

- 3.1 Alumni pricing is available exclusively to graduates of ANZSOG Executive Leadership Programs who have completed the program in full.
- 3.2 Eligible programs for Alumni include:

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- Executive Master of Public Administration
- Executive Fellows Program
- Deputies Leadership Program
- Towards Strategic Leadership
- Emerging Leaders Program
- Public Leadership in the Digital Age

### 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 will 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](mailto: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). You will be notified via email or SMS if there are changes to the date, time, delivery format, or location. You 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) Your eligibility for a refund or transfer depends on the program type and timing of your cancellation as clauses 5.6, 5.7 and 5.8.
- (b) Requests must be submitted in writing to [engage@anzsog.edu.au](mailto:engage@anzsog.edu.au).

#### 5.4 'Transfer' means defer participation to a future intake of the same program.

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- 5.5 'Substitution' means nominate another participant from the same agency to take your place. For the Executive Master of Public Administration (EMPA), substitution will also be subject to being successfully admitted by the conferring university.

### 5.6 Executive Leadership Programs

- 5.6.1 An 'Executive Leadership Program' includes the following 5 programs: Executive Fellows Program, Deputies Leadership Program, Towards Strategic Leadership, Emerging Leaders Program and Public Leadership in the Digital Age.

Full refund	If you submit a cancellation 4-weeks prior to program start date, a full refund will be provided
No refund	If you submit a cancellation request less than 4 weeks prior to program start date no refund will be provided, unless exceptional circumstances. (see section 6.0).
Option to transfer to next intake	If you cancel less than 4 weeks before the start date, you may transfer your paid fee to the next intake; however, you will be responsible for any applicable fee increase.
Option to transfer to another participant ('substitution')	If you submit a cancellation request 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	Fee of AU \$1,000 if the agency nominates a suitably qualified alternative student
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Program Orientation date	Fee AU \$6,500 for withdrawal and no agency nominated substitute
4weeks or less prior to program commencement, the Program Orientation date	AU \$4,000 if the agency nominates a suitably qualified alternative student  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.  100% of the Program fee is payable for withdrawal after the first year of enrolment, unless an approved program deferral is in place.

### 5.6.4 Additional subject enrolment, student liability and census date

If a 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.

The census date marks the deadline for withdrawing from a subject, your program, or requesting a break from your study, without incurring financial liabilities or having the action recorded on your academic transcript and statements.

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**.
- Enrolment in **elective subjects** is managed directly between the student and the 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 you submit a cancellation 10 or more workdays prior to program start date, a full refund will be provided
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No refund	If you submit a cancellation 10 workdays or less prior to program start date no refund will be provided, unless exceptional circumstances
Option to transfer to another participant ('substitution')	If submit request to transfer to another participant prior to the program start date you can take the option to transfer the paid fee to an alternative participant within your agency.
Transfer to an alternative event	The option to transfer to an alternative program is not available, fees are not transferable to another program.
No show	If you do not attend the registered session, no refund or credit will be available. If content is recorded it will be made available.
Credit note	Not available

### 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 you submit a cancellation 7 workdays prior to a scheduled event, a full refund will be provided by payment method made
No refund	If you submit a cancellation less than 7 workdays prior to a scheduled event, no refund will be provided, unless exceptional circumstances
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 submit request to transfer to another participant 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 you do not attend the registered session, no refund or credit will be available. If content is recorded it will be made available.

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Cancel on the day	If submit cancellation 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:

- 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](mailto: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.

### Document control

Document title	2026 Terms and Conditions of Registration and Cancellation
Effective date	2026 Program Delivery
Approved by	Executive Team
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.