



Enrollment Agreement, Cancellation and Refunds

1. Enrollment and Registration Procedures.

Students must complete a one-time Enrollment Agreement and then complete a separate Registration for each Course or Program they wish to attend. The Enrollment Agreement will be considered active as long as the student has attended a Course or Program within six (6) months. Students who have not taken a Course or Program within the last six (6) months will be considered withdrawn and will need to complete a new Enrollment Agreement to begin a new Course or Program.

A Course may be cancelled for low enrollment. In such a case, the SWBSTC will make every effort to give as much notice as possible. Typically, the notice will be three days prior to the start of class.

Notifications will be made by phone, email or fax utilizing the contact information provided on the student Enrollment Agreement. Registered students will be given the option of a refund or to apply the fees to the next class offered or desired. The chosen arrangement will be documented in the student's file. Students who violate the terms of the Enrollment Agreement may be placed on probation, suspended or expelled from the Course at the discretion of the Program Director. Refunds will be provided based on the Program refund policy.

2. Payment Procedures.

Course and Program tuition fees are based on contact hours, materials and lab usage. Some Courses or Programs may include a separate lab fee. All tuition and lab fees are due in full prior to the start of that Course or Program. Registering students must pay by check or credit card. They may pay by Course or pay in full for a Program (includes all Courses in that Program). SWBSTC does not offer payment plans, tuition assistance, loans or financial aid. (As such, Arizona R4-39-405 is not applicable.)

3. Refund Procedures.

Refunds for tuition (and associated lab fees, if applicable) are offered in the following instances:

a) **Student Cancellation or Withdrawal from a Course:** Students registered in a Course who provide written notice (electronically or in paper) of cancellation at least one business day before the Course begins will be refunded all monies paid. The refund will be provided by check within 30 days of the student making the cancellation. Students registered for a Course who leave during that Course, or who do not appear for that Course and did not cancel in writing at least one business day prior to the start of that Course, will not receive a refund for that Course.

b) **Student Cancellation or Withdrawal from a Program:** Students registered in Programs who provide written notice (electronically or in paper) of cancellation at least one business day before the Program begins will be refunded all monies paid. The refund will be provided by check within 30 days of the student making the cancellation. Students registered for a Program who do not appear for any part of that Program and do not cancel in writing at least one business day prior to the start of that Program will be refunded 90% of the paid tuition for that Program. Students who begin attending a Program and then wish to withdraw after the Program has begun may do so by notifying the SWBSTC Director in writing (electronic or paper

will be accepted). The notice must state the last date of attendance and be signed and dated by the student. The registration fee and Courses already completed will not be refunded. Refunds will be based on the following clock hour percentages:

Program Attendance (as a % of total clock hours in Program)	% of Program Tuition to be Refunded
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50	0%

The percentage of the Program Attendance clock hours is determined by dividing the total number of clockhours elapsed from the student’s start date to the student’s last day of attendance, by the total number of clock hours in the Program. Refunds will be provided by check within 30 days of the student making the withdrawal.

c) Pre-Course/Program Denial:

Applicants who are denied admission before starting any Course but after making payment will be refunded all monies paid. Refunds will be provided by check within 30 days of the denial.

d) Mid-Course/Program Denial:

If a student who is enrolled in a Course is asked to leave a Course once the Course has begun, no refunds will be provided. If a student who is enrolled in a Program is asked to leave, that student will be refunded payment based on the table described above in this policy under, “Program Cancellation or Withdrawal Procedures.”

e) Formal Leaves of Absence:

Students who are on a formal Leave of Absence and miss one or more courses in a Program may choose to be registered for that course(s) the next time it is offered by SWBSTC at no additional charge and without receiving a refund. Such arrangements will be documented in the student’s file. Students on a formal Leave of Absence who do not return from the leave at the scheduled time will be considered withdrawn from the Program and will receive a refund based on the above Refund policy.

4. Student Acknowledgement. I understand that SWBSTC does not guarantee Job

Placement to graduates upon program/course completion or upon graduation. I am also 18 years of age or older and understand and accept my legal responsibilities in regard to this Agreement. I can also meet the essential functions and physical requirements of the training courses with or without reasonable accommodations.