

# Refund Policy

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**PURPOSE** *The purpose of this policy is to inform all ARC Institute of Business employees and students of the process by which a tuition refund may be granted, under what circumstances and to what extent.*

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**SCOPE** *The policy applies to all ARC Institute of Business students who pay a fee for training to ARC Institute of Business.*

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## 1.0 INTRODUCTION

ARC Institute of Business sets out the terms and conditions under which all students will be eligible for a refund of fees. It will endeavour to meet all student's needs with regard to the delivery of its training; however, a refund may be provided under certain circumstances.

This refund policy is made available to all potential students prior to enrolment via the Student Handbook, the website (publically available via the ARC Institute of Business website) and on the course enrolment form.

## 2.0 POLICY STATEMENT

In accordance with the Standards for *Registered Training Organisations 2015 Clause 5.3c*, due consideration will be provided to all students in relation to the issuing of a refund.

## 3.0 POLICY PRINCIPLES

Course refunds are considered under the following circumstances:

- 3.1 If a student decides to cancel their enrolment and not participate within 14 days of a course commencement, a \$50 administration fee will be charged, and the balance of the fees refunded.
- 3.2 Where a student cancels their enrolment **after** 14 days of commencement, fees paid up to the date of cancellation are not refundable.
- 3.3 If a student withdraws at any time due to extenuating circumstances, a full refund (less any costs incurred, including the administration fee) will be made if suitable evidence of such circumstance is provided to ARC Institute of Business.
- 3.4 Should a student choose to postpone their enrolment, the fee paid will be retained and transferred to the new enrolment. If the student does not subsequently commence, the preceding refund policy principles will apply.
- 3.5 Where a student enrolls in a course that is postponed by ARC Institute of Business and a new commencement date is allocated, the student will be provided with the opportunity to either commence on the new start date or withdraw from the course altogether with a full refund.

- 3.6 Any students seeking a refund must complete and submit the Application for Refund Form, available from ARC Institute of Business.

*All refunds are paid directly into the students' nominated bank account.*

Version Control History			
Version No.	Summary	Date	Approved by
1	<i>New Document</i>	06.04.2016	CEO
2	<i>Updated to reflect current processes - post initial registration Changed ARC &amp; Associates Pty Ltd to ARC Institute of Business (trading name) Updated formatting and included logo</i>	20.09.2017	CEO
2	<i>Reviewed with no change. Re-date footer to 2018</i>	22.01.2018	CEO