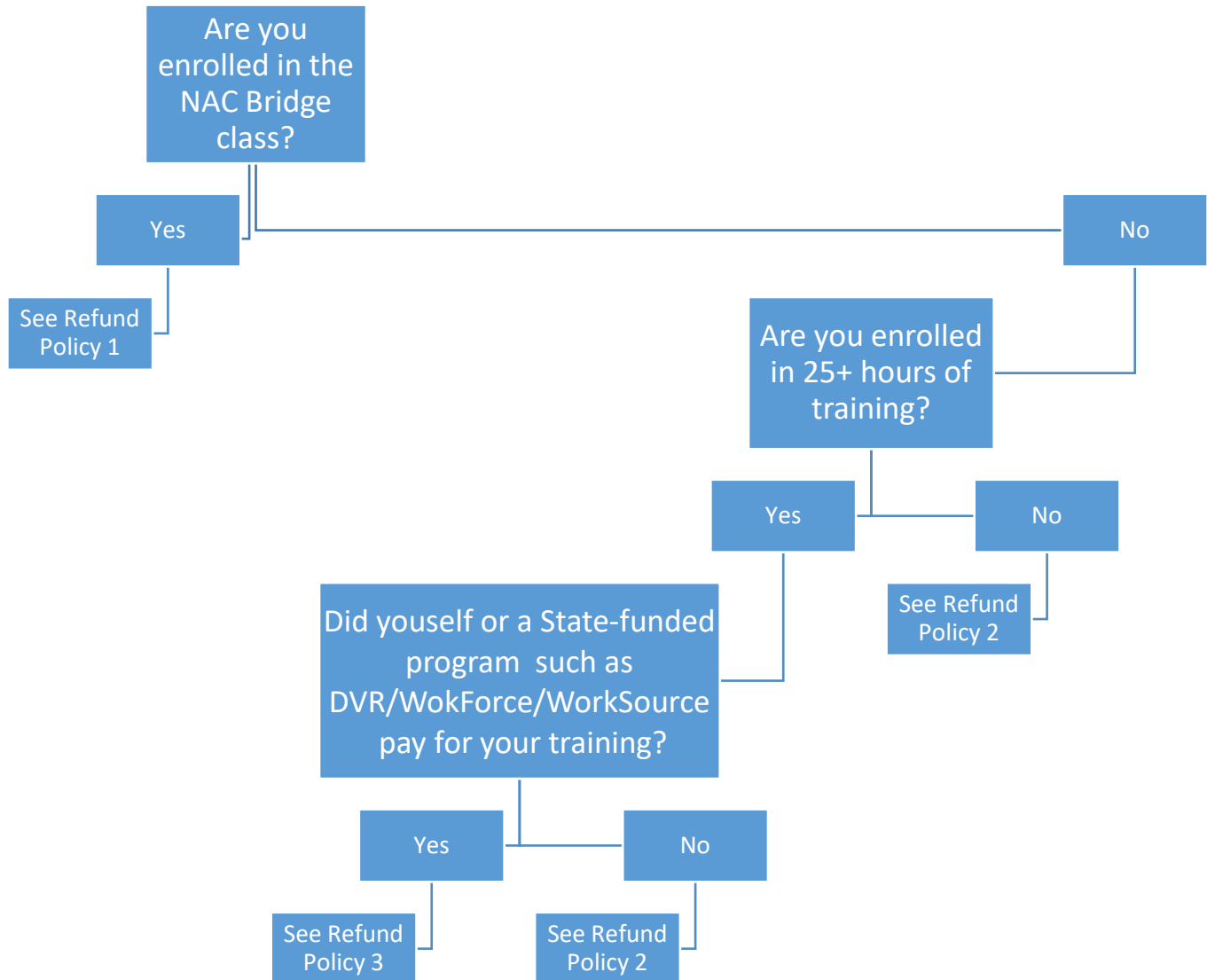




Refund Policy and Procedures Decision Tree



Policy 1.

Students must have an active HCA-C prior to enrolling the NAC Bridge program. We can begin collecting the required documentation prior to enrollment, but will not reserve a spot for anyone until their credential has been verified. Students that wish to pre-pay for the Bridge program may do so, but the student will be responsible for providing proof of payment once they are eligible to enroll. Students are always welcome to purchase books/supplies in advance to prepare for class. All required documentation must be completed at least 1 week prior to the class by noon in order to attend. It will be the student's responsibility to ensure all documentation they submitted will meet the program requirements and should allow as much time before deadline to submit requirements as possible should any item submitted not work. Due to limited capacity in this specialized program, there is a \$100 reschedule fee for switching sessions in this course regardless of the circumstances and refunds will not be issued unless 2 or more weeks notice before the first day of class is given. Class fees are due in-full at enrollment. Students must possess a US High School Diploma, a General Education Development (GED) Diploma, or pass a graded entrance exam before enrollment.

