

AMA4 Impairment Assessment Training Terms and Conditions

1. Registration

- 1.1. Individuals can register for a core and/or specialty module (stream 1 and stream 2) either by completing and returning the appropriate application form to AMA Victoria or in person at the AMA Victoria premises
- 1.2. Attendance at the core module must occur prior to attendance at a specialty module
- 1.3. Participants wishing to register for a specialty module must either have already completed the core module or be willing to attend the core module prior to attending a speciality module
- 1.4. Application forms are to be returned to AMA Victoria via email, facsimile or mail no less than 24 hours prior to course commencement
- 1.5. According to availability, applicants may register in person at the AMA Victoria premises up to 30 minutes prior to course commencement or earlier
- 1.6. In line with Clause 2.2, registrations for a core or specialty module will not be accepted in case the maximum amount of participants is reached
- 1.7. AMA Victoria, in consultation with the Training Course Management Committee (TCMC), reserves the right to allow participants to register for and attend to a fully booked core or specialty module provided the decision does not affect the quality of training and customer satisfaction.

2. Maximum number of participants

- 2.1. The maximum amount of participants allowed at a core or speciality module is 25
- 2.2. Subject to Clauses 1.7 and 2.6 AMA Victoria will not accept registrations for a core or speciality module after the maximum amount of participants is reached
- 2.3. Participants registered for a core or specialty module that has been fully booked will be advised in writing within 48 hours from when registration is received by AMA Victoria and will be invited to participate in the next available session
- 2.4. Participants registered for a core or specialty module that has been fully booked will be entered onto a waiting list and will be advised of availability of seats as soon as practicable
- 2.5. The waiting list will be managed in order of receipt of registration. In the case of availability of seats the first person on the list will be notified by AMA Victoria. If the first person declines the offer, AMA Victoria will remove him/her from the waiting list and will contact the second person on the list. The process will be repeated until all places are filled or waiting list is exhausted
- 2.6. AMA Victoria, in consultation with the Training Course Management Committee (TCMC), reserves the right to increase or reduce the maximum number of participants to ensure the effectiveness of training and customer satisfaction.

3. Minimum number of participants

- 3.1. The minimum number of participants for a core or speciality module is 5
- 3.2. AMA Victoria, in consultation with the Training Course Management Committee (TCMC), reserves the right to postpone or cancel a core or speciality module if the minimum amount of participants is not reached
- 3.3. If the decision to postpone or cancel a core or speciality module is made due to insufficient bookings, AMA Victoria will inform the registered participants in writing no less than 48 hours prior to course commencement

- 3.4. Once the decision to postpone or cancel a core or speciality module is made due to insufficient bookings the Impairment Assessment Training website (iatvic.com.au/program.aspx) will be updated to inform prospective participants of the decision
- 3.5. Once the decision to postpone or cancel a core or speciality module is made due to insufficient bookings, registered participants will be entitled to a full refund of the course fee already paid or will be offered a place at the next relevant core or specialty module
- 3.6. AMA Victoria, in collaboration with the Training Course Management Committee (TCMC), reserves the right to increase or reduce the minimum number of participants to ensure the effectiveness of training and customer satisfaction.

4. Payment

- 4.1. Fees for a core or specialty module are to be paid at the time of application
- 4.2. Fees are to be paid via Credit Card, cheque or EFT
- 4.3. An application will not be considered finalised until one of the following occurs:
 - 4.3.1. Payment by credit card is successfully processed by AMA Victoria
 - 4.3.2. Payment by cheque is successfully processed by AMA Victoria
 - 4.3.3. Evidence of Electronic Fund Transfer is provided to AMA Victoria
- 4.4. When applicable, AMA Victoria reserves the right to withhold certificate of accreditation until payment is received
- 4.5. When applicable, AMA Victoria reserves the right to withhold Impairment Assessment accreditation until payment is received.

5. Processing credit card payments

- 5.1. Credit card payments will be processed within 5 business days from receipt of credit card details
- 5.2. AMA Victoria will provide a receipt of payment to the participant paying via credit card by the next business day of successful processing
- 5.3. If payment via credit card cannot be successfully processed, AMA Victoria will contact the participant by the next business day to notify of the negative outcome and arrange an alternative payment method.

6. Processing cheques card payments

- 6.1. Cheques will be banked by AMA Victoria within 5 business days from the day the cheque was received
- 6.2. AMA Victoria will provide a receipt of payment to the participant paying via cheque within 24 hours of the cheque being banked
- 6.3. If payment via cheque cannot be successfully processed, AMA Victoria will contact the participant within 24 hours to notify the participant of the negative outcome and arrange an alternative payment method.

