



Cancellation & Refund Policy

Policy Title:	Exhibit 3.B.7 - Cancellation & Refund Policy
Cross Reference:	2026 ASER Standard 3.B.7 Exhibit 7.B.1a - Application/Enrollment Policy Exhibit 8.B.1a - Attendance Policy Exhibit 2.G.1 - Emergency Action Policy ASER Standard 4.A.4 - Professional Development Policy
Responsibility:	The President and Director of Admission/Recruitment is responsible for review of this policy, annually.
Effective Date:	January 1, 2022
Last Update:	May 12, 2026
Last Review:	May 12, 2026

Students may cancel their enrollment with the institution anytime. Students who cancel their enrollment before starting the training (program or course) are entitled to 100% of all monies paid to the institution. If a student cancels their enrollment after starting the training, it will be processed as a course withdrawal and the amount will be calculated based on a pro-rata policy... i.e.: the percentage of lessons completed.

In addition, AC/C TECH does not restrict the method of cancellations or withdrawals. Students may cancel an enrollment or withdrawal from a course anytime by phone, text, email, letter, or any other convenient manner. Also, the cancellation or withdrawal may be made through the President, Director of Recruitment/Admissions, Director of Student Services, Director of Education, or any instructional staff member. Furthermore, students are not required to ask for a refund, the amount will be issued pursuant to this policy.

A student/employer/sponser is entitled to a 100% refund if one or more of the following criteria are met:

1. The student cancels the application for admission or enrollment agreement within six (6) business days after signing.
2. The student does not meet the postsecondary educational institution's minimum admission requirements.
3. The student's enrollment was procured because of a misrepresentation in written materials utilized by AC/C TECH.
4. If the student has not visited AC/C TECH prior to the enrollment, and upon touring the facility or attending the regularly scheduled orientation/classes, then subsequently withdraws from the program within three (3) days.

As noted above, if a student cancels their enrollment after starting the training, it will be processed as a course withdrawal and the amount will be calculated based on a pro-rata policy. AC/C TECH will pay a refund to students/employers/sponsors in the amount calculated under this policy, or as otherwise approved by the Indiana Board for Proprietary Education, or by ACCET.

The students' obligation at the time of withdrawal will be calculated as follows:

EXAMPLE CANCELLATION/WITHDRAWAL INFORMATION

Course/Program Enrolled: HVAC Maintenance
Start Date: 01/02/2025
End Date: 05/30/2025
Number of Lessons Completed: 155
Number of Lessons Financially Obligated: 300
Total Tuition & Fees: \$1500.00
Payments Received: \$1500.00
Method of Payment: Charge Card
Last Date of Attendance (LDA): 02/24/2025
Date of Determination (DOD): 03/08/2025

EXAMPLE REFUND CALCULATION

1. Pro rata Percent = $\frac{\text{Number of Lessons Completed}}{\text{Number of Lessons Financially Obligated}} = \frac{155}{300} = 0.51667$
2. Earned Tuition = Pro-rata Percent x Total Tuition & Fees = $0.51667 \times \$1500.00 = \$775.00$
3. Unearned Tuition = 10% (Total Tuition & Fees - Earned Tuition) = $0.10 (\$1500.00 - \$775.00) = \$72.50$
4. Amount Owed AC/C TECH = Earned Tuition + Unearned Tuition = $\$775.00 + \$72.50 = \$847.50$
5. Payments Received = \$1,500.00
6. Refund Due = Payments Received - Amount Owed AC/C TECH = $\$1500.00 - \$847.50 = \$652.50$
7. Refund Due Date = Date of Determination + 45 days = 03/08/2025 + 45 days = 04/22/2025

Our refund policy is fair and equitable because students are entitled to a 100% refund until the training begins; and thereafter, a pro-rated amount will be processed based on the percentage of lessons completed. As noted previously, students are not required to ask for a refund, the amount will be issued pursuant to this policy.

EXCEPTION 1 - Application/Enrollment Policy

All prospective students are admitted; however, all must start as provisional. Provisionally admitted students are required to successfully complete the 1st three courses. More specifically, this group of students must score 70% or higher in each course before they are matriculated into their chosen Technical Certificate or OAD program.

- Anyone who fails one of the 1st three courses may redo the course at no additional charge.
- In addition, those students will be administratively withdrawn from the program until all three courses are passed. Students administratively withdrawn are entitled to a 100% refund.
- Furthermore, students administratively withdrawn will not be counted in the following statistics until all three courses are passed: (1) academic data, (2) end of course survey data, (3) student satisfaction data, (4) employer/sponsor satisfaction data, (5) certification & licensing data, (6) program completion & job placement data, (7) strategic planning data, and (8) other miscellaneous data.

This path to matriculation aligns with our mission and core values because it permits us to offer training and job skills for anyone who might benefit. Also, it establishes a method for vetting students, it gives provisionally admitted students time to get adjusted to online interactive distance education training, it maximizes SAP (Satisfactory Academic Progress) results, and it maximizes Institutional Effectiveness results.

EXCEPTION 2 - Attendance Policy

Our attendance policy is based on starting lessons pursuant to course schedules and maintaining an 80% participation rate through course completion.

- Anyone who procrastinates more than 15 days in starting lessons will be administratively withdrawn from the course.
- Students who are administratively withdrawn are entitled to a 100% refund for that course.

EXCEPTION 3 - Emergency Action Policy

An unexpected emergency may cause confusion, make a situation worse, and put lives at risk. Therefore, creating an “Emergency Action Plan” will ensure that all students, employees, sponsors, and visitors are informed of procedures to take when an emergency occurs. Simply stated, ensuring safety is of the utmost importance/concern:

- Shortly after a natural disaster or emergency, the operations may continue from a different location until all damage is repaired.
- In worst case scenario, if a student maintains that our emergency response did not meet his/her expectations, AC/C TECH will issue a 100% refund for that course.

EXCEPTION 4 - Professional Development Policy

The United States Environmental Protection Agency (EPA) has established a mandatory program that requires all technicians to be certified before performing maintenance, service, repair, or disposal of an appliance that contains refrigerant chemicals.

The agency has developed four types of certifications:

TYPE I - for servicing small appliances

TYPE II - for servicing high and very high-pressure appliances

TYPE III - for servicing low pressure appliances

UNIVERSAL - for servicing all appliances

To obtain certification, all technicians must pass a closed book proctored exam which contains 25 questions about EPA regulations, and 25 questions on recycling procedures in the area in which they work. They may choose to test in only one area, or they may choose to test in more than one area, or they may choose to take the universal test which consists of 100 questions: 25 general and 75 sector-specific (25 from each sector of Type I, Type II and Type III). The minimum passing score is 70%.

- Proctored exams must be scheduled by the student. They must login our main website, www.acctech.us, click "Test Scheduling", select a date followed by the hour... then click submit.
- Should a student miss a scheduled exam, he/she will be notified by email that a \$50 fee must be paid whenever two or more exams are missed. However, the notification is intended to be a warning as well as encouragement not to miss the next scheduled examination.
- After a 2nd missed opportunity, the student is notified again by email that a \$50 test fee must be paid before rescheduling.
- Should the student refuse to comply with these expectations and subsequently request a refund, we will explain that our instructors are required to be available whenever proctored exams are scheduled, and they must be paid even when the student fails to attend. So, in this scenario, the student is not entitled to a refund.

- Reference Exhibit 3.B.9 - Hypothetical Refund Calculations

This Institution is accredited by ACCET
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