

CANCELLATION AND REFUND POLICY

Standard VII-B Cancellation and Refunds: Cancellation and refund policies comply with applicable federal and state laws and regulations and AAHEA policies. Written policies covering cancellation and refund policies to non-starts and dropouts are clearly stated to prospective enrollees before enrollment, consistently followed, and publicly available. Refunds are calculated from the last date of attendance and are promptly made.

Rationale: AAHEA accredited institutions seek to promote good will through the use of explicitly stated, fair and equitable cancellation and refund practices that take into consideration:

1. The legitimate reasons why an applicant or student may not be able to either start or complete the training; and
2. The reasonable expenses incurred by the institution. As established in this policy, the requirements are to be considered the minimum acceptable standards for making refunds. Many institutions incorporate more generous policies and procedures, which the Commission encourages.

ALL PROGRAMS

General Requirements:

1. An institution must have a fair and equitable, clearly defined, and uniformly administered cancellation and refund policy.
2. If the state mandates a cancellation and refund policy, the institution must demonstrate compliance with that policy, as well as with any unique requirements of AAHEA's policy. The institution must compare the state's policy against AAHEA's and follow the one that is consistently more lenient towards the student. If the state does not have a required policy or the institution is not required to be licensed by the state, the institution must follow the policy as delineated in this document.
3. An institution must provide an enrollment agreement in English which includes the cancellation and refund policy and distribute it to all students. In addition, school enrollment documents must be provided in a language that the student understands, or the institution must verify and attest that the enrollee understands the translated content.
4. An institution may not require written notification of withdrawal or notification of withdrawal in person as a condition for making refunds, nor charge any penalty for failure to notify the institution in writing.
5. An institution may not obligate a student for more than twelve (12) months at a time. Refund computations will apply to the stated charges attributable.

Refund Due Dates:

1. If an applicant never attends class (no-show) or cancels the contract prior to the class start date, all refunds due will be made within thirty (30) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.
2. For an enrolled student, the refund due will be calculated using the last date of attendance (LDA) and be paid within thirty (30) calendar days from the documented date of determination (DOD). The date of determination is the date the student gives written or verbal notice of withdrawal to the institution or the date the institution terminates the student, by applying the institution's attendance, conduct, or satisfactory Academic Progress policy.

Rejection and Cancellation before the start of class:

1. If an applicant is rejected for enrollment by an institution, or if a prospective international student has his/her visa application rejected, a full refund of all tuition monies paid will be made to the applicant minus any background check fees that may have been performed as part of the application.
2. If an institution cancels a program subsequent to a student's enrollment, the institution will refund all monies paid by the student.
3. If an applicant accepted by the institution cancels prior to the start of scheduled classes or never attends class (no-show), the institution will refund all monies paid, less a maximum application/registration fee of \$200, if such charges are clearly noted in the enrollment agreement as being non-refundable. Institutions may retain an additional \$150, for a maximum of \$350, when students are recruited from outside the United States or its territories and possess a visa or the equivalent to enter the country for study.

Cancellation after the start of class:

An institution may consider a withdrawal as a cancellation or no show (for example, within the first week of the program) provided this process is fully delineated in writing as part of the refund policy and provided to all students at or before enrollment. A student who is considered a cancellation or no show under such a policy must have all charges refunded and all payments returned to the individual or the applicable funding source less the maximum allowable application/registration fee. In no event may a student be treated differently based on the source of funding or the timing of disbursements or payments.

Withdrawal or Termination After Start of Class:

1. PROGRAMS LESS THAN 300 CLOCK HOURS OR THE CREDIT HOUR EQUIVALENT

For short-term programs such as workshops, seminars and similar programs, institutions shall establish a refund policy in accordance with the guidelines outlined in this document under the headings Standard, Rationale and All Programs, in order to promote good will through a fair and equitable policy.

2. PROGRAMS GREATER THAN OR EQUAL TO 300 CLOCK HOURS OR EQUIVALENT

For programs of study that are greater than or equal to 300 clock hours in length, or the equivalent in credit hours, the institution will establish, at a minimum, the following refund policy:

- a. The institution may retain an administrative fee associated with withdrawal or termination not to exceed \$100.00 or \$150.00 if a background check was preformed.
- b. During the first week of classes, tuition charges withheld will not exceed 10 percent (10%) of the stated tuition up to a maximum of \$500. When determining the number of weeks completed by the student, the institution will consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.
- c. After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained will not exceed a pro rata portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed (see example):
- d. After fifty percent (50%) of the period of financial obligation is completed, the institution may retain the full tuition.

**REFUND COMPUTATION EXAMPLE
300 CLOCK HOURS OR MORE**

24 weeks of training; scheduled start on January 4th; scheduled completion on June 17th. Student is financially obligated for the entire program, 24 weeks of training.

Tuition is \$7500.

Last date of attendance is February 24th.

Date of determination based on the institution's attendance policy is March 8th.

<u>number of weeks student attended</u>	<u>8 weeks</u> = 33.3%
number of weeks financially obligated	24 weeks

Pro rata portion completed based on 8 weeks = 33.3%

33.3% of \$7500 tuition	= \$2500
10% of \$5000 (unearned) tuition	= \$500
Owed to institution	= \$3000
Refunded to student by April 7 th	= \$4500

Some states require that an institution list the tuition for an entire program on an enrollment agreement even when the institution only financially obligates the student for a portion of the entire program. When calculating a refund, the percentage of tuition retained by the institution is based on the portion of tuition attributed to the portion of the program the student was attending when they dropped, not the tuition charge for the entire program listed on the enrollment agreement.

Charges Other Than Tuition:

1. All extra costs, such as books, supplies, equipment, laboratory fees, rentals and any similar charges not included in the tuition price, must be clearly stated in the enrollment agreement. Such charges are not subject to the refund computation but are limited to those materials that are distributed and attributable to the portion of the program in which the student is enrolled. Non-refundable charges must be explicitly stated in the catalog.
2. If applicable, students are bound by the terms as defined in any student housing agreements.

VOCATIONAL PROGRAMS

In addition to the requirements outlined above, an institution which offers vocational programs must also comply with the following:

1. The cancellation and refund policy and all program costs must be published in the institution's catalog. Any non-refundable fees and charges must be clearly labeled as such.
2. An institution which participates in the Title IV programs must establish a Return of Title IV Funds policy which is in compliance with federal regulations and must also comply with federal regulations, as applicable, in the areas of attendance, leave of absence, etc. Federal regulations may differ from AAHEA policy, and if stricter, take precedence.