



NSW Permanent Impairment Assessment training Fees, Refund and Fee protection Policy & Procedure

Policy Version 2.0

Policy

The policy applies to fees, charges and refunds applicable to the provision of NSW Permanent Impairment Assessment training.

Purpose

The purpose of this policy and procedure is for AMA TRAINING to define the fees and refund processes for Participants. This policy ensures transparency of operations and guarantees that all Participants are treated fairly and with integrity when charged fees or applying for refunds.

Responsibility

The Chief Executive Officer or delegate is responsible for this policy/procedure and to ensure that all staff and Participants are aware of its application and that staff implement its requirements.

1. Notification of Fees and Charges

- 1.1. Fees and charges listed on this policy are available for Participants, prospective participants and the general public at all times on the www.ama5.com.au website. The information includes:
 - 1.1.1. All fees payable to AMA Training, clearly describing all costs involved with the course including any incidental fees (when applicable)
 - 1.1.2. How fees can be paid
 - 1.1.3. When fees must be paid
 - 1.1.4. How to request a refund

2. Payment of fees

- 2.1. Fees must be paid to AMA Training in full at time of registration for the relevant Permanent Impairment Assessment module/modules
- 2.2. Fees are to be paid by credit card or debit card. AMA Training will not accept payment made via cheque or cash
- 2.3. Fees are non-transferable to other Participants
- 2.4. Fees are non-transferable to other permanent impairment assessment module/modules



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3. Fees inclusions and exclusions:

3.1. The fees set by AMA Training for the delivery of Permanent Impairment Assessment modules include:

- 3.1.1. Electronic and/or hard copy handout
- 3.1.2. Hard copy of the NSW workers compensation guidelines for the evaluation of permanent impairment (4th edition)
- 3.1.3. Presentation of the relevant module
- 3.1.4. Marking and scoring of competency based assessment
- 3.1.5. Second submission, marking and scoring of competency based assessment
- 3.1.6. For face to face session, provision of tea, coffee and light refreshment
- 3.1.7. Certificate of completion (if the competency based assessment has been deemed satisfactory)

3.2. The fees set by AMA Training for the delivery of Permanent Impairment Assessment modules **do not** include:

- 3.2.1. Copy of the AMA Guides to the Evaluation of Permanent Impairment, Fifth (5th) Edition
- 3.2.2. Printing of hard copy handout for modules delivered online or by correspondence.
- 3.2.3. Re-printing of hard copy handout for modules delivered face to face.

4. Fees and Charges

4.1. The fees for the 2017 Permanent impairment Assessment training modules are:

4.1.1. Face to face modules:

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|-----------------------------------|----------------------|
| • Core | \$694.00 (Exc. GST) |
| • Upper Extremity | \$961.00 (Exc. GST) |
| • Lower Extremity | \$961.00 (Exc. GST) |
| • Spine | \$961.00 (Exc. GST) |
| • Nervous System | \$961.00 (Exc. GST) |
| • Mental and Behavioral Disorders | \$961.00 (Exc. GST). |

4.1.2. Online/correspondence modules:

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|----------------------------|----------------------|
| • ENT | \$804.00 (Exc. GST). |
| • Urinary and Reproductive | \$804.00 (Exc. GST). |
| • Respiratory system | \$804.00 (Exc. GST). |
| • Hearing | \$804.00 (Exc. GST). |
| • Visual system | \$804.00 (Exc. GST). |
| • Haematopoietic system | \$804.00 (Exc. GST). |
| • Endocrine system | \$804.00 (Exc. GST). |
| • Skin | \$804.00 (Exc. GST). |
| • Cardiovascular | \$804.00 (Exc. GST). |
| • Digestive. | \$804.00 (Exc. GST). |

5. Refunds

- 5.1. If a Participant withdraws from a module at least 24 hours before the scheduled face to face workshop or online webinar, a full refund of paid tuition fees is applicable.
- 5.2. With the exceptions defined in Section 7, refund will not be granted to participants cancelling their registration less than 24 hours before the scheduled face to face workshop or online webinar or after the scheduled face to face workshop or online webinar
- 5.3. A full refund will be granted to participants in the case of cancellation of the module by AMA Victoria.

6. Refunds under special consideration arrangements

- 6.1. Participants that cancel their registration less than 24 hours before the scheduled face to face workshop or online webinar or after the scheduled face to face workshop or online webinar, can apply for a full refund of their fee under special consideration arrangements
- 6.2. Special consideration can be requested if one of the following events applies:
 - 6.2.1. Medical condition preventing the Participants from continuing the qualification
 - 6.2.2. Personal circumstances preventing the Participants from continuing the qualification
 - 6.2.3. Natural disasters preventing the Participants from continuing the qualification
- 6.3. If a Participant decides to apply for Refund under special consideration arrangement, the event specified in clause 7.2 must be supported by evidence such as:
 - 6.3.1. Medical certificate
 - 6.3.2. Insurance certificate
 - 6.3.3. Certified statutory declaration
- 6.4. Application for Refund under Special Consideration Arrangements will be reviewed by the Training Course Management Committee or by a delegated officer
- 6.5. If Refund under Special Consideration is granted, the Refund will be processed in line with clause 6.1

7. Requests for refund of fees under clause 6

- 7.1. With the exception of refunds after special consideration arrangements, refunds are considered automatically at time of cancellation. Participants are not required to formally apply for a refund under clause 6

8. Requests for refund of fees under Special Consideration under clause 7

- 8.1. Application for a refund of tuition fees under special consideration must be made in writing on the 'Application for Refund under special consideration' form available from the AMA TRAINING Website.
- 8.2. You must state the reasons for refund as specified in clause 7.2 of this Policy.
- 8.3. Your claim must be supported by relevant documentation as specified in clause 7.3 of this Policy.
- 8.4. AMA TRAINING will review your application within 5 business days from the date in which the refund form is received by AMA TRAINING
- 8.5. AMA TRAINING will communicate its final decision to you within 10 business days from the date in which the refund form is received by AMA TRAINING
- 8.6. If the Refund is approved, AMA TRAINING will pay the approved refund amount within 5 business days from communication of final decision.
- 8.7. Payments of any outstanding debts to AMA TRAINING must be made before a refund can be processed.
- 8.8. Application for refunds under special consideration will not be processed where the application is not made using the appropriate form
- 8.9. Application for refunds under special consideration will not be processed where the application is not accompanied by its relevant supporting documentation.
- 8.10. Refund applications will not be processed where the signature on the Application for Refund does not match the Participant's signature or signature of the original payee or their authorised representative.
- 8.11. All refunds will be recorded on the Refund Log and Application for Refund Forms will be retained on Participant files.

9. Appealing refund decisions

- 9.1. Participants are referred to the Complaints and Appeals Policy and Procedure available from our website if they wish to appeal the decision about Refund.
- 9.2. This policy, the complaints and appeals Policy and the availability of complaints and appeals processes, does not remove the right of the Participant to take action under Australia's consumer protection law.



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10. Supporting Documents

10.1. AMA TRAINING documentation which supports the implementation of this policy & procedure includes:

- 10.1.1. Refund Register
- 10.1.2. Refund under Special Consideration Form
- 10.1.3. Complaints and Appeal Policy
- 10.1.4. Complaints and appeal form

Document History

Revision	Date	Description of modifications
1.0	December 2016	Original
2.0	January 2017	Amended after feedback from SIRA

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