

Refund Requests

To be eligible for a refund, students must notify the business office **in writing** (email or U.S. Postal Service). Verbal requests or phone calls will **not be accepted**. Refunds are issued based on the criteria outlined in this policy and are **subject to a non-refundable 3.5% transaction fee** applied at the time of registration via credit/debit card.

Course Cancellation or Transfer Requests

All requests to cancel or transfer the course must:

- Be submitted **in writing** via **email or USPS mail**.
- **Phone calls or verbal requests will not be accepted—no exceptions.**
- Be confirmed by the office. It is the student's responsibility to ensure the office has received the request.

The effective date of cancellation or transfer is based on:

- The **timestamp** of the email, or
 - The **receipt date** of the USPS mail by the office.
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Transferring to Another Course Date for Part 2 (Clinical Hands-On Portion of the Certification Course(s))

1. **Transfers requested more than 7 days prior** to the originally selected Part 2 date:
 - **No transfer fee will apply**
 - This **courtesy transfer is allowed only once** without a fee.
 2. **Transfers requested with less than 7 days** of the originally selected date for Part 2 of the Certification Course(s):
 - Subject to a **\$100 transfer fee**
 - Students will **not** be placed into a new class date until the transfer fee is paid.
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Course Completion Deadline

Students are given **90 days from the date of registration** to complete both components of the 1 Day Certification Course(s):

- **Part 1:** Online Course -State Board Exam(s)
- **Part 2:** Clinical Hands-On Portion of the Course given in our facility on the date you selected at Registration

Failure to complete both parts within the 90-day period will result in course expiration and the student must **re-register and repay the full course fee with no refund available.**

Refund Policy

Full Refund

Students are eligible for a full refund (minus 3.5% transaction fee) under the following conditions:

- If the school does **not accept** the applicant.
 - If the student cancels **more than 7 days before** the selected date for Part 2 of the Certification Course(s) **AND** has **not started** any portion of Part 1 Online, this includes going into the online course and reviewing any study material (Units) of the Certification Course(s).
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Partial Refund

A **50% refund** (minus 3.5% transaction fee) is available under these conditions:

1. **If Part 1 – the Study Material (Units) and State Board Exam(s) has been started or completed** (including viewing study materials or submitting online exams), **and more than 7 days remain** before the scheduled date of Part 2 of the Certification Course, the Clinical Hands-On Portion, selected during registration.
 2. **If Part 1 has not been started /opened** (including viewing study materials or submitting online exams), but the cancellation request is made **with less than 7 days** of the scheduled date of Part 2, selected during registration.
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No Refund

No refund will be issued if:

- The student cancels the course **with less than 7 days** before the scheduled date of Part 2, selected during registration.

However, the student may choose to **transfer to another class date for Part 2 of the Certification Course(s)** by paying the **\$100 transfer fee**.

Course Expiration

- Students must complete **both Part 1 and Part 2 within 90 days** of registration.
- This includes any class transfers.
- If the course(s) are not completed within this time frame, the student must **re-register and repay the full cost of the course. No Refunds are given if the course had not been completed in the 90-day time frame, this includes both Parts 1 and Part 2 of the Certification Course(s).**