

HVAC Technical Institute

Standard Operating Procedure – 306

Policies - Refund Policy

Date Implemented: 12-01-2011

Revised Date: 09/2015

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PURPOSE:

HVAC Technical Institute (HVAC Tech) maintains an honest approach when it comes to refunding our students' money. When a student decides to no longer continue our course, or even start it after they have signed all their paperwork, we refund their money according to the time they were active in our program. HVAC Tech's tuition and tuition refund policy, is in compliance with the policy of the Illinois Board of Higher Education (IBHE).

A student withdrawing can include those students who officially or unofficially withdrew:

- 1) From an approved or unapproved Leave of Absence
- 2) For those who were terminated from enrollment
- 3) For those who withdrew from the program and notified the school
- 4) If the school was notified by a second party due to circumstances beyond the student's control.

ROLES AND RESPONSIBILITY:

- A. The student has the right to cancel this contract until midnight of the fifth business day after the date of enrollment but prior to the first day of class all application-registration fees, tuition, and any other charges shall be refunded.
- B. When notice of cancellation is given after midnight of the fifth business day following acceptance but prior to the close of business on the student's first day of class attendance, the school may retain no more than the application-registration fee (\$100.00).
- C. When notice of cancellation is given after the student's completion of the first day of class attendance, the school may retain 15% of the course of instruction. All books/supplies and tools provided to the student will become non-refundable.
- D. A student, who on personal initiative and without solicitation enrolls, starts, and completes a course of instruction before midnight of the fifth business day after the enrollment agreement is signed, is not subject to the cancellation provisions of this section.
- E. Applicants not accepted by the school shall receive a refund of all tuition and fees paid within 45 calendar days after the determination of non-acceptance is made.
- F. Application-registration fees shall be chargeable at initial enrollment and shall not exceed \$100.
- G. Deposits or down payments are considered part of tuition.
- H. The school shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification. Acknowledgement is not necessary if a refund has been mailed to the student within the 15 calendar days.
- I. All student refunds shall be made by the school within 45 calendar days from the date of receipt of student's cancellation.
- J. A student may give notice of cancellation to the school in writing. The unexplained absence of a student from a school for more than 15 school days shall constitute constructive notice of cancellation to the school. For purposes of cancellation the date will be the last day of recorded attendance. (**See 301 Policies – Attendance and See 312 Policies - Withdrawals: Attendance or Grades**)
- K. A school shall refund all monies paid to it in any of the following circumstances (a) the school does not provide the prospective student with a copy of the student's valid enrollment agreement and current catalog or bulletin (b) the school cancels or discontinues the course of instruction in which student has enrolled (c) the school fails to conduct classes on days or times scheduled, detrimentally affecting the student.
- L. If cancellation occurs after the first day of class the student forfeits the registration fee and the following charges prevail:

FORMS:

The forms used to give students refunds are:

- **A letter**

HVAC TECH'S REFUND CHART:

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Percentage of days in class completed by student at notice of cancellation:	Percentage of tuition and other instructional charges which school may retain:	Percentage of days in class completed by student at notice of cancellation:	Percentage of tuition and other instructional charges which school may retain:
After the first day of class - 10%	15%	In excess of 51% - 55%	60%
In excess of 11% - 15%	20%	In excess of 56% - 60%	65%
In excess of 16% - 20%	25%	In excess of 61% - 65%	70%
In excess of 21% - 25%	30%	In excess of 66% - 70%	75%
In excess of 26% - 30%	35%	In excess of 71% - 75%	80%
In excess of 31% - 35%	40%	In excess of 76% - 80%	85%
In excess of 36% - 40%	45%	In excess of 81% - 85%	90%
In excess of 41% - 45%	50%	In excess of 86% - 90%	95%
In excess of 46% - 50%	55%	In excess of 91% - ↑	100%

For Financial Aid students

- Refer to the refund policies of **R2T4 (See 702B General Provisions – Return of Title IV Funds)**

