

FSTE POLICY AND PROCEDURES

Refund/Cancellation Policy

A notice of cancellation must be in writing. It is the policy of First Step to Excellence Health Care Training Academy, Ltd. to issue refunds of tuition and fees in a prompt manner. When a student gives notice of cancellation, FSTE will provide a refund in the amount of at least the following:

- FSTE shall refund the applicant's Application/Registration fee and any tuition or other charges paid by the student in the following circumstances:
 - Any student applying for a program that is discontinued by the school shall receive a complete refund of all fees and/or tuition paid. ○ First Step to Excellence Health Care Training Academy, Ltd did not provide the prospective student with a copy of the student's valid Enrollment Agreement
 - First Step to Excellence Health Care Training Academy, Ltd cancels or discontinues the course of instruction in which the student has enrolled. ○ First Step to Excellence Health Care Education, Ltd, regularly fails to conduct classes on days or times scheduled detrimentally affecting the student
 - Student is not accepted for admission in the Basic Nurses Training program at First Step to Excellence Health Care Training Academy Ltd.
- When notice of cancellation is given by midnight of the fifth business day after the date of enrollment but prior to the first day of class, student will be refunded any tuition aside from the application/registration fee paid.
- Notice of cancellation is given after completion of the first day of scheduled class attendance, but prior to the student's completion of 5% of course instruction, application/registration fee will be retained; 10% of the students' tuition and other instructional charges paid by the student up to, but not to exceed \$300, less the cost of any books or materials provide by the institution.
- Notice of cancellation is given after the student's completion of 5% of course instruction but prior to completion of 60% of course, First Step to Excellence Health Care Training Academy, Ltd will retain application/registration fee plus a tuition amount prorated by days in class and other instructional charges
- First Step to Excellence Health Care Training Academy, Ltd. will retain the application/registration and all tuition and other charges paid by the student when notice of cancellation is given after the student has completed over 60% of the course, measured by days in class.
- The school shall mail a written acknowledgment of a students' written cancellation within 15 calendar days of the postmark date of notification. Such written acknowledgment is not necessary if a refund has been mailed to the student within the 15-day time frame.

- All student refunds shall be and within 30 calendar days from the date of receipt of the students' cancellation notice. For the purpose of cancellation, the date shall be the last day of attendance.
- A written cancellation notice must be documented to First Step to Excellence Health Care Training Academy, Ltd.
- Unexplained absence of a student for more than 10 days shall constitute constructive notice of cancellation. The last day of attendance shall be considered for cancellation.
- FSTE will not provide refunds for books and other course related material.