Policy 2.

Refunds: Refunds will only be issued for training when 7 or more days' notice is given (including weekends and holidays) before a 1-day class or first day of a session starts. If enrollment occurs less than 7 days before class/session starts, attendance is considered mandatory and there will be no refunds.

A refund will not be issued for a freely rescheduled course (see reschedules).

Classes are non-transferable to other students or courses, and due to their nature self-studies are non-refundable. Books and supplies will not be refunded once picked up or mailed. For Bridge program refunds, see Bridge NAC Program – Policy One.

Incomplete Courses: Some in-class trainings are more than one day. For these multiple-day classes- one makeup is permitted without a fee only with student notification prior to the day of the class. The makeup day must be completed within 60 days of the original enrollment. Contact the Training Coordinator to schedule the makeup.

Daily Training Rate: Each day of training that needs to be made up after the free makeup has been used will be charged at \$75 a day. After 60 days from the original enrollment, if the course is still incomplete, then the student will have to re-enroll for the entire class again. Students that leave during class & are unable/do not return will need to make up that full day of class again.

In-Class Reschedules: Students are allowed 1 free reschedule for any in-class training except the Bridge class (see Bridge class section – policy one). Rescheduled courses must be completed within 60 days of the original class session. Please contact the Training Coordinator to get rescheduled to an open session. If the free reschedule has already been used, or is scheduled outside the 60 day window from original class, then the student would need to re-enroll in the course at full cost. Students should be aware that missing the first day of Basic training, or the NAC Bridge class will result in the entire session needing to be rescheduled.

Self-study Nurse Delegation/Nurse Delegation Diabetes: Testing for self-studies, including retesting, must be done within 30 days of the original enrollment date. Testing is offered at set-times – Tuesdays at 9:00 AM. Students may reschedule their exam for free 1 time. After 30 days is up/free reschedule is used, the student must re-enroll for the class(s) at full cost.

Policy 3.

The school will refund all monies paid if the applicant cancels within 5 business days (excluding Sundays and holidays) after the day the contract is signed or payment in full is made, as long as the applicant has not begun training. Students must prepare a written notification of withdrawal and submit it to the school Director which contains the student's name, address, and date. All financial obligations on the part of the school and the student will be calculated using the last recorded date of attendance.

The school will refund all monies paid if the student not accepted. This includes instances where a starting class is cancelled by the school. The school will retain an established registration fee equal to ten percent of the total tuition cost, or one hundred dollars, whichever is less, if the applicant cancels past the fifth business day after signing the contract. A registration fee is any fee charged by a school to process student applications and establish a student record system.

1. If training is terminated by the student after the student enters classes, the school will retain the registration fee established under (3) of this subsection, plus a percentage of the total tuition as described in the following table:

If the student completes this amount of training:	School will keep this percentage of tuition: Contact the Training Coordinator for exact amounts of the refund.
One week or up to 10%, whichever is less	10%
More than one week (or 10%), whichever is less, but less than 25%	25%
25% through 50%	50%
More than 50%	100%

2. When calculating refunds, the official date of a student's termination is the last day of recorded attendance:
 - When the school receives notice of the student's intention to discontinue the training program; or,
 - When the student is terminated for a violation of a published school policy which provides for termination; or,
 - When a student, without notice, fails to attend classes for thirty calendar days.
3. All refunds must be paid within thirty calendar days of the student's official termination date.

In-Class Reschedules: Students are allowed 1 free reschedule for any in-class training except the Bridge class (see HCA-C Bridge class section – policy one). Rescheduled courses must be completed within 60 days of the original class session. Please contact the Training Coordinator to get rescheduled to an open session. If the free reschedule has already been used, or is scheduled outside the 60 day window from original class, then the student would need to re-enroll in the course at full cost. Students should be aware that missing the first day of Basic training, or the NAC Bridge class will result in the entire session needing to be rescheduled.

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Questions?

Please contact us at: enrollment@sunriseemail.com Thanks!

You're going to love our classes!