



Institute for Learning

Membership Subscriptions Refunds Policy

June 2011

Version 4

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Document History

Version Control	Date	Approval
First Draft Version 1	9 April 2010	
Version 2	23 August 2010	
Version 3	September 2010	
Version 4	15 June 2011	OMB approved 6/7/2011

1. Introduction

The Membership Subscriptions Refunds Policy outlines the policy in place at the time of producing this document. The policy links to the Membership Subscriptions Adjustments and Amendments Policy

The document will be reviewed on an annual basis.

2. Summary

2.1 Membership subscription fees

The membership subscription year runs from 1 April to 31 March each year. Membership subscriptions are reviewed annually by the Non-Executive Board. In 2011 a two year membership period has been introduced to allow members to join or renew for either a 1 year period ending 31 March 2012 or a 2 year period ending 31 March 2013

The membership subscription fees for 2011-2012 (1 year membership) and 2011-2013 (2 year membership) are as follows:

Member grade	1-year membership (year ending 31 March 2012)	2-year membership (year ending 31 March 2013)
Affiliate	£38	£68
Associate	£38	£68
Member	£38	£68
Fellow	£53	£95
Companion	£38	£68
Affiliate undertaking full-time initial teacher training	£17	£30

2.2 Concessionary subscription fees

There are two concessionary subscription fee rates available

Concession 1:

Rates are available to members who have:

- retired from the teaching or training profession
- are unemployed or on maternity leave at the point of joining or renewing their membership
- if earnings are below the income tax threshold currently £7,475

Concession 2:

- Is for members earning above the income threshold but less than £16,000

2.3 Membership subscription payment methods

The current payment methods are as follows:-

- (i) Credit/Debit Card (online or over the phone)
- (ii) Direct Debit
- (iii) Cheque
- (iv) Employer funded – where Employers pay their members subscriptions by cheque or BACS

3. Membership subscription refunds

Membership subscriptions refunds are only issued if they meet the criteria below.

3.1 When refunds can be made

- 3.1.1 If a member notifies the Membership Team within 30 days of the payment being received that they wish to resign from membership,
- 3.1.2 Where a processing or system error has resulted in a duplicate payment of a subscription being taken, or if the subscription payment is greater than the relevant subscription as set out in Section 2,
- 3.1.3 At the discretion of the Membership Officer or Head of Membership in extenuating circumstances,
- 3.1.4 If a member renewed their membership between 1 February – 6 June 2011 for 18 months and wishes to move to a 1 year membership. This option will only be available to members up until 22 July 2011.

3.2 When will refunds not be made

- 3.2.1 If a member requests a refund for a previous subscription year.
- 3.2.2 If a member requests a refund more than 30 days after a payment has been received for their membership.

4. Who can authorise a refund

In order to maintain effective monitoring and control, the authorisation of refunds will be managed as follows:

	Refund Requests	Refund Processing	Refund Authorisation
Credit/Debit Card	All Membership Team staff	Membership Team	Membership Officer/Head of Membership
Direct Debit	All Membership Team staff	Membership Team	Membership Officer/Head of Membership
Cheques	All Membership Team staff	Finance Team	Membership Officer/Head of Membership
Employer Funded	All Membership Team staff	Finance Team	Membership Officer/Head of Membership

5. Refund requests

Requests can be made by email or letter. Refund requests cannot be made over the telephone

6. Refund payments

Refund payments will be issued by the same payment methods as the subscription payment e.g. an online card payment will be refunded back on to the card used to pay the subscription.

7. Monitoring of refunds

The value and number of refunds will be monitored and reviewed on a quarterly basis by the Head of Membership.