

SCHOOL PERFORMANCE FACT SHEET CALENDAR YEARS 2017 & 2018

Master Trainer – 24 mo

This program is new. Therefore, the number of students who graduate, the number of students who are placed, or the starting salary you can earn after finishing the educational program are unknown at this time. Information regarding general salary and placement statistics may be available from government sources or from the institution but is not equivalent to actual performance data. This program was approved by the Bureau on 03/02/2015. As of 04/30/2020, two full years of data for this program will be available.

Cost of Educational Program

Total charges for the program for students completing on time in 2017: \$4,794
Total charges may be higher for students that do not complete on time.

Total charges for the program for students completing on time in 2018: \$5,550
Total charges may be higher for students that do not complete on time.

Student's Initials: _____ **Date:** _____

Initial only after you have had sufficient time to read and understand the information.

STUDENT'S RIGHT TO CANCEL

Refunds, if applicable and requested, will be made within 30 days of request via the original payment method.

If cancellation occurs at any time within 7 calendar days after the institution accepts enrollment, the student may request a refund of all money paid to the institution. After 7 days, the institution may retain the \$99 non-refundable tuition deposit and other non-refundable fees as applicable (e.g., STRF / S&H / payment plan fees). If third-party payment is used for tuition (e.g., TA, Ch33 GI Bill, etc.), the deposit amount may be charged directly to the student upon cancellation.

REFUND CALCULATION

Undergraduate courses (courses with published start and end dates):

1. The course start date is considered the first class.
2. Cancellation up through 60% of the duration of the term will result in a prorated refund. Rate is computed by dividing the number of term days through the date of cancellation by the total days in the term.
3. Cancellation after 60% of the duration of the term will result in no refund for the term.
4. Students who withdraw as a result of physical incapacity are entitled to a prorated refund through the end of the term. Medical documentation required.

Self-paced certificate courses:

1. The first completed quiz is considered the first class.
2. Cancellation before 60% completion of course quizzes will result in a prorated refund computed on the number of quizzes completed to the total quizzes in the course.
3. Cancellation after completing 60% of the course quizzes will result in no refund.
4. Students who withdraw as a result of physical incapacity are entitled to a prorated refund through the end of the enrollment period. Medical documentation required.
5. Beyond the conclusion of the original 6-month enrollment period, students enrolled in self-paced certificate courses are no longer eligible for refunds in any amount.

Students who have received federal student aid funds and cancel up through the 60% point are entitled to a refund of moneys not paid from federal student aid program funds, if applicable.

Iowa students are entitled to a 100% refund of tuition through the first day of class.

ISSA CES accepts cancellation in any manner. However, California state statutes require that students verify cancellation in writing. Therefore, please supplement any verbal requests with written notice within 30 days. Written notice can be in any form including email (billing@issaonline.edu), fax (1-805-830-1189) or mail (1015 Mark Ave, Carpinteria, CA 93013).

Please return materials and textbooks to 1015 Mark Ave, Carpinteria, CA 93013.

ISSA CES reserves the right to cancel a student's enrollment for violations of student conduct, including, but not limited to, a student's lack of attendance.