

AMA Victoria Career Advisory Service Terms and Conditions – Private clients

1. Registration

- 1.1. Individuals can register for the AMA Victoria Career Advisory Service (the Service) by using the online booking and payment system located at <https://amavic.com.au/careers-advice>
- 1.2. The booking system will automatically identify available days and time

2. Payment

- 2.1. Fees for the Service are to be paid at the time of application
- 2.2. Fees are to be paid via Credit Card
 - 2.2.1. An application will not be considered finalised until credit card payment is successfully processed by AMA Victoria

3. Processing credit card payments

- 3.1. Credit card payments will be processed immediately via secure online payment gateway.

4. Cancellation by the participant

- 4.1. Clients can cancel the Service by notifying AMA Victoria of their intention to cancel in accordance with Clause 4.2
- 4.2. Notification can occur via phone, email or facsimile
- 4.3. Refunds will be managed in line with Section 8 and Section 9 of the AMA Victoria Career Advisory Service Terms and Conditions

5. Re-scheduling by the participant

- 5.1. Clients can re-schedule the Service by contacting AMA Victoria via phone or email
- 5.2. Clients will not be enabled to re-schedule the Service via the online booking system.

6. Cancellation by AMA Victoria

- 6.1. AMA Victoria, reserves the right to cancel the Service for reasons including but not limited to:
 - 6.1.1. Unavailability of Career Coach
 - 6.1.2. Cause of force majeure
- 6.2. In case of cancellation, AMA Victoria will notify the Client no less than 2 hours before the Service
- 6.3. In accordance with Clause 8.2, a full refund will be granted in case the Service is cancelled by AMA Victoria.

7. Consultation postponed or re-scheduled by AMA Victoria

- 7.1. AMA Victoria may postpone or re-schedule the Service due to facilitator unavailability or for other reasons
- 7.2. If the Service is postponed or re-scheduled, AMA Victoria will notify the Client at least 24 hours prior
- 7.3. If the Service is postponed or re-scheduled, AMA Victoria will provide the Client with the following options:
 - 7.3.1. Participation at the re-scheduled day and time
 - 7.3.2. Full refund.

8. Refunds

- 8.1. Full refund will be granted to Clients who inform AMA Victoria of their intention to cancel at least 48 hours prior to the Service
- 8.2. A full refund will be granted to Clients in the case of cancellation of the Service by AMA Victoria (Section 6).
- 8.3. In line with Clause 7.3, full refund may be granted to Clients in the case the Service is postponed or re-scheduled by AMA Victoria
- 8.4. With the exception defined in Section 9, refund will not be granted to Clients cancelling the Service less than 48 hours prior to the Service
- 8.5. In consultation with the Client, refunds will be processed via:
 - 8.5.1. Refunding the credit card used for initial payment
 - 8.5.2. Cheque
 - 8.5.3. ETF to a nominated bank account

9. Refunds under special consideration

- 9.1. Notwithstanding Clause 8.4, Clients who cancel the Service less than 48 hours prior, and would like to seek refund, are to apply for Special Consideration providing a detailed reason for cancellation
- 9.2. Application for Special Consideration is to be provided in writing to AMA Victoria at least 30 minutes prior to the Service
- 9.3. Clients can apply for Special consideration either via email or facsimile
- 9.4. Application for Special Consideration received by AMA Victoria over the phone will not be accepted
- 9.5. Application for Special Consideration received less than 30 minutes prior to the Service will not be accepted
- 9.6. Application for Special Consideration will be reviewed by the Career Advisor on a case by case basis
- 9.7. Clients 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
- 9.8. If application for Special Consideration is successful, AMA Victoria will refund the participant the whole amount of paid minus
 - 9.8.1. \$30 of administrative fees for AMA Victoria members
 - 9.8.2. \$100 of administration fees for Non-members
- 9.9. If application for Special Consideration is not successful, no refund will be granted to the participant
- 9.10. If granted, refunds will be processed as per described in Clause 8.5

10. Attendance

- 10.1. Clients are encouraged to arrive at AMA premises 10 minutes prior to 30 minutes prior to the Service

11. Privacy

- 11.1. AMA Victoria adheres to the thirteen Australian Privacy Principles (APPs) issued by the Office of the Australian Information Commissioner (OAIC) oaic.gov.au/privacy
- 11.2. The information provided by prospective Clients at time of booking will be kept secure and accessed only by authorised AMA Victoria staff members.

- 11.3. The AMA Victoria Career Advisory Service department may share information collected prior or during the Service with other departments of AMA Victoria for communication and marketing purposes.
- 11.4. AMA Victoria will not share any of the information collected at time of booking with third party organisation for sales and marketing purposes.
- 11.5. AMA Victoria will not share any of the information collected during the service with third party organisation for sales and marketing purposes.
- 11.6. Credit card information are collected for payment purposes only.
- 11.7. Credit card payments are processed using Stripe payment system <https://stripe.com/au>

12. Confidentiality

- 12.1. AMA Victoria will maintain confidentiality of all sensitive information collected prior and during the Service.
- 12.2. Information collected will not be disclosed with internal or external parties unless release is required by law

13. Generic Advice

- 13.1. The advice provided during the Service are to be considered general in nature and may not take into account your personal situation. Clients should consider whether the information and advices provided are appropriate to their needs.
- 13.2. Although every effort will be made to ensure accuracy of the information and advices provided during the consultation, AMA Victoria, its officers, employees and contractors disclaim all liability (except for any liability which by law cannot be excluded), for any error, inaccuracy in, or omission from the information provided or any loss or damage suffered by any person directly or indirectly through relying on this information.

14. Complaints and appeals

- 14.1. Clients can submit complaints to AMA Victoria via phone or email
- 14.2. Complaints will be reviewed by the Training Manager and escalated to the Chief Operating Officer where necessary
- 14.3. Complaints will be addressed within 5 business days from the day in which the complaint is received by AMA
- 14.4. Notification of complaint outcome will be sent to the participant within 24 hours from when the decision is made
- 14.5. Participates who are in disagreement with the decision may appeal the decision to the within 10 business days from when the decision is communicated to the participant
- 14.6. Application for appeal is to be provided to AMA Victoria in writing via email or mail
- 14.7. Appeals will be reviewed by the Chief executive Officer and addressed within 20 business days from the day in which the request for appeal was received by AMA Victoria
- 14.8. Notification of appeal outcome will be sent to the participant within 24 hours from when the decision is made.