

# Fees, Charges and Refunds Policy

## Policy Ref

PN49

## Purpose

Through this policy, AMOSC ensures that all clients are aware of the fees and charges associated with enrolment in a course and/or service with AMOSC. This policy provides the guidelines for the eligibility and assessment of refunds.

AMOSC ensures the protection of all fees and aims to provide clear and accessible information to participants about fees and charges prior to and throughout their enrolment and/or other involvement with AMOSC.

## Scope

This policy applies to all training provided by AMOSC to participants enrolled in one or more of our International Maritime Organisation (IMO) accredited courses, or our “Additional Qualification” courses.

## Policy

### Information about Fees and Charges

The AMOSC Board is the determining body for Fees and Charges for AMOSC Training Courses. Participants and persons seeking to enroll in a course with AMOSC are advised of the course fees, as published on AMOSC’s website.

The information provided to each participant and/or client via the AMOSC website will include:

- a) The total amount of course fees.
- b) AMOSC’s Training Services Terms and Conditions. The Terms and Conditions include information regarding Payment terms, including the timing and amount of fees to be paid and any non-refundable payment.
- c) AMOSC’s Fees, Charges and Refund Policy.

### Fees in Advance

AMOSC collects fees in advance for services not yet provided to participants. To ensure the protection of fees paid in advance, AMOSC holds a Term Deposit for an amount greater than the full amount of funds held by AMOSC as pre-payments from participants or future participants for tuition or other services yet to be provided by AMOSC.

### What do participant fees cover?

Course fees include the cost of all compulsory training and assessment materials.

All course fees include up to three (3) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, AMOSC reserves the right to charge a participant an additional re-assessment fee.

Course fees include the provision of one lunchtime meal per participant for the duration of the course.

For reissuing of a qualification testamur or academic statement, no additional fee will be incurred by the participant.

### **Terms and Methods of Payment**

Fees for individual training course bookings are to be paid immediately via Credit Card, or via Purchase Order in order to be able to secure the reservation on the course.

For group bookings, credit card, Purchase Order or EFT payment of the total cost is required to confirm the booking. Invoices for group bookings will be addressed to the organisation making the booking and individual invoices for each participant will be generated.

### **Credit Card Payments**

Credit Card payments of the total cost are to be processed at the time of securing a course booking.

### **Issuance of Qualifications**

Upon being deemed competent against all performance criteria in the Unit of Competency and verification that all fees have been paid, the Statement of Attainment will be issued to the participant.

### **Refunds**

AMOSC training is costed on 100% attendance, therefore cancellations will only be accepted without charge when notice of cancellation is received in writing (email acceptable), outlining the reason for the cancellation and refund request, at least 10 business days (2 weeks) prior to the course commencement date. For cancellations received after this date refunds will only be considered should the position vacated be filled and the course runs fully subscribed. Refund percentages will be determined on a case by case basis at the discretion of AMOSC management.

Participants who withdraw from a course at least 10 business days (2 weeks) prior to the course commencement date, and wish to request to have the paid amount held in credit by AMOSC for use on a future course, must apply to AMOSC in writing, outlining the details and reason for their request.

Credits held by AMOSC are only valid until the end of the current calendar year, after which no refunds or credits apply.

The outcome of the refund assessment will be provided by written notice to the participant's registered address (postal or email), outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

## Participants deemed “not yet competent”

Should AMOSC determine that a participant is not yet competent according to the Key Performance Criteria of a particular course, distance learning resource material can be provided to the participant to facilitate further learning.

If considered “Not Yet Competent”, participants may be re-assessed on their work up to three (3) times. There will be no further fee associated with this assessment. This re-assessment will be performed at a time that coincides with a future identical level AMOSC course being delivered.

This policy differs for the Aerial Surveillance course as there will be one additional re-assessment (1) due to this course involving the use of aircraft. There may be additional fees imposed for the cost of the aircraft. This will be discussed with the participant at the time. This re-assessment should try to be scheduled at a time that coincides with a future AMOSC Aerial Surveillance course being delivered, if possible.

If the participant is considered “Not Yet Competent” after the third assessment, they may then re-enrol in the course at full fee, or make an appeal about the assessment decision in accordance with the Complaints and Appeals Policy.

## This document is controlled

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