

## CANCELLATION POLICY

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The following policy will apply to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure.

An applicant not accepted by the school shall be entitled to a refund of all monies paid.

If a student or dependent student's parents or guardian cancels his/her enrollment and demands his/her money back in writing within three (3) business days of signing the enrollment agreement/contract, a full refund will be made. A full refund will be made if the enrollment of the student was procured as a result of a misrepresentation made in the advertising or promotional materials of the school or a representation by an owner or representative of the school. This policy applies regardless of whether or not the student actually started training.

If a student cancels his/her enrollment after three (3) business days' cancellation privilege, but prior to entering classes, he/she shall be entitled to a refund of all monies paid to the school, less the \$100 non-refundable registration fee.

## REFUNDS

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Enrollment time is defined as the time elapsed between the actual starting date and student's last day of physical attendance in the school. Cancellation or termination date is determined by the postmark on written notification or the date notice of cancellation is delivered to the school in person. In cases of leaves of absence, regardless of duration, the termination date is the earlier of the date the student was scheduled to return to school and did not, or notifies the school she/he will not be returning. Refunds are due within 45 days or that date. If the student fails to notify the school of withdrawal, the school must terminate on the 45th day and refunds will be made within 45 days of termination.

In the case the student has a prolonged illness or accident, a death occurs in the family, or other circumstances that make it impractical to complete the course, the school shall make a settlement that is reasonable and fair to both parties.

If the school is permanently closed and no longer offering instruction after the student enrolled, the student shall be entitled to a pro-rated refund of tuition.

If a course is canceled subsequent to a student's enrollment, the school shall provide a full refund of all monies paid.

**4** If a refund is not made within the period required, the school shall pay interest on the refund for the interval beginning with the first day following the expiration of the refund period and ending with the day immediately preceding the date the refund is made. If the refund is made to a lending institution, the interest shall also be paid to that institution and applied against the student's loan. The Commissioner of Education annually shall establish the level of interest at a level sufficient to provide a deterrent to the retention of student funds. The Commission may exempt a school from payment of interest if the school makes a good faith effort to refund the tuition but is unable to locate the student. The school shall provide to the Commission on request documentation of the effort to locate the student. Except in unusual circumstances, the date of the institution's determination that the student withdrew should be not later than 14 days after the student's last date of attendance as determined by the institution from its attendance records. The institution is not required to administratively withdraw a student who has been absent for 14 days. However, after 14 days, it is expected to have determined whether the student intends to return to classes or to withdraw. In addition, if the students eventually determined to be a withdrawal, the end of the 14-day period begins the time frame for completing a return calculation.

This requirement does not affect a student's withdrawal date. At an institution that is required to take attendance, a student's withdrawal date is always the last date of attendance as determined by the institution's attendance records.

The school shall record a grade of "incomplete" for a student who withdraws but is not entitled to a refund under provisions of this refund policy, if the student requests the grade at the time the student withdraws and if the student withdraws for an appropriate reason unrelated to the student's academic status. A student who receives a grade of incomplete may re-enroll in the program during the 48-month period following the date the student withdraws and complete those incomplete subjects without payment of additional tuition.

The minimum State of Texas refund of the remaining tuition and fees for all courses will be calculated as follows:

<b>PERCENTAGE OF SCHEDULED TIME TO TOTAL TIME OF COURSE</b>	<b>AMOUNT OF TOTAL TUITION OWED TO THE SCHOOL</b>
<b>0.01-2%</b>	<b>10%</b>
<b>2.01-6.2%</b>	<b>20%</b>
<b>6.21-24.9%</b>	<b>25%</b>
<b>25-49.9%</b>	<b>50%</b>
<b>50% AND OVER</b>	<b>100%</b>

**ANY FUNDS DUE TO THE STUDENT WILL BE MAILED TO THE STUDENT AT THE ADDRESS WE HAVE ON FILE.**

#### **Federal Title IV Funds Eligibility & Policy on Refunds**

For those students that have applied for and are eligible to receive Title IV Funds which include Pell Grants, Direct Student Loans, Parent Plus Loans, etc. the following, based on a 900-hour academic year, is the schedule on which they will be earned and disbursed.

**0-450 hours = 1/2 of eligible Title IV Funds**  
**451-900 hours = 1/2 of eligible Title IV Funds**

If the student withdraws or is terminated from school during any of the above disbursement schedules, a portion of the Title IV Funds received during that payment schedule may have to be returned to the Department of Education.

The law specifies how your school must determine the amount of Title IV program assistance that you earn if you withdraw from school. The Title IV programs that are covered by this law are: Federal Pell Grants, Subsidized Direct Stafford Loans, Unsubsidized Direct Stafford Loans and Direct Plus Loans. When you withdraw during your payment period or period of enrollment, the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula. If you received or (the school or your parent received on your behalf) less assistance than the amount that you earned, you may be able to receive those additional funds. If you received more assistance than you earned, the excess funds must be returned by the school and/or you.

The amount of assistance that you have earned is determined on a pro-rata basis. For example, if you completed 30% of your payment period or period of enrollment, you earn 30% of the assistance you were originally scheduled to receive. Once you have completed more than 60% of the payment period or period of enrollment, you earn all the assistance that you were scheduled to receive for that period. If you did not receive all the funds that you earned, you may be due a post-withdrawal disbursement. If the post-withdrawal disbursement includes loan funds, the school must get your permission before it can disburse them. You may choose to decline some or all of the loan funds so that you don't incur additional debt. The school may automatically use all or a portion of your post-withdrawal disbursement (including

loan funds, if you accept them) for tuition, fees, and room and board charges (as contracted with the school). For all other school charges, the school needs your permission to use the post-withdrawal disbursement. If you do not give your permission (which the school ask for when you enroll), you will be offered the funds. However, it may be in your best interest to allow the school to keep the funds to reduce your debt at the school.

The school must also get your permission before it can disburse directly to you any Title IV grant funds that are part of a post-withdrawal disbursement.

There are some Title IV funds that you were scheduled to receive that cannot be disbursed to you once you withdraw because of other eligibility requirements. For example, if you are a first-time, first-year undergraduate student and you have not completed the first 30 days of your program before you withdraw, you will not receive any Direct loan funds that you would have received had you remained enrolled past the 30<sup>th</sup> day.

If you receive (or the school or parent receives on your behalf) excess Title IV program funds that must be returned, your school must return a portion of the excess equal to the lesser of:

Your institutional charges multiplied by the unearned percentage of your funds, or the entire amount of excess funds.

The school must return this amount even if it didn't keep this amount of your Title IV program funds.

If the school is not required to return all of the excess funds, you must return the remaining amount. Any loan funds that you must return, you (or your parent for a PLUS loan) repay in accordance with the terms of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time.

Any amount of unearned grant funds that you must return is called an overpayment. The amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You must make arrangements with the school or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when you withdraw are separate from any refund policy that the school has. Therefore, you may still owe funds to the school to cover unpaid institutional charges. The school may also charge you for any Title IV program funds that the school was required to return.

In the event a refund is due, the proceeds of such refunds shall be applied toward repayment of the financial aid programs from which such receipts were initially derived. The order of such refunds shall be as follows:

- Unsubsidized Direct Stafford Loan
- Subsidized Direct Stafford Loan
- Direct PLUS Loan
- Federal Pell Grants for which a return of funds is required

In the event a refund is due to the Direct Loan program the Department of Education will be informed of the student's last date of attendance and the date of official withdrawal by the school. The student will receive a copy of the notification letter.

You will be sent written notification from the school as to the school's charges, payments made against school charges, the amount of any refunds, the distribution of any refunds made, and the date that such refunds were executed.

**ANY FUNDS DUE THE STUDENT WILL BE MAILED TO THE STUDENT'S ADDRESS WE HAVE ON FILE.**

If you have any questions about your Title IV program funds, you can call the Federal Student Aid Information Center at 1-800-433-3243. Information is also available on Student Aid on the Web at [www.studentaid.ed.gov](http://www.studentaid.ed.gov).