

# Cancellation & Refund

## Student's Right to Cancel

Applicants or students may cancel or terminate their enrollment at any time, before or during their training. Applicants should notify an Academic Dean or Campus President of their intent to cancel or withdraw either in person, via, telephone, email, or in writing.

All monies will be refunded if the school does not accept the applicant or if the Student cancels within three (3) business days (excluding Saturdays, Sundays and holidays) after signing the Enrollment Agreement and making initial payment. Cancellation after the third (3rd) business day, but before the first class, will result in a refund of all monies paid, with the exception of the application fee. If notice of cancellation is received, refunds will be paid by the school within 30 days. After the expiration of the cancellation period, the school is entitled to retain the application fee.

Students who have not visited the school prior to enrollment will have the opportunity to withdraw without penalty within three (3) days following either attendance at a regularly scheduled orientation or following a tour of the school and inspection of the equipment.

In all cases, refunds will meet or exceed the requirements of TEC, §§ 132.061 and 132.0611 and TAC Chapter 807, Subchapter N.

## Student's Right to Withdraw

The Institution's policy for determining the Student's withdrawal date is the earlier of (A) the date the Student notifies the Institution of his or her withdrawal or the date specified by the Student or (B) the last recorded date of class attendance by the Student, as documented by the Institution, if the Student stops attending classes without notifying the Institution or (C) the date the Student violates published Institution policy that provides for the Student being withdrawn or (D) 10 business days following the last recorded date of attendance.

The Student's start date through the last date of attendance will determine the percentage of program completion, and the applicable percentage will be applied to the formula used in the refund calculation as stated below.

For students withdrawing from degree-granting programs or the Vocational Nursing program, the percentage of program completion is calculated by dividing the number of weeks the Student was scheduled to attend in the period of enrollment or payment period as of the last recorded day of attendance into the number of weeks comprising the period of enrollment or payment period for which the Student has been charged.

For students withdrawing from diploma programs, the percentage of program completion is calculated by dividing the number of hours the Student was scheduled to attend in the period of enrollment or payment period as of the last recorded day of attendance into the number of hours comprising the period of enrollment or payment period for which the Student has been charged.

## Refund Policy

Refunds are made for a student who withdraws or is withdrawn from the Institution prior to the completion of his/her program and are based on the tuition billed for the payment period or period of enrollment in which the Student withdraws, according to the Refund Calculation set forth below. Refunds will be based on the total charge incurred by the Student at the time of withdrawal, not the amount the Student has actually paid. The date from which refunds will be determined is the last date of recorded attendance. Refunds will be made within 45 calendar days of the notification of an official withdrawal or date of determination of withdrawal by the Institution. Students who withdraw, or are withdrawn prior to the end of the payment period or period of enrollment are subject to the Return of Title IV Funds Policy noted below which may increase their balance due to the Institution. If there is a balance due to the Institution after all Title IV funds have been returned, this balance will be due immediately, unless a cash payment agreement for this balance has been approved by the Institution. Concorde does not refund charges for books

issued to the Student unless the books are returned in new and unused condition within 14 calendar days following the date of receipt or Student withdrawal. Credit balances due to the Student of less than \$5 (after all Title IV refunds have been made) will not be refunded unless requested by the Student.

## Refund Policy for Students Called to Active Military Service

A student of the Institution who withdraws from the Institution as a result of the Student 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 the 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 materials to receive credit for completing the program.

The payment of refunds will be completed such that the refund instrument has been negotiated or credited into the proper account(s), within 60 days after the effective date of termination.

## Refund Calculation

The schedule of refunds for students who withdraw after starting school, or are dismissed by the Institution, will be computed as follows:

- If a first-time student withdraws within the first twenty-one (21) calendar days of his or her program of study, no tuition charges will be incurred.
  - A first-time student is defined as one who has not previously attended the Institution.
- If a student withdraws after the first twenty-one (21) calendar days, but prior to the 75 percent point of the period of enrollment or payment period for which he or she has been charged, the Student shall be entitled to a pro rata refund of the tuition charged for the period of enrollment or payment period.
- If a student withdraws after the 75 percent point of the period of enrollment or payment period for which he or she has been charged, the Student shall be obligated for the tuition charged for the entire period of enrollment or payment period and not entitled to any refund.

## Student Notifications Regarding Withdrawal and Refunds

Effective: 07/20/2020

A \$100.00 administrative fee will be assessed to any withdrawn student eight days after their last date of attendance.

In case of prolonged illness or accident, death in the family, or other circumstances that make it impractical to complete the program, the Institution shall make a settlement that is reasonable and fair to both parties.

Students may repeat a course. If the Student should withdraw from the program for any reason, based on the refund policy, the hours or weeks in attendance for repeating a course, depending on the program, will be used in the program completion percentage calculation in determining the Student's financial obligation to the Institution.

If any portion of your tuition was paid from the proceeds of a loan, the refund will be sent to the lender or to the agency that guaranteed the loan. Any amount in excess of the unpaid balance of the loan will be first used to repay

any federal/state/private student financial aid program from which you received benefits, in proportion to the amount of the benefits received. Any remaining amount greater than \$5.00 will be paid to you. If there is a balance due, you will be responsible for paying that amount.

A student who withdraws for a reason unrelated to the Student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "W1" (withdrawn but incomplete) and permitted to re-enroll in the course or program during the 12-month period following the date the Student withdrew without payment of additional tuition for that portion of the course or program.