

Fees, Fee Protection and Refund Policy and Procedure

Purpose

This policy and procedure outline the actions ARC Training undertakes to ensure student's fees are protected and refunds are provided where applicable. Furthermore, this policy will be communicated to prospective students through our website, www.arcgroup.com.au and during pre-enrolment engagement and enrolment induction sessions by our enrolment officers.

Scope

This policy applies to:

- ARC students
- Sales Team Member
- Administration officer
- Account Team

Aim

To ensure that ARC Training meets the *Standards for Registered Training Organisations (RTOs) 2015* 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. ARC Training will ensure learners will be informed of all costs associated with training prior to enrolment.

Tuition fees and other fees

Tuition Fees/Other fees	Explanation
Total Course Fees	This includes cost of resources and services provided to students
Enrolment/Administration Fees- applies to Fee for Service student only.	This forms part of the total course fees (\$95.00) and is non-refundable and collectable upon enrolment
Credit card Charge	This is the financial institution charge and is non-refundable once the transaction has been process- not applicable to SAS User's Choice Program.
Debit Success Fees	This is a \$12.00 fee collected by Debit Success as an establishment fee and is non-refundable – not applicable to SAS User's Choice Program.
Re-issuance of Certificates and Statement of Attainment	This is a \$25.00 fee collected if former students request their certificates or statement of attainment to be re-issued.
Recognition of Prior Learning (RPL) Application Fee	This is a \$200.00 application fee collected if students applied for an RPL assessment. This fee is non-refundable.
RPL Unit of Competency Fee	This is a fee charged for each unit of competency that was granted or eligible for RPL. Please refer to RPL policy.
Unused tuition fees	Any unit of competency that the student has paid for but did not commence

Used tuition fees	Any unit of competency attempted and/or completed and paid for.
Same day service for documentation release (Documents will be process and sent within 5 business days from the time that request was received by ARC Training)	\$30.00 (this service includes posting the hard copy documentation by express post up to 500 to 1 kg.) Any documentation that exceeds 1kg will incur additional charges, this will be discuss with the person requesting the documentation.

Procedure

Tuition Fees and other Fees

1. The Sales Team is responsible for informing the prospective students about relevant course fees, what is refundable and non-refundable and grounds to seek refunds.
2. In some cases, exemptions for payment of fees may be applicable where certain criteria are met for example, in the case of financial hardship or meeting concession criteria.
3. For any course which requires a fee payment in excess of \$1,500, the student will be required to pay by instalment on the basis of the course schedule. ARC Training will not collect any fees exceeding \$1500.00 except for employers paying for their staff training.
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 to determine the fee the RTO can charge. Once the course fee is determined, the Sales Team Member will notify the student about the course fees and to seek their consent to process their enrolment application.
5. Student may pay the relevant fees, e.g., co-contribution fees either by credit card, bank transfer or Debit Success.
 - **Credit card payment**-the student will pay via NAB Transact.
 - Bank transfer- student to use the following information below:
Train Australia Pty Ltd
BSB: 082 330/Account Number: 570570064
Reference: use student name. Note: Student must send bank confirmation via an email to invoices@arcgroup.com.au

Refund Policy

Student must submit their completed refund request form to Administration Department by email support@arcgroup.com.au to process their refund request.

1. There are several circumstances where a refund of fees will be available; see explanation below, please note that the enrolment fee* is non-refundable after the cooling off period of **48 hours**. The cooling off period of 48 hours apply to all students from the time the enrolment form has been completed and submitted to ARC Training.

Employment Service Provider Students

- The student or Job active (JA) has overpaid the course fee
- The course has been cancelled by ARC Training
- The Student or JA formally advises ARC Training within the “cooling off period”, being 48 hours or 2 business days after the enrolment form has been completed. ARC Training will refund the whole amount if paid by the student.

- ARC Training has determined that the student would be unreasonably disadvantaged if a refund did not occur.
- Any refund will be deposited by the Accounts Team to the student's nominated bank account within 30 days of receiving an approved refund request.
- Enrolment/Administration fee, credit card or debit success charges are not refundable.

Public Students (Students whose fees are partly subsidised)

- The course has been cancelled by ARC Training
- The Student advises ARC Training within the "cooling off period", being 48 hours or 2 business days after the enrolment form has been completed. ARC Training will refund the whole amount if paid by the student.
- If the student withdraws from a qualification but has completed some units of competency then the student will be offered refund for unused tuition fees. However, if the student has commenced study in a particular unit but did not submit any assessments; it will be considered as used tuition fees.
- ARC Training has determined that the student would be unreasonably disadvantaged if a refund did not occur.
- Any refund will be deposited by the Accounts Team to the student's nominated bank account within 30 days of receiving an approved refund request.
- Enrolment/Administration fee*, credit card or debit success charges are not refundable.

Fee for service students (full paying students not relying on subsidy):

- The student has overpaid the advertised course fee
- The course has been cancelled by ARC Training
- If the student withdraws from a qualification but has completed some units of competency then the student will be offered refund for unused tuition fees. However, if the student has commenced study in a particular unit but did not submit any assessments; it will be considered as used tuition fees.
- 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.
- Any refund will be deposited by Accounts Team to the student nominated account within 30 days of receiving and approval of refund request.
- Enrolment/Administration fee, credit card or debit success charges are not refundable.

Traineeships

Note: ARC Training will invoice 50% of any student fees on enrolment. The final 50% will be invoiced at midpoint of the program.

- If the Employer cancels the training before course commencement, the employer will not be refunded of the 50% deposit as specified in the ARC Training Service Level Agreement with the employer.

Request a refund Procedure

- To request a refund please contact the ARC Training head office and the form will be sent out by the Administration Team.

- Once completed, the application for refund should be sent through to ARC Training head office for processing by sending it to support@arcgroup.com.au, for the attention of the Administration Department.
- The application for refund will be reviewed by the Senior Training Administrator and the outcome of the refund will be communicated within 14 days from receipt of the completed refund request form.
- Once approved, the refund will be processed, and monies transferred by the **Accounts team** to the student's nominated bank account within 30 days of being approved for refund.

*Enrolment Fee of \$95.00 is only applicable to Fee for Service Students

Refund Request Form

By completing this form, you are requesting to apply for a partial or full refund of Student fees which you have paid to ARC Training. Please note that the first \$95.00 is a non-refundable enrolment/administration fee (for fee for service students only).

Each refund request will be assessed on its own merits in line with ARC Training's Refund Policy and in line with consumer protection legislation. This form must be lodged to the Attention of the Administration Department by email on support@arcgroup.com.au. If you require special consideration for your application, please provide additional evidence such as a medical certificate etc.

A response will be issued to you within 14 calendar days if you were successful or unsuccessful and if successful; a refund will be made as per the Refund Policy depending on the circumstances within the 30 days of after the refund has been approved.

Date: _____

Student's Full Name: _____

Contact Numbers: _____

Course Enrolled in: _____

Contact Address: _____

Student Fees Paid: \$ _____

Please detail in full, your reason for requesting a refund.

Nominate an Account: Refunds will only be paid via electronic transfer. Please provide the details of your bank account which can be used by ARC Training:

Account Name:							
Name of Bank:							
B.S.B:							Account Number:

I give the consent for the refund amount to be deposited by ARC Training into the nominated account provided.

Signature: _____ Date: _____

ARC Training will be in contact within 14 calendar days

Thank you.



OFFICE USE ONLY

Instruction to ARC Training:

1. Once refund request is received by Administration team, the request is to be forwarded to Senior Training Administrator for review and approval/decline the refund request.
2. Senior Training Administrator to review and communicate the outcome to the student within 14 days. Outcome of request to be recorded in the Student Management System.
3. If the refund request is approved, Senior Training Administrator to advise the Accounts Team via email to refund the money to the student/client nominated account.

Administration Department to complete below:

Request Received by	
Date:	
Brief explanation if the student/client has provided information or documentation to support refund request.	
Date forwarded to TDM	

Senior Training Administrator to complete below:

Request Received by	
Date:	
Outcome of review	
Checklist: <input type="checkbox"/> Notified the student/client of the outcome within 14 days <input type="checkbox"/> Notified Accounts team to refund the student/client <input type="checkbox"/> Copied the outcome information in the Student Management System	

Accounts Team to complete below

Checklist <input type="checkbox"/> Paid refund to the student and copied this completed form in Student Accelerate File
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