
Institute of Quality Asset Management

Fees and Refunds

Disclaimer

This fees and refunds document contains information that is correct at the time of printing. Changes may impact on the currency of information included. Institute of Quality Asset Management reserves the right to vary and update information without notice. You are advised to speak about any changed information and/or updates with your trainer or by contacting Institute of Quality Asset Management.

This document has been prepared as a resource to assist students and organisation to understand their rights and responsibilities. Please carefully read through the information contained in this document.

Fees and Refunds Policy and Procedure

Important Details

Registered Training Organisation (RTO) Details:

Institute of Quality Asset Management

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Fees

Purpose

The purpose of this document is to inform organisations and individuals of the Institute of Quality Asset Management's fees and refunds policy and procedure.

Information within will cover:

- Course fees and their inclusions
- Any other applicable fees
- Payment options and protection measures
- Circumstances in which a refund or partial refund will apply: e.g. if a student postpones, withdraws or sends a replacement.

Introduction

Costs will be discussed prior to enrolment with an organisation, student and/or their representative paying the tuition fees. A number of factors will determine how much the course will cost.

Invoices will be sent outlining the agreed payment amount and required due dates. On receiving payment, IQ-AM will issue a receipt.

Any pre reading material will not be sent out until payment or deposit has been made.

Course Fees

Course Code	Qualification	Funding Type
10160NAT	Graduate Certificate in Asset Management	Fee for service
10161NAT	Graduate Diploma of Asset Management	Fee for service
10159NAT	Course in Asset Management	Fee for service

Fee

Please contact us to discuss course fees.

Multiple students from one organisation, return students, and not for profit organisations will receive a discount to the standard course cost.

RPL

Course units or assessment task that a student requests 'Recognition of Prior Learning' for has no additional fees applied.

GST

Australian Nationally Accredited Training, which appear on training.gov.au, are exempt from paying GST. Any non-accredited training/courses (i.e. not listed on training.gov.au) delivered by IQ-AM will incur the cost of GST.

Inclusions

Course fees are inclusive of all administration, materials, course delivery, guidance and assessment marking. Where publicly available courses are held, workshop venue and catering are also covered.

Companies

Where fees are to be paid directly by an employer or organisation (including on corporate credit card), full payment is required at the time of enrolment. An invoice will be issued once a purchase order has been raised, at which time your enrolment is confirmed and a place is secured.

Individuals

Fees, agreed to by an individual, must be paid on the due dates specified on the invoice. This will be clearly stated on the invoice at the time of enrolment. A deposit of \$1500 is required to secure your enrolment. The remaining balance is split over each workshop or block. A statement will be issued prior to commencement of each workshop.

Once a workshop or block has been attended, it is deemed that a service has been provided and payment is required.

Note: Where fees are paid for by an individual, it is suggested to speak to your organisation in regards to potential participation of fee reimbursement at successful completion of a qualification.

Protection of an individual's pre-paid fees

Individuals are not required to pay more than the \$1500 deposit prior to commencing the course. The remaining portion of fees, associated with workshops and blocks yet to be delivered in the same enrolment, will not be due for payment prior to their delivery.

Any amounts you choose to pay in advance of the due date on the invoice (workshop or block delivery) is held in good faith till such time we can accept payment according to regulatory standards.

Illness or extreme hardship

In circumstances of illness and/or extreme hardship, a student may withdraw or postpone their enrolment at any time.

If an individual is having difficulty paying course fees, they are asked to please contact us via phone +61 (0)3 9037 4965 or email mang@iq-am.com.au to discuss individual circumstances and make alternate arrangements for payments.

Failure to Make Payment

Please note that outstanding fees may result in cancellation of your enrolment and/or the Institute of Quality Asset Management withholding the issue of qualifications until all fees are paid.

Payment Options

Payment of course fees can be made to Institute of Quality Asset Management via:

- Credit or debit card
- Electronic funds transfer
- PayPal

Other Fees

Other administrative and course related costs.

Item	Fee
Replacement of transcript(s)	\$50
Extension to enrolment	\$120
Additional workshop attendance	\$120

Refunds

Employer paid fees

Any fees paid by an organisation on behalf of a student are non-refundable once the course has commenced or in the event an enrolment is withdrawn/cancelled in the 2 weeks prior to the course commencing. An organisation, where possible, can send a replacement or postpone an enrolment; any paid fees will be held in credit.

Send a replacement

An organisation, prior to any course commencing, may send a student in place of another at no additional cost.

Postponing

An organisation may choose to postpone an individual's enrolment to another scheduled course, equivalent to or above the agreed value.

Cancellation of course by IQ-AM

In the event that a course is cancelled by Institute of Quality Asset Management, for any reason, prior to commencement or for services not yet delivered, paid fees will be refunded in full.

Self-funded paid fees

Funds associated with each workshop are non-refundable once delivery has been commenced by you. This is because Institute of Quality Asset Management will have already expended resources associated with setting up student records, course materials and associated workshop expenses.

Students who have been assessed as competent for one or more units in the course will be issued a Statement of Attainment at the time of withdrawal at no cost.

Withdrawal prior to course commencement

If a student wishes to withdraw, notification must be made two weeks prior to commencing the scheduled course for the \$1500 deposit to be refunded.

Illness or extreme hardship

An individual is able to receive a full refund of the deposit amount, if in the event they were unable to commence their enrolment due to illness or hardship. Satisfactory evidence (e.g. medical certificate) must be provided and final decision will be at the discretion of Institute of Quality Asset Management.

Withdrawal after course commencement

If in the event payments are made by an individual prior to the date on the invoice and the student withdraws, a refund will be given less the deposit and fees paid for prior workshops or block already attended.

Postponing

If an individual chooses, the deposit and fees paid may be held to enrol in the next scheduled equivalent course. Please read the section on 'Protection of an individual's pre-paid fees' before considering this option.

Cancellation of course

In the event that a course is cancelled by Institute of Quality Asset Management or by your employing organisation for any reason and prior to commencement, students enrolled at the time of the cancellation announcement will have their paid fees fully refunded.