

## **RCN Credentialing application terms and conditions policy**

### **Refund of credentialing fee**

It is an applicant's responsibility to understand the eligibility requirements of the credential to which they are applying.

In the event an applicant pays for the assessment and cannot be assessed due to a failure to locate a suitable assessor, the fee shall be refunded in full.

In the event an applicant pays for the assessment and does not submit the relevant evidence to RCN in a timely manner (within 90 days of payment) or contact us regarding the application, they lose the assessment fee.

After an applicant pays and passes their assessment, no refunds will be given once a credential has been issued.

If an applicant fails the assessment they may enter the appeals process. The decision of the appeals panel is final. The appeals process is set out in the applicant handbook. The application fee will not be refunded should the applicant be unsuccessful in the appeals process.

Where an applicant allows an application to lapse (i.e. does not respond to a request for further information within six months), no application fee refund will be provided and the applicant will be required to make a new application and pay a new fee for any subsequent application.

### **Cancellation of credentialing**

Once the applicant has paid the credentialing fee, uploaded their evidence or the assessment commenced they may not cancel to stop the process, or request a refund.

### **Appeal and complaints process**

If you are unsuccessful in your application for the RCN Advanced Level Nurse Credential, you may appeal within fourteen days if you believe the assessors have failed assess your application correctly. If you appeal, we will ask you to complete a "grounds for appeal form" ([www.rcn.org.uk/contact/complaints-form](http://www.rcn.org.uk/contact/complaints-form)).

This, along with your original application, will be considered by a new assessor, and moderated by a third assessor whose decision will be final. Complaints will be managed in accordance with the RCN's complaints policy.  
[www.rcn.org.uk/contact/rcn-customer-promise](http://www.rcn.org.uk/contact/rcn-customer-promise)

### **Terms and conditions**

You will be asked to confirm you acknowledge that you have read and understand the above terms and conditions of the application fee in your application.

## **Security policy**

Our Payment Service Provider is Sage Pay (formerly Protix) – the largest independent payment service provider (PSP) in the UK and Ireland.

Sage Pay provides a secure payment gateway (Level 1 PCI DSS), processing payments for thousands of online businesses, including ours. It is Sage Pay's utmost priority to ensure that transaction data is handled in a safe and secure way.

Sage Pay uses a range of secure methods such as fraud screening, IP address blocking and 3D secure. Once on the Sage Pay systems, all sensitive data is secured using the same internationally recognised 256-bit encryption standards.

Sage Pay is PCI DSS (Payment Card Industry Data Security Standard) compliant to the highest level and maintains regular security audits. They are also regularly audited by the banks and banking authorities to ensure that their systems are impenetrable.

Sage Pay is an active member of the PCI Security Standards Council (PCI SSC) that defines card industry global regulation.

In addition, you know that your session is in a secure encrypted environment when you see <https://> in the web address, and/or when you see the locked padlock symbol alongside the URL.

So when buying through our site, you can be sure that you are completely protected.

## **Privacy policy**

The RCN privacy policy can be accessed here: [www.rcn.org.uk/privacy](http://www.rcn.org.uk/privacy)

## **Legal policy**

The RCN legal policy can be accessed here: [www.rcn.org.uk/legal](http://www.rcn.org.uk/legal)

## **Contact us**

All queries should be emailed to: [credentialing@rcn.org.uk](mailto:credentialing@rcn.org.uk)