

CLASS CONFIRMATION DEPOSIT/BACKGROUND CHECK

Beginning August 7, 2023, the No-Show Fee will be replaced by the Class Confirmation Deposit. Like the No-Show Fee, the Class Confirmation Deposit will be \$20.00.

At this time, there will be no change to the background check process and any cost associated with it.

Please read the FAQs for all the details.

Why is the No-Show Fee changing to the Class Confirmation Deposit?

Client opportunities on the Arise® Platform are in high demand. In recent months, we have seen no-shows on the first day of certification courses reach unprecedented levels. Because there are a limited number of spots available in each certification course, once a course fills up other Service Partners and their agents are unable to enroll. When you or your agent do not show up to a class, this leaves that spot empty for the duration of the entire class. This wastes an opportunity for other Service Partners. It is with that in mind that we are looking to minimize the impact of this trend by introducing the Class Confirmation Deposit.

What is the Class Confirmation Deposit and when can it be paid?

Seven days prior to the start of a certification course you are enrolled in, you will be prompted to pay a \$20.00 Class Confirmation Deposit. You will have 48 hours to pay this deposit, or you will be dropped from the class. This deposit will be returned/refunded to you (to the original form of payment) when you attend the entire first day of class.

If you un-enroll from the opportunity less than seven days prior to the start of the certification course, you will not receive a refund of the Class Confirmation Deposit.

IMPORTANT: You will only be able to pay the Class Confirmation Deposit 7 days prior to the start of class – and during the 48-hour window. Which means that, if you enroll in a class more than 7 days before the start date, you will need to log in to the portal at that 7-day mark to pay the deposit. If you enroll in a class less than 7 days before the start date, you will need to pay the deposit immediately.

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CLASS CONFIRMATION DEPOSIT PAYMENT WINDOW EXAMPLE*:

Assuming the date is June 23, 2023, and you are enrolling in a class that starts at 9:00 a.m. ET on Monday, July 17, 2023:

- You will be guided through the enrollment process as usual and will be notified that you will need to pay the Class Confirmation Deposit of \$20.00 7 days before the class starts on July 17th.
- In this example, your window to pay the class confirmation deposit will open at 9:00 a.m. ET on Monday, July 10th and will close at 9:00 a.m. ET on Wednesday, July 12th.
 - If you do not pay the deposit within this 48-hour window, you will be dropped from the class.
 - You will receive email reminders and a text message (if you opted in to receive text messages).
- If you were to enroll in this class on or after July 10th, you would be prompted to pay the class confirmation deposit immediately.
- If you self-drop from the class anytime after paying the class confirmation deposit, you will forfeit the \$20.00 deposit.

**Dates used for example purposes only. Please make sure to refer to the class start date and information provided when you enroll for details on your class confirmation deposit payment due date/deadline.*

When will I receive my refund – once I attend the entire first day of class?

One to two days after you attend the entire first day of class, your refund of the Class Confirmation Deposit will be processed (to the original form of payment). You should expect to receive it within 7-10 days – depending on your credit/debit card provider.

What does it mean to be dropped from a class?

Being dropped means that you will no longer be able to attend the class or participate in the opportunity. You can be dropped for various reasons, including, not paying the class confirmation deposit in time, no-showing on day one, not showing up to class consistently, missing multiple days in a row, or not completing course content as assigned.

When you are dropped, there will be no refunds provided for the class confirmation deposit or the background check cost (if/when applicable).

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If you are dropped from a class because you failed to pay the class confirmation deposit within the 48-hour window, you will be able to enroll in another opportunity immediately – provided you have not dropped three or more times within the last 90 days.

Note: If you enrolled in a class (or started the process of enrolling in class), prior to August 7, 2023, you will not be required to pay the class confirmation deposit and you will be charged the No-Show fee if you do not attend the entire first day of your class.

How will the Class Confirmation Deposit be paid?

Seven days prior to the start of a certification course, you will be required to pay the class confirmation deposit of \$20.00 using a debit/credit card. This deposit will be refunded (to the original form of payment) after you attend the entire first day of class. If you do not show up to class, you will not receive a refund.

If I drop from class before the class starts, will the Class Confirmation Deposit be refunded?

If you drop from a class after you have paid the Class Confirmation Deposit, you will forfeit the class confirmation deposit of \$20.00. Additionally, keep in mind that if you drop after the enrollment deadline (as indicated on the Opportunity board on the portal), there could be other negative implications for your future enrollments.

If I self-drop - or do not pay the Class Confirmation Deposit in time and am dropped from a class - can I re-enroll in that same class?

If you self-drop or are dropped from a class because you did not pay the Class Confirmation Deposit in time, it may be possible to be re-enrolled in the class – IF it is at least three days before day one of class – by visiting Partner Support.

Please note: If you are re-enrolled in a class, the Class Confirmation Deposit would need to be paid immediately.

If I enrolled in a class before August 7, 2023, will I be required to pay the Class Confirmation Deposit?

No. If you enrolled in a class (or started the process of enrolling in class) prior to August 7th, you will not be required to pay the class confirmation

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deposit and you will be charged the No-Show fee if you do not attend the entire first day of your class.

What happens if the class gets cancelled?

The Class Confirmation Deposit will be refunded in the event the class is cancelled. You will be able to enroll in another opportunity immediately. If you paid for a background check, your background check will be current for 36 months and you will not be required to pay for a background check if you enroll in a new opportunity. There will be no refund for background check fees.

How much is the background check?

The background check cost of \$30.00 has not changed.

How long is the background check valid for?

The standard background check will be valid for 36 months. Please note that for certain client programs, you may be required to take additional background checks, however, if your standard background check is current, you will not have to pay for these additional checks.

Will I have to pay for a background check every time I enroll in a class?

No! The background check will be valid for 36 months. This means that if you have a current background check on record, you will not be charged for any additional checks.

Note: Certain client programs may require additional checks (such as fingerprinting) that could involve additional fees. This information will be included in the Opportunity Announcement for the program.

If I completed a background check within 36 months, why would I be asked to complete a new background check?

Some client programs require higher level background checks. If you have a current background check and the program requires the higher level one, you will need to complete the additional background check – but will not be charged for it.

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Do I need to take a background check even if I am advised there is no fee to take it?

Yes, if an additional background check is required you must take the check when prompted.

How do I know if my background check is current?

When you enroll in a client opportunity, if your background check is not current, you will be prompted to pay for a new background check. You will be asked to take the check immediately after payment.

At what point in the process will I pay for the background check?

Payment for the background check will occur as the final step of class enrollment – exactly where the pay for class step was.

If I don't need a background check at the time of enrollment, do I have to pay for anything?

You will need to pay the Class Confirmation Deposit seven days before the start of class.

Is there going to be an exception if I change my mind after paying for the background check?

We are unable to offer a refund of the background check fee. However, once you have passed the background check it is valid for 36 months and you can enroll in new opportunities without any additional charge.

Will there be a class cost associated with any program?

No. All classes remain FREE.

Please [click here](#) to review the Class Confirmation Deposit Policy.