



HEAD OFFICE

McMillan Industrial Estate

Unit 4, 26 Ferndell Street, South Granville NSW 2142

P: (02) 9782 1100 | W: www.iame.com.au | E: inbox@iame.com.au

IAME REFUND POLICY

Scope

This policy covers all fees payable for Training & Assessment and Recognition of Prior Learning (RPL) services provided within the IAME scope of registration.

Purpose

To provide for appropriate handling of client payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame

Procedure for Enrolment

Commercial

The IAME may provide commercial training direct to the general public. However, the IAME primarily engages industry enterprises and commercial clients and all fees associated with training are negotiated within a purchase order or through contractual supply agreements.

Given the nature of the requirements under the contractual supply agreements, the IAME does not take in advance any monies for training and assessment services other than enrolment fees from clients.

Fee for Service

In the event that IAME engages Fee-for-Service clients, we shall apply the following:

- a) An initial deposit of no more than \$250 is to be made to confirm a position on the course nominated by the client
 - i. Additional payments are to be made in full prior to the commencement of each unit or unit cluster. These charges are based on the course structure, however, no required payment will exceed \$1500 at any given time

Procedure for Refunds

Commercial

IAME will provide clients with a full refund or credit on the basis that all cancellations are received greater than 24 hours from commencement of course or transfer to an alternate course at the client's discretion.

The refund process reflects the commitment by the IAME to hold places as booked by clients and the amount of administrative resources consumed at the various stages.

INSTITUTE OF AUTOMOTIVE MECHANICAL ENGINEERS (INC).

A.B.N. 57 000 033 992



HEAD OFFICE

McMillan Industrial Estate

Unit 4, 26 Ferndell Street, South Granville NSW 2142

P: (02) 9782 1100 | W: www.iame.com.au | E: inbox@iame.com.au

No refund will be given once the client has commenced the course or program, unless extenuating circumstances or reasons are involved. In these circumstances, the client must apply in writing, directly to either the National Training & Education Manager or the National Administration Manager.