7. Cancellation by the participant

- 7.1. Participants can cancel their registration for a core or specialty module by notifying AMA Victoria of their intention to cancel in accordance with Clause 10.1
- 7.2. Notification can occur via phone, email or facsimile
- 7.3. Refunds will be managed in line with Section 10 and Section 11 of the AMA4 Impairment Assessment Training terms and conditions.

8. Cancellation by AMA Victoria

- 8.1. AMA Victoria, in consultation with the Training Course Management Committee (TCMC), reserves the right to cancel a core or specialty module if the minimum amount of participant is not reached
- 8.2. AMA Victoria, in consultation with the Training Course Management Committee (TCMC), may cancel a core or specialty module for other reasons including but not limited to:
 - 8.2.1. Unavailability of facilitator
 - 8.2.2. Cause of force majeure
- 8.3. In case of cancellation, AMA Victoria will notify participants at least 24 hours prior to module commencement
- 8.4. In accordance with Clause 10.2, a full refund will be granted in case the core or specialty module is cancelled by AMA Victoria.

9. Module postponed or re-scheduled by AMA Victoria

- 9.1. AMA Victoria may postpone or re-schedule a core or specialty module due to facilitator unavailability or for other reasons
- 9.2. If a core or specialty module is postponed or re-scheduled, AMA Victoria will notify participants at least 24 hours prior to module commencement
- 9.3. If a core or specialty module is postponed or re-scheduled, AMA Victoria will provide participants with the following options:
 - 9.3.1. Participation in a rescheduled module
 - 9.3.2. Full refund.

10. Refunds

- 10.1. Full refund will be granted to participants who inform AMA Victoria of their intention to cancel at least 48 hours prior to module commencement
- 10.2. A full refund will be granted to participants in the case of cancellation of a core or specialty module by AMA Victoria.
- 10.3. In line with Clause 9.3, full refund may be granted to participants in the case their core or specialty module is postponed or re-scheduled by AMA Victoria
- 10.4. With the exception defined in Section 11, refund will not be granted to participants cancelling their registration less than 48 hours prior to course commencement
- 10.5. When applicable, refunds will be processed via:
 - 10.5.1. Refunding the credit card used for initial payment
 - 10.5.2. Cheque
 - 10.5.3. ETF to a nominated bank account (AMA Victoria preferred method)

11. Refunds under special consideration

- 11.1. Notwithstanding Clause 10.4, participants who cancel their registration less than 48 hours prior to course commencement and would like to seek refund are to apply for Special Consideration providing a detailed reason for cancellation
- 11.2. Application for Special Consideration is to be provided in writing to AMA Victoria at least 30 minutes prior to course commencement
- 11.3. Application for Special Consideration received by AMA Victoria over the phone will not be accepted
- 11.4. Application for Special Consideration received after course commencement will not be accepted

- 11.5. Application for Special Consideration will be reviewed by the General Manager Corporate Services on a case by case basis
- 11.6. Participants applying for Special Consideration will be notified of the decision within 24 hours from when the application for special consideration is received by AMA Victoria
- 11.7. If application for Special Consideration is successful, AMA Victoria will refund the participant the whole amount of course fee paid minus \$150 of administrative fees
- 11.8. If application for Special Consideration is not successful, no refund will be granted to the participant
- 11.9. If granted, refunds will be processed as per described in Clause 10.5

12. Registration

- 12.1. Participants are encouraged to arrive 30 minutes prior to module commencement at AMA premises for registration
- 12.2. Participants are required to sign the Attendance Sign-In Sheet upon arrival at the AMA premises
- 12.3. Failure to sign the Attendance Sign-In Sheet may compromise participant accreditation due to missing evidence of attendance

13. Assessments

- 13.1. All Core and specialty modules have a compulsory assessment which must be passed in order for a participant to be deemed successful and accredited
- 13.2. An assessment will be provided to each participant in a paper format and returned to AMA Victoria within 10 business days from when the module was attended
- 13.3. Assessments received by AMA Victoria will be marked within 10 business days from the day they were received by AMA Victoria
- 13.4. In accordance with the nature of the assessment, marking of assessment will be performed by a staff member of AMA Victoria or by a contracted assessor
 - 13.4.1. An AMA Victoria staff member is to mark all Multiple Choice assessments
 - 13.4.2. An AMA4 qualified assessor is to mark all Open Answer assessments
- 13.5. Assessments results and feedback will be communicated to the participants via mail within 24 hours from the day the assessments are marked:
 - 13.5.1. An incorrect answer will be given feedback by an AMA qualified assessor along with an opportunity to resubmit assessment
 - 13.5.2. An incorrect answer to the resubmitted assessment will result in feedback and an opportunity to attend the next available relevant module in order to gain clearer understanding
- 13.6. The pass mark score for core and specialty module has been set at 100%. All questions are to be answered correctly in order to gain accreditation in a core or specialty module, however;
 - 13.6.1. According to the nature of the impairment assessment, the qualified assessor reserves the right to accept an incorrect answer if the answer demonstrates a deep understanding of the methodology of the impairment assessment guidelines
- 13.7. Participants who do not achieve a 100% pass mark on the first attempt will be allowed a second attempt at no extra cost
- 13.8. Submission of second attempt, marking, and communication of results follow the same timeframes specified in Clause 11.2, Clause 11.3 and Clause 11.4

