



## RSCS Training Course Enrollment Policies

### **Course Payment:**

Payment for courses must be received in full no later than 15 business days prior to the start of the course. Registrations made after this period will be expected to be paid at time of registration.

### **Course Completion:**

Course completion requires 100% attendance for the duration of the course. No transfer of credit from other related coursework can be applied towards completion of our training courses.

### **Cancellations:**

A full refund less a \$150 administrative fee will be provided for course cancellations made in writing to the RSCS Training Course Administrator on or before the first day of class. For cancellations made within 3 days of registration, this \$150 administrative fee will be waived, and a full refund will be provided.

### **Withdrawals:**

Notification of withdrawal must be made by the student in writing to RSCS.

A partial refund of monies paid for a withdrawal will be made within 30 days if:

- (1) A student who withdraws or is dismissed before 50% of the instruction period shall receive a pro-rata refund, less a \$350 administrative fee;
- (2) A student who withdraws or is dismissed after more than 50% of the instruction period shall receive no refund.

All efforts shall be made to refund prepaid amounts for books, supplies and other charges unless the student has consumed or used those items and they can no longer be used or sold to new students, or returned by the school to the supplier.

A full refund will be offered if registration in the course was made on the basis of inaccurate content in the written course description provided by RSCS or misleading oral representations of the course content by RSCS staff.

### **Complaints:**

Student complaints may be registered with the RSCS Training Course Administrator for resolution. If resolution to the complaint is not fully satisfied, further redress can be sought through appeal to the NH Department of Education, Division of Higher of Education-Higher Education Commission, 101 Pleasant Street, Concord, NH 03301, Tel: (603) 271-6443.