



POLICY NAME:	COURSE REFUND POLICY	POLICY NO.	10
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DOCUMENT HISTORY:	EFFECTIVE DATE:	DATE OF LAST REVISION:
	11/17/2021	8/30/2024
	CREATED BY:	LAST REVISED BY:
	Dr. Deborah Bergeron, Deputy Director Community Engagement and Innovation	Jayne Caron, Academy Coordinator
	APPROVED BY:	DATE OF APPROVAL
Dr. Deborah Bergeron, Deputy Director Community Engagement and Innovation	11/17/2021	

PURPOSE:
This section outlines the purpose of the policy.

The purpose of this Course Refund Policy is to clearly outline the conditions under which students enrolled in The Academy at NHSA may request a refund or transfer for their course fees. This policy aims to ensure transparency and fairness in managing refund requests while maintaining the operational integrity of the academy.

SCOPE:
This section outlines the scope of the policy, including the areas, departments, or sectors to which it applies

This policy applies to all students enrolled in courses at The Academy at NHSA and is effective upon completion of registration and payment. It covers situations involving refunds, course transfers, and associated conditions.

COURSE REFUND POLICY:

Once course selection is finalized (registration and payment are complete), no refunds are permitted. Other options are considered on a case-by-case basis in the following situations.

1. The learner has registered accidentally for the wrong training course: If this happens, the learner must contact The Academy immediately at: academy@nhsa.org. The Academy must be notified within 24-hours of registering to be eligible for a refund or credit voucher.
2. The learner would like to transfer to a DIFFERENT online course or transfer to a DIFFERENT staff member: If the course has not started or passed the 24-hour cancellation period, the learner may not transfer to another course. If the course has not been started, the learner may transfer the course to another staff member. There is a transfer fee of \$50.

All other situations, fees are non-refundable.



NONCOMPLIANCE STATEMENT:

Learners who do not adhere to the terms outlined in this policy may forfeit their right to a refund or transfer. All requests must be submitted in writing to The Academy within the specified timeframes. The Academy reserves the right to deny requests that do not comply with this policy or are submitted after the applicable deadlines.

For further inquiries or to submit a refund or transfer request, please contact The Academy at academy@nhsa.org.

RELATED POLICIES AND OTHER REFERENCES:
This section provides links to related policies and other references.

REVISION HISTORY:
This section records changes made to the document, including the date, summary of changes, and names of approvers

VERSION No.	APPROVER Name/Position	REVISION DATE	SUMMARY OF CHANGES
2	Dr. Deborah Bergeron, Deputy Director Community Engagement and Innovation	8/30/2024	Reformatted document to align with other policies