

Refund Policy

Thank you for choosing to learn with Workforce Training and Continuing Education at the College of Eastern Idaho. We appreciate your confidence in us and look forward to your participation in our programs.

We understand that unexpected things happen and plans change. If you need to withdraw from a class, please review the specific refund procedure that applies to your enrollment:

General Refund Guidelines:

All refunds are subject to a 5% processing fee, which will be deducted from the refundable amount.

Unless otherwise specified below, a refund or class transfer may be issued if the request is made **two (2) business days** prior to the start date of the class. Refunds/transfers are only issued if the criteria outlined in your procedure are met.

If you need to cancel your registration, you may choose from the following options:

- 1) Receive a refund to your original payment method, minus a 5% processing fee. Refunds may take up to six weeks to process.
- 2) Receive a refund to your original payment method, minus a 5% processing fee. Refunds may take up to six weeks to process.

Original payment refunds may take up to six weeks to process.

Please contact our office at wtce@cei.edu or 208-535-5345 during regular business hours (8:00 AM – 5:00 PM, Monday through Friday). We will assist you with transferring, rescheduling, or completing the withdrawal process.

Advanced Opportunities

The Advanced Opportunities program is an opportunity for high school students to participate in challenging and rigorous coursework. As students navigate the program, it is their responsibility to meet with their advisor or counselor to create a learning plan, work hard to successfully complete all courses, and pay attention to important deadlines and registration processes.

Unless otherwise specified, students who registered for class using Advanced Opportunities funding who need to cancel their registration must contact us at least two (2) business days prior to the start date of their class in order to prevent that funding from being disbursed. Students who do not follow this procedure will remain registered, have their funding disbursed, and be treated as a withdrawal. These students will not be required to pay back course fees but will be subject to the following policy from Advanced Opportunities:

If a student fails to earn credit or successfully complete a course or exam for which the Program has paid, the student shall pay for and successfully earn credit or pay for an examination before the Program may pay any further reimbursements for the student. Determinations of success may vary by provider, type and school. The Program funds may not be used for repeated or remedial courses or exams (pre/college entrance exams excluded), including college courses with similar outcomes to exams.

Idaho Launch

Call **208-535-5345** for more information or contact us at wtce@cei.edu.

Apprenticeships and Industry & Trades

If requested at least one (1) business day prior to the first scheduled day of the class, funds can be transferred to another currently available WTCE class of interest. If there is no such class currently available, a refund can be returned to your original payment method, minus a 5% processing fee.

No refunds will be issued on or after the class start date.

Certified Nursing Assistant and Certified Phlebotomy Technician

If you need to withdraw or transfer to another class, call WTCE prior to the designated closure of registration during regular business hours to receive a refund of the tuition minus a 5% administration fee. Transfers may only be made to another currently available WTCE class of interest.

If you call WTCE and cancel class between the designated closure of registration and the business day prior to the first day of class, you will receive a 75% refund of your registration.

No refunds will be issued on or after the class start date.

Third Party Vendor Classes (Online)

Ed2Go Refund Procedure

Advanced Career Training Program

Refund Policy: For refunds requested within ten (10) calendar days commencing on the date listed as the Start Date in the ed2go Student Center, one hundred percent (100%) of the tuition amount shall be refunded, provided no more than fifty percent (50%) of the program has been completed and all course materials are returned in as-new condition to ed2go at the Student's expense. Such materials must be received within ten (10) days of the date of Materials Return Instructions sent by ed2go to the Student by email notification. The cost of materials not received or those that cannot be returned (such as software, memberships, exam vouchers, exam sponsorship, equipment, etc.) shall not be refunded to the Student. Refunds shall be paid to the Student or Finance Plan forgiveness shall be granted within thirty (30) days following the deactivation date of the program.

Refund requests must be made through email by the Student.

No refunds shall be available after the ten (10) calendar days commencing on the Start Date listed in the ed2go Student Center, unless written justification is received from the Student within the original access period of the Student's program, not including extensions, transfers or holds processed, and complaints are found to be valid based on ed2go's investigation, including soliciting course provider and/or facilitator feedback, and partner school's review of the findings of the investigation.

Ed2go's refund policy shall be superseded by a partner school or third-party funding source's policy only if that policy is more stringent, such as one that does not allow for refunds or one that allows fewer days in which to request the refund. Consult the partner school or third-party funding source's policies and procedures for additional information.

Exception: The above refund policy shall not apply to all programs. Some programs are non-refundable once the Student has received a start date for the program. The Student shall have the responsibility to review the Program Description (available at www.ed2go.com), which will state if a program is non-refundable, prior to enrollment whether the Student self-enrolls or enrolls with the assistance of an admissions advisor or counselor.

ProTrain Refund/Extension Procedure

Online Courses: The student/user did not access any portion of the online course and the student/user requests a refund, in writing via email within three business days from the date of the course setup (email notification sent). There will be no refunds for any online courses (or curricula) once a course has been accessed in any manner.

All shipped course materials (books, study guides, CDs, Self-Study Kits, Videos, etc.) are returned, unopened/unused at your own expense if you accept delivery of the package.

Course Refund Policy:

Refunds for courses are only given under the following circumstances:

- A full refund if a student withdraws before the first day of class or the school cancels the class, or;
- A seventy-five percent (75%) refund (minus a non-refundable \$575 registration fee) if the student withdraws or is caused to withdraw by the school on or before completing twenty-five percent (25%) of the period of enrollment for which the student was charged.

A formal refund request must be emailed to registrar@protrain.edu