



Snead State Community College
Workforce Development
PAYMENT/REFUND POLICY

Career Skills Training/Continuing Education:

Pre-payment required.

Withdrawal prior to first class meeting, full refund.

Withdrawal after first class meeting, but prior to second class meeting, 75% refund.

After second class meeting, no refund will be given.

Failure to attend the program does not constitute withdrawal.

TEBI PROGRAMS:

Purchase Order number or pre-payment required.

Complete withdrawal prior to course deadline, full refund will be given.

No refunds after course deadline, however substitutions are allowed.

Failure to attend does not constitute withdrawal.

Workforce Development Online
DROP/REFUND POLICY



EDUCATION TO GO

FUNDAMENTALS COURSES - 6-WEEK ACCESS TERM

REFUND POLICY – Students may drop, and receive a refund, if the start date is within the last six months and the student has not completed the course. If course fee was paid online, the credit card used for payment will be refunded in 3-7 business days. If the credit card payment took place more than 60 days before the request to drop, a refund check will be mailed to the student.

POLICY FOR BUNDLED COURSES - Drops are allowed within six months of the original start date of the first course and the student did not complete any of the courses within the bundle.

TRANSFERS - If a student wishes to be transferred to a new session month of the same course, the student will need to contact the Workforce Development Office at Snead State and request the transfer. The student will be dropped from the initial course and the student will be required to re-enroll in the same course for the following month.



EDUCATION TO GO (CENGAGE LEARNING)

DROPS & REFUNDS- ADVANCED CAREER TRAINING PROGRAMS

WITHIN THE 10 DAY GRACE PERIOD

Once a student is enrolled in an Advanced Career Training Program through Education to Go (Cengage Learning), they have 10 calendar days from the date they sign their [Student Enrollment Agreement](#) to advise ed2go of any need to drop their program for a refund. During this time frame, students can submit their drop/refund request to their [Student Advisor](#). Please note, students may be responsible for material costs, if materials are not returned to ed2go, or received back in less than new condition.

AFTER THE 10 DAY GRACE PERIOD

Drop/refund requests received after the 10 day grace period may be approved on an exception basis only. If a drop/refund is approved, additional fees, such as material fees and instructor fees, may apply and will need to be collected prior to processing. Please refer to the [Student Enrollment Agreement](#) for further detail regarding this policy.

REFUND POLICY: For refunds requested within ten (10) calendar days commencing on the date listed as the Start Date in the ed2go Student Center, one hundred percent (100%) of the tuition amount shall be refunded, provided no more than fifty percent (50%) of the program has been completed and all course materials are returned in as-new condition to ed2go at the Student's expense. Such materials must be received within ten (10) days of the date of Materials Return Instructions sent by ed2go to the Student by email notification. The cost of materials not received or those that cannot be returned (such as software, memberships, exam vouchers, exam sponsorship, equipment, etc.) shall not be refunded to the Student. Refunds shall be paid to the Student or Finance Plan forgiveness shall be granted within thirty (30) days following the deactivation date of the program.

Refund requests must be made through email by the Student to Ed2Go (Cengage Learning).

No refunds shall be available after the ten (10) calendar days commencing on the Start Date listed in the ed2go Student Center, unless written justification is received from the Student within the original access period of the Student's program, not including extensions, transfers or holds processed, and complaints are found to be valid based on ed2go's investigation, including soliciting course provider and/or facilitator feedback, and partner school's review of the findings of the investigation.

TRANSFER POLICY: The Student may transfer from one program to another within sixty (60) days following the Student's registration date. There is a transfer fee of one hundred twenty-five dollars (\$125), plus any applicable taxes, if the transfer takes place after the first ten (10) calendar days of the Start Date listed in the ed2go Student Center. If the program to which the Student wishes to transfer costs less than the original program in which the Student is registered, the Student shall be credited the difference, minus the transfer fee. If the program to which the Student wishes to transfer costs more than the original program in which the Student is registered, the Student shall be charged the difference, plus the transfer fee and any applicable taxes.

The Student acknowledges that there may be nonrefundable fees associated with the original enrollment for which the Student is responsible in addition to the transfer fee and any price difference between the original and new program.

If a new version of the program in which the student is registered is released, the Student may transfer into the new version if the Student is within the original access period for the Student's then current program. If the Student has received an extension, the Student is not eligible for transfer to the new version of the program. The Student shall be responsible for the cost of new materials and/or the price difference between versions.

The school through which the Student is enrolled must approve all transfers.

If the Student is using one of ed2go's financing options to pay for the program, the student must finalize any new financing within thirty (30) days following transfer approval from the school through which the Student is enrolled, and the Student must be current on the Student's existing Finance Plan.

HOLD POLICY: A "hold" is a permitted suspension of the Student's participation in the program without penalty. The Student may request a hold of up to ninety (90) days and holds will only be granted for those with extenuating circumstances, at ed2go's discretion, such as military deployment or documented medical concerns. The 90-day hold may be taken all at once or in individual sessions of thirty (30) or sixty (60) days. Some program holds may incur a fee and the student shall be made aware of this before the hold is initiated. If the Student has used an ed2go Finance Plan, they are still responsible for the regular Finance Plan payments throughout the hold period. If the Student remains on hold for more than ninety (90) days, the Student shall be dropped

from the program without a refund and the Student's grade shall be shown as Incomplete on the school's records.

EXTENSION POLICY: For programs resulting in a high school diploma, such as those provided by the Career Online High School, if the Student requires additional time to complete an enrollment, the Student should contact their academic coach to determine eligibility for extension and applicable pricing.

For any program which does not result in a high school diploma, if the Student requires additional time to complete an enrollment, Student may be granted up to two extensions, each equal to twenty-five percent (25%) of the initial duration of access. Extensions shall not exceed the initial duration of access by one hundred and fifty percent (150%). (For example, a 12-month program will have two 3-month extensions available, for a total access period of 18 months.)

Extension requests must be received within two (2) weeks of the original end date. The cost for extension will be determined using the following table:

Tuition Fee	First Extension	Second Extension
\$1 - 1,000	\$75	\$75
\$1,001 - 2,000	\$150	\$150
\$2,001 - 3,000	\$250	\$250
\$3,001 - 4,000	\$350	\$350
\$4,001 - 5,000	\$450	\$450
\$5,001 - 6,000	\$550	\$550

Tuition fee in the above table refers to full retail cost as listed on the Student's order confirmation at time of purchase. Discounts received will not be taken into consideration when calculating extension costs. Extension fees are not refundable and taxes may apply.

GROUND FOR TERMINATION: The Student's enrollment may be terminated for several reasons, upon ed2go's decision, including failure of the Student to comply with ed2go's rules and policies, or failure to comply with the terms and conditions set forth herein. Ed2go may terminate the Student's enrollment at any time for such violations. Ed2go further reserves the right to modify the rules and policies, and any such revisions will be posted online at www.ed2go.com/career/student-agreement . In addition, if the Student owes any amount on a Finance Plan from ed2go and is delinquent on the Student's Finance Plan payments or installments for more than ninety (90) days, ed2go reserves the right to terminate the student's access to the program without a refund.