13.9. Participants who do not achieve a 100% pass mark on the second attempt will be required to re-attend the core or specialty module prior to submitting a new set of assessments.

14. Accreditation and certificates

- 14.1. Upon successful completion of assessment for the core and specialty module, the participant will be granted accreditation for the specific specialty module completed
- 14.2. Participants can attend and complete as many specialty modules as they choose in order to gain accreditation in multiple streams
- 14.3. Upon successful completion of assessment for the core and specialty module, the participant will receive a Certificate of Accreditation
- 14.4. AMA Victoria will provide a Certificate of Accreditation to participants within 10 business days from the day certification is granted
- 14.5. Certificates will be sent to participants via priority mail.

15. Accreditation Disputes

- 15.1. AMA Victoria keeps records of all accredited impairment assessors that successfully completed the core and specialty module from 1998 to today
- 15.2. Notwithstanding clause 15.2, AMA Victoria is aware that come off the accredited impairment assessors that successfully completed the core and specialty module from 1998 to 2010 may not be included in the AMA Victoria Database
- 15.3. In case of Accreditation dispute, where the accreditation claim cannot be verified by querying the IAT accreditation database, AMA Victoria, in agreement with the Training Course Management Committee (TCMC) is satisfied that:
 - 15.3.1. It is the responsibility of the professional to substantiate the claim by providing AMA Victoria with a copy of the Impairment Assessment certificates or accreditation letter issued by the provider.
 - 15.3.2. If clause 15.3.1 is not satisfied, the professional will not be considered accredited for the relevant module object of the claim.
- 15.4. Notwithstanding clause 15.3, professionals are allowed to appeal the decision by following the complaint and appeal process outlined in clause 17.

16. Privacy

- 16.1. AMA Victoria adheres to the thirteen Australian Privacy Principles (APPs) issued by the Office of the Australian Information Commissioner (OAIC) oaic.gov.au/privacy
- 16.2. The information provided by prospective participants at time of registration will be kept secure and accessed only by authorised AMA Victoria staff members
- 16.3. AMA Victoria will not share any of the information collected at time of registration to third party organisation for sales and marketing purposes or for any other purposes not directly correlated to the scope of the AMA4 Impairment Assessment Training
- 16.4. To maintain compliance with its reporting obligation, AMA Victoria may disclose personal information collected at the time of registration with the Training Course Management Committee(TCMC).
- 16.5. When relevant, AMA Victoria may publish the name, practice address and phone number collected at time of registration on the AMA Victoria online register of qualified Impairment Assessment Practitioners

- 16.6. Participants may decline to have their personal information published on the AMA Victoria online register of qualified Impairment Assessment Practitioners by informing AMA Victoria at time of registration
- 16.7. Participants may have their personal information removed from the AMA Victoria online register of qualified Impairment Assessment Practitioners by sending a request in writing to AMA Victoria
- 16.8. Credit card information will be kept by AMA Victoria only until payment is successfully processed.

17. Complaints and appeals

- 17.1. Participants can submit academic and non-academic complaints to AMA Victoria via phone or email
- 17.2. Complaints will be reviewed by the Training Manager and escalated to the General Manager Corporate services where necessary
- 17.3. Complaints will be addressed within 5 business days from the day in which the complaint is received by AMA
- 17.4. Notification of complaint outcome will be sent to the participant within 24 hours from when the decision is made
- 17.5. Participants who are in disagreement with the decision may appeal the decision to the Training Course Management Committee (TCMC) within 10 business days from when the decision is communicated to the participant
- 17.6. Application for appeal is to be provided to AMA Victoria in writing via email or mail
- 17.7. Appeals will be reviewed by the Training Course Management Committee (TCMC) and addressed within 20 business days from the day in which the request for appeal was received by AMA Victoria
- 17.8. Notification of appeal outcome will be sent to the participant within 24 hours from when the decision is made.