

# ONLINE LEARNING CENTER COURSE REACTIVATION POLICY

Policy #: 11.1

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## PURPOSE

The purpose of the policy is to establish a consistent procedure for reactivation of expired purchases in IAFN's Online Learning Center.

## PERSONS AND AREAS AFFECTED

IAFN members and non-members

## POLICY

All courses purchased in the Online Learning Center are purchased for a finite period of time. At the time of purchase, the learner is notified of the course end-date. When that subscription has ended, the learner no longer has access to the item purchased. This policy establishes the costs and procedures to reactivate an expired or expiring course in the event a member or non-member requests access.

### A. Completed Courses

1. Completed courses are typically available to the learner for review for a period of one year.
2. If a learner's initial subscription to a completed course has expired and a learner wishes to reactivate that course for review, there will be a cost.
  - a. Members can choose between reactivating their completed course or retaking the course.
  - b. If a member chooses to reactivate a completed course, they will be charged half (50%) of the current member price of the item. No additional nursing continuing education credit will be awarded.
  - c. If a member chooses to repurchase and retake the course at the full member price, the member is then eligible to earn continuing education credit for retaking the course.

- d. Nonmembers may repurchase the course at the full nonmember price, making them eligible to earn continuing education credit for retaking the course.
- 3. Reactivation of a completed item entitles the learner to a 365 days (one calendar year) subscription extension to review that item.
- 4. This applies to all items in IAFN’s Online Learning Center.

**B. Incomplete Courses**

- 1. This applies to all purchasable items in IAFN’s Online Learning Center.
- 2. Typical Courses-the member or non-member is given 365 days to complete.
- 3. Timed Courses-the member or non-member is a given a specified and outlined time frame for completion (ie., 12 weeks to complete online SANE training).
  - a. Although these courses must be completed in 12 weeks, IAFN recognizes that catastrophic events may occur that result in a request for an extension of the initial 12 week completion period.
  - b. In the event of a request for an extension, members will be given a 2 week extension at no cost.
  - c. Following the 2 week no-cost extension, members will also be eligible to extend through purchase using the calculations outlined in the cost table below.

<b>Total contact hours offered by course</b>	<b>Member Weekly Fee</b>	<b>Non-Member Weekly Fee</b>
Total contact hours < 10.0 (less than 10)	\$10.00	\$25.00
Total contact hours > 10.0 (greater than 10)	\$30.00	\$50.00

- d. For completion of Online SANE training, regardless of member status, no more than a 10 week extension will be granted. Failure to complete the course in the allotted time frame and extension will require complete re-purchase of the product.
- e. Non-members will not be given a no-cost extension.