

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. WTCE is committed to offering classes that appeal to the community for both content and schedule.

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 may be issued if the request is made **two (2) business days** prior to the start date of the class. Refunds are only issued if the criteria outlined in your procedure are met.

Refunds can be:

1. Credited as a voucher for a future WTCE class (non-cash, non-transferable), OR
2. Returned to your original payment method, minus the 5% processing fee.

Refund vouchers can only be used for future WTCE class registrations and cannot be redeemed for cash. 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.

For specific procedures, see the programs listed.

Advanced Opportunities

The Advanced Opportunities program is an opportunity for 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 plan, work hard to successfully complete all courses, and pay attention to important deadlines and registration processes.

1. Student Registered, but does not show up for class

If a student registers for the class through the district, they are responsible to attend the class. If the student does not show up for any of the classes no funds will be dispersed through Advanced Opportunities. The student will be eligible to take other courses for funding.

2. Students attends class and either withdraws or fails the class

Students are not required to pay back course fees if they have failed or withdrawn from a class. However, in order to be eligible for additional Advanced Opportunities funding, they must: 1) Sign up for another course and pay the registration fee, and 2) The student must pass the course.

At that time students can reapply for Advanced Opportunities funding.

Idaho Launch

Call [208-535-5345](tel:208-535-5345) for more information or contact us at wtce@cei.edu.

Apprenticeships and Industry & Trades

1. Refunds can be credited as a voucher for a future WTCE class OR
2. If requested at least one (1) business day prior to the first scheduled day of the class, 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 from or transfer to another class, call WTCE prior to the designated closure of registration during regular business hours to receive a full credit voucher for a future class or refund of the tuition minus a 5% administration fee.

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