

ARC Training Fees and Refund Policy and Procedure

Purpose

This policy and procedure outlines the actions ARC Training undertakes to ensure student fees are protected and refunds are provided where applicable. Furthermore, this policy will be communicated by ARC Training to prospective students through our website, <https://arctraining.edu.au/>, during pre-enrolment engagement and enrolment induction sessions by our enrolment officers.

Scope

This policy applies to:

- ARC students
- Sales Team Members
- Administration Officers
- Accounts Team
- Others

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. All fees stipulated and refund guidelines is aligned with the requirements of the funding bodies.

Tuition fees and other fees

Tuition Fees/Other fees	Explanation
Total Course Fees	This includes the 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.

Glossary

Co-Contribution Fees - These are the portion of the fees paid by the student enrolled under a government funding body.

Employment Service Provider Students (ESP) – Students enrolled under the ESP arrangements or what is now known as Workforce Australia, also known as “Public Students.”

Funding body - Refers to Smart and Skilled, Skills Assure Supplier, Skilled Capital, and Skills South Australia.

Fee for Service (FFS) - Students who are enrolled and not relying on a funding subsidy to pay for their tuition fees.

Tuition Fees - Schedule of fees incurred by students for participating in training and assessment with ARC Training, these fees are set by relevant funding bodies.

Fee for Service Tuition Fees - Schedule of fees set by ARC Training and incurred by FFS students for participating in training and assessment with ARC Training.

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 is 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 \$1500.00, 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. Students 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

Students must submit their completed refund request form to the Administration Team via 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, also known as ‘Public Students’.

- The student or Job Active (JA) has overpaid any course related fees.
- ARC Training has cancelled the course.

- 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 co-contribution fees if whole amount was 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.

Fee for Service Students

- ARC Training has cancelled the course.
- 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.

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.

Requesting a Refund

- 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 Refund Request Form should be sent through to ARC Training head office for processing via support@arcgroup.com.au, to the attention of the Administration Team.
- The refund application will be reviewed by the Administration Manager 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 will be transferred by the **Accounts team** to the student’s nominated bank account within 30 days of the refund request approval date.

*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 Team via email to 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 are successful or unsuccessful. If successful, a refund will be made as per the Refund Policy depending on the circumstances within the 30 days after the refund has been approved.

Student's Full Name:						Date:			
Phone:				Email:					
Address:									
	Suburb:				Postcode:				
Enrolled Qualification:									
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:									
BSB:							Account Number:		
By signing this Refund Request Form, I give consent for the refund amount to be deposited by ARC Training into the nominated account provided.									
Student Signature:						Date:			
ARC Training will contact you within 14 calendar days of Refund Request Form receipt. Thank you.									

OFFICE USE ONLY			
Instruction to ARC Training: <ol style="list-style-type: none"> Once refund request is received by the Administration Team, the request is to be forwarded to the Administration Manager for review and approval/decline of the refund request. Administration Manager to review and communicate the outcome to the student within 14 days. Outcome of request to be recorded in the Student Management System. If the refund request is approved, Administration Manager 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 Administration Manager:			
Administration Manager to complete below:			
Request Received by:		Date:	
Outcome of review:			
Checklist: <ul style="list-style-type: none"> <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: <ul style="list-style-type: none"> <input type="checkbox"/> Paid refund to the student and copied this completed form in Student Accelerate File 			