

## CLASS CONFIRMATION DEPOSIT/BACKGROUND CHECK FAQs

Client opportunities on the Arise® Platform are in high demand. No-shows on the first day of certification courses are a serious concern. 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. The Class Confirmation Deposit aims to minimize the impact of this trend.

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

The **Class Confirmation Deposit** is due within 48 hours of enrolling in an opportunity\*. If you do not pay this deposit within 48 hours, you will be dropped from the class.

You will receive email reminders and a text message (if you opted in to receive text messages).

This deposit will be returned/refunded to you (to the original form of payment) when you attend the entire first day of class.

After payment, if you un-enroll from the opportunity 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 during the 48-hour window.

\*The Class Confirmation Deposit cost can vary. Please refer to the Program Announcement of the class you are interested in for the Class Confirmation Deposit amount.

- If you self-drop from the class at any time after paying the Class Confirmation Deposit, you will forfeit the deposit, and you will be unable to express interest in another opportunity for a rolling 60 days.

### 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.

## CLASS CONFIRMATION DEPOSIT/BACKGROUND CHECK FAQs

### 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 the course content as assigned.

When you are dropped, there will be no refunds provided for the Class Confirmation Deposit or the background check/drug screening cost (if/when applicable).

*If you are dropped from a class because you failed to pay the Class Confirmation Deposit within the 48-hour window, you will be unable to express interest in another opportunity for a rolling 60 days.*

### How will the Class Confirmation Deposit be paid?

You will be required to pay the Class Confirmation Deposit once you have completed all the enrollment steps and become fully enrolled in a certification class. You can pay this deposit 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. Additionally, keep in mind that you will be unable to express interest in another opportunity for a rolling 60 days.

## **CLASS CONFIRMATION DEPOSIT/BACKGROUND CHECK FAQs**

### **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 by visiting Partner Support.

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

### **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 pay 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 is currently \$30.00 for most programs and up to \$75.00 for some programs with a drug screen. Please note: The background check is paid to a 3<sup>rd</sup> party vendor and is subject to change.

### **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.

## **CLASS CONFIRMATION DEPOSIT/BACKGROUND CHECK FAQs**

### **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 Program 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 a higher level one, you will need to complete the additional background check – but will not be charged for it.

### **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.

### **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 once you become fully enrolled in a class – and will have 48 hours to pay it.

## **CLASS CONFIRMATION DEPOSIT/BACKGROUND CHECK FAQs**

**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.

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