

EXIT POLICY FOR ADVANCED CAREER TRAINING PROGRAMS

Policy Statement:

Our program is committed to creating a supportive and flexible learning environment. We understand that unforeseen circumstances may require a student to exit the program, and this policy outlines the procedures for dropping, withdrawing, cancellations, and eligibility for refunds. While common situations are addressed here, we recognize that unique circumstances may arise, and individual appeals are welcome for special consideration. If you're considering exiting a program or have questions, please contact us at CPS@delval.edu or 215-489-4848.

1. Drop/Cancellation Policy:

Students may request to drop or cancel their enrollment any time before accessing the program. To initiate a cancellation, students must contact our office via email or phone, providing their enrollment details.

- **Cancellations before program access:** No financial obligation will apply.
- **Cancellations after the enrollment start date:** Dropping is not permitted once the official start date has passed.

2. Refund Policy:

Once the official enrollment start date has passed, drops/cancellations are no longer allowed. However, students may appeal to withdraw from the program. Exiting the program after it has started does not guarantee a refund.

In some cases, students may be eligible for a full or partial refund if a request for refund consideration is submitted within **ten calendar days** from the program start date. Refund eligibility will be reviewed and determined on a case-by-case basis. To qualify for a refund, the following conditions must also be met:

- Less than 50% of the program has been completed.
- All course materials must be returned in good condition.
- The student is not in termination status.

Refund requests must be submitted in writing, including the student's name, contact information, and a brief explanation of the reason for withdrawal.

3