



## Cancellation and Refund Policy

### Full Refund

A full refund will be made to any student who withdraws from any class before the third meeting of that class. In other words... let's say you enroll in class and attend two meetings of that class. If you feel you are not learning what you expected, you can drop out of the class and receive a full refund of all moneys paid.

### Refund Computations

1. Refund computations will be pro rata, based on the course time expressed in clock hours:

If you withdraw after class meeting 1	you get a full refund of your tuition
If you withdraw after class meeting 2	you get a full refund of your tuition
If you withdraw after class meeting 3	you get a 70% refund of your tuition
If you withdraw after class meeting 4	you get a 60% refund of your tuition
If you withdraw after class meeting 5	you get a 50% refund of your tuition
If you withdraw after class meeting 6	you get a 40% refund of your tuition
If you withdraw after class meeting 7	you get a 30% refund of your tuition
If you withdraw after class meeting 8	you get a 20% refund of your tuition
If you withdraw after class meeting 9	you get a 10% refund of your tuition

2. The effective date of termination for refund purposes will be the earliest of the following:

- (a) the last date of attendance; or
- (b) the date of receipt of written notice from the student.

3. A full refund of all tuition and fees is due and refundable in each of the following cases:

- (a) An enrollee does not attend any classes;
- (b) An enrollee is not accepted by the school;
- (c) If the course is discontinued by the school and this prevents the student from completing the course; or
- (d) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

4. Refunds will be totally consummated within 60 days after the effective date of termination.

### Refund Policy for Students Called to Active Military Service

A student who withdraws as a result of being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- (1) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- (2) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- (3) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
  - (A) satisfactorily completed at least 90 percent of the required coursework for the program; and
  - (B) demonstrated sufficient mastery of the program material to receive credit for completing the program.

## Policies and Procedures to Resolve Student Grievances/Complaints

Please direct matters involving unresolved grievances to:

Texas Workforce Commission  
Career Schools and Colleges  
101 E. 15th Street  
Austin, TX 78778-0001

Approved and regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.