Fees, Fee Protection and Refund Policy and Procedure

**Purpose**

This policy and procedure outlines the actions ARC training undertakes to ensure learner’s fees are protected and refunds are provided where applicable.

**Scope**

This policy applies to students, staff of ARC Training and any third parties acting on behalf of ARC Training.

**Definitions**

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| RPL | Recognition of Prior Learning |
| RTO | Registered Training Organisation |
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**Aim**

To ensure that ARC Training meets the Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015, the Work Health and Safety Act 2011 and all other applicable legislation or Government funding requirements.

Policy

ARC Training provides a clear outline for the protection of student fees paid and the guidelines for the refund of fees. Train Australia will ensure learners will be informed of all cost associated with training prior to enrolment.

Procedure

Fees

1. All course information will clearly outline the fees which are applicable to the course. Prior to enrolment the learner will be advised of any fees which are payable for enrolment in the course.
2. In some cases exemptions for payment of fees and reduction of fees for RPL, credit transfers and where certain criteria are met for discounting for example in the case of low income earners will apply.
3. In order to protect learners any course which requires a fee payment in excess of $1,500 will be required to be paid by instalment on the basis of progression. No more than $1,000 would be taken in any instalment. This ensures no special requirements such as bank guarantees will be necessary to protect advance payment of fees.
4. All fees charged will be in line with the requirements for the State where the training takes place. Some states may require the use of a fee calculator in order to determine the fee the RTO is allowed to charge.
5. When fees are determined as payable by a student an invoice will be sent out to the student for payment.

Refunds

1. There are a number of circumstances where a refund of fees will be available which are as follows:
* Student or Employer has overpaid the advertised fee or concession fee
* A course has been cancelled or postponed by ARC Training
* Student formally advises ARC Training within the “withdrawal with no penalty” period, being seven (7) business days before training commences or in accordance with any cooling off period as determined by state funding agreements or consumer protection legislation.
* If the student withdraws from a qualification but has completed all the requirements for a lower level qualification (which attracts a lower student fee), students will be refunded the difference in fees (providing the fees have been paid in full).
* ARC Training are of the opinion that the student would be unreasonably disadvantaged if a refund did not occur.
1. **Withdrawal from Traineeships**

If a student has withdrawn from a traineeship the amount of the refund will be determined as follows:

* If no visit from ARC Training has taken place and/or no training resources issued, the employer/trainee is entitled to a full refund of the enrolment fee.
* If one or more visits have taken place and training resources issued, the employer/trainee is notentitled to a full refund of the student fee. The fee refund will be the number of units remaining times the per unit cost less an administration fee.
1. **Withdrawal from Full Qualification Courses**

If a student has withdrawn from a Full Qualification Course the amount of the refund will be determined as follows:

* If no classes have been held by ARC Training or attended by the student and/or no training resources issued, the student is entitled to a full refund of the enrolment fee.
* If one or more classes have attended by the student and training resources issued, the student is notentitled to a full refund of the student fee. The fee refund will be determined by the number of units remaining times the per unit cost less an administration fee.
1. **Request a refund**
* To request a refund please contact the ARC Training head office and the form will be sent out.
* Once completed the application for refund should be sent through to ARC Training head office for processing.
* The application will be reviewed and processed within 14 days from receipt.
* Where it has been deemed that a refund request does not fit within the required criteria the applicant will be notified within 14 days.

Requirements of Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015

ARC Training understands that all procedures must comply with the Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015, State and Commonwealth funding requirements and all other applicable legislation.