



# VIC - AMA4 Impairment Assessment training Fees, Refund and Fee protection Policy & Procedure

## Policy Version 2.0

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### Policy

The policy applies to fees, charges and refunds applicable to the provision of the Victorian Ministerially approved Training Course for the Application of American Medical Association Guides 4<sup>th</sup> edition also known as the AMA4 Impairment Assessment Training program.

### Purpose

The purpose of this policy and procedure is 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 Program Director 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.iatvic.com.au](http://www.iatvic.com.au) website. The information includes:
  - 1.1.1. All fees payable to the Training Provider, 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 the Training Provider 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. The Training Provider 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
- 2.5. Fees are not transferrable from Stream 1 to Stream 2 modules or vice-versa

### 3. Fees inclusions and exclusions:

- 3.1. The fees set by the Training Provider for the delivery of the Victorian Ministerially approved Training Course for the Application of American Medical Association Guides 4<sup>th</sup> edition also known as the AMA4 Impairment Assessment Training program modules include:
- 3.1.1. Access to the Training Provider learning management system
  - 3.1.2. Electronic and/or hard copy handout
  - 3.1.3. For Core (Stream 1) module only, a copy of the American Medical Association Guides to the Evaluation of Permanent Impairment 4<sup>th</sup> edition
  - 3.1.4. Presentation of the relevant module
  - 3.1.5. Marking and scoring of competency based assessment
  - 3.1.6. Second submission, marking and scoring of competency based assessment
  - 3.1.7. For all face to face sessions, provision of tea, coffee and light refreshments
  - 3.1.8. Certificate of completion (if the competency based assessment has been deemed satisfactory)
- 3.2. The fees set by the Training Provider for the delivery of Permanent Impairment Assessment modules **do not** include:
- 3.2.1. For all modules other than the Core (stream 1) module, a copy of the American Medical Association Guides to the Evaluation of Permanent Impairment 4<sup>th</sup> edition
  - 3.2.2. Re-printing of hard copy handouts for modules delivered face to face
  - 3.2.3. Any additional services not listed at point 3.1

### 4. Fees and Charges

- 4.1. The fees inclusive of GST for the 2018 Impairment Assessment training modules are:
- 4.1.1. Face to face Stream 1 modules:

<b>MODULE</b>	<b>FEE</b>
Core	\$810.00
Hand & Upper Extremity	\$817.00
Lower Extremity	\$817.00
Spine & Spinal Impairment Guides Modification Document (SIGMD)	\$817.00
Nervous System	\$654.00
Psychiatry GEPIC	\$654.00
Ear, Nose & Throat	\$654.00
Urological System	\$514.00
Gynaecology System	\$514.00
Respiratory System Respiratory & System: Occupational Asthma	\$524.00
Visual System	\$524.00
Hematopoietic System & Hematopoietic System: Infectious Occupational Diseases	\$514.00
Endocrine System	\$514.00
Dermatology (Skin System/Scar)	\$633.00
Cardiovascular System	\$514.00
Digestive System	\$524.00
Spinal Impairment Guides Modification Document (SIGMD)	\$675.00

#### 4.1.2. Face to face Update Stream 2 modules:

<b>MODULE</b>	<b>FEE</b>
Core Update	\$258.00
Hand & Upper Extremity Update	\$654.00
Lower Extremity Update	\$654.00
Spine Update	\$654.00
Nervous System Update	\$523.00
Psychiatry GEPIC Update	\$523.00
Ear, Nose & Throat Update	\$523.00
Urological System Update	\$400.00
Gynaecology System Update	\$400.00
Respiratory System Respiratory & System: Occupational Asthma Update	\$419.00
Visual System Update	\$419.00
Hematopoietic System & Hematopoietic System: Infectious Occupational Diseases Update	\$400.00
Endocrine System Update	\$400.00
Dermatology (Skin System/Scar Update	\$507.00
Cardiovascular System Update	\$400.00
Digestive System Update	\$419.00

#### 5. Fees and charges for AMA Victoria Members

5.1. A 5% discount is available for AMA Victoria Members registering for the training program

5.2. The AMA Victoria Members fees including GST for the 2018 Impairment Assessment training modules are:

##### 5.2.1. Face to face Stream 1 modules:

<b>MODULE</b>	<b>FEE</b>
Core	\$770
Hand & Upper Extremity	\$776
Lower Extremity	\$776
Spine & Spinal Impairment Guides Modification Document (SIGMD)	\$776
Nervous System	\$621
Psychiatry GEPIC	\$621
Ear, Nose & Throat	\$621
Urological System	\$488
Gynaecology System	\$488
Respiratory System Respiratory & System: Occupational Asthma	\$498
Visual System	\$498
Hematopoietic System & Hematopoietic System: Infectious Occupational Diseases	\$488
Endocrine System	\$488
Dermatology (Skin System/Scar	\$601
Cardiovascular System	\$488
Digestive System	\$498
Spinal Impairment Guides Modification Document (SIGMD)	\$641

### 5.2.2. Face to face Update Stream 2 modules:

<b>MODULE</b>	<b>FEE</b>
Core Update	\$245
Hand & Upper Extremity Update	\$621
Lower Extremity Update	\$621
Spine Update	\$621
Nervous System Update	\$497
Psychiatry GEPIC Update	\$497
Ear, Nose & Throat Update	\$497
Urological System Update	\$380
Gynaecology System Update	\$380
Respiratory System Respiratory & System: Occupational Asthma Update	\$398
Visual System Update	\$398
Hematopoietic System & Hematopoietic System: Infectious Occupational Diseases Update	\$380
Endocrine System Update	\$380
Dermatology (Skin System/Scar Update	\$482
Cardiovascular System Update	\$380
Digestive System Update	\$398

## 6. Refunds

- 6.1. 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.
- 6.2. 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 after the scheduled face to face workshop or online webinar
- 6.3. A full refund will be granted to participants in the case of cancellation of the module by the Training Provider.

## 7. Refunds under special consideration arrangements

- 7.1. Participants that cancel their registration less than 24 hours before the scheduled face to face workshop can apply for a full refund of their fee under special consideration arrangements
- 7.2. Special consideration can be requested if one of the following events applies:
  - 7.2.1. Medical condition preventing the Participant from attending the face to face workshop
  - 7.2.2. Personal circumstances preventing the Participant from continuing the face to face workshop
  - 7.2.3. Professional circumstances preventing the Participant from continuing the face to face workshop
  - 7.2.4. Natural disasters preventing the Participant from continuing the face to face workshop
- 7.3. 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:
  - 7.3.1. Medical certificate
  - 7.3.2. Insurance certificate

### 7.3.3. Certified statutory declaration

7.4. Application for Refund under Special Consideration Arrangements will be reviewed by the Program Director or by a delegated officer

7.5. If Refund under Special Consideration is granted, the Refund will be processed in line with clause 6.1

7.6. If Refund under special consideration is not granted, communication will be sent within 48 hours

## 8. Requests for refund of fees under clause 6

8.1. 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

## 9. Requests for refund of fees under Special Consideration under clause 7

9.1. Application for a refund of tuition fees under special consideration must be made in writing either via email or using the 'Application for Refund under special consideration' form available on

[www.iatvic.com.au](http://www.iatvic.com.au)

9.2. You must state the reasons for refund as specified in clause 7.2 of this Policy.

9.3. Your claim must be supported by relevant documentation as specified in clause 7.3 of this Policy.

9.4. The Training Provider will review your application within 5 business days from the date in which the refund form is received by the Training Provider

9.5. The Training Provider will communicate its final decision to you within 10 business days from the date in which the refund form is received by the Training Provider

9.6. If the Refund is approved, the Training Provider will process the approved refund amount within 5 business days from communication of final decision

9.7. Payments of any outstanding debts to the Training Provider must be made before a refund can be processed

9.8. Application for refunds under special consideration will not be processed where the application is not made in writing as per specified at 9.1

9.9. Application for refunds under special consideration will not be processed where the application is not accompanied by its relevant supporting documentation

## 10. Appealing refund decisions

10.1. Participants are referred to the Complaints and Appeals Policy and Procedure available from our website if they wish to appeal the decision about Refund

10.2. 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

## 11. Supporting Documents

11.1. The Training provider documentation which supports the implementation of this policy & procedure includes:

- 11.1.1. Refund under Special Consideration Form
- 11.1.2. Complaints and Appeal Policy
- 11.1.3. Complaints and Appeal Form

## Document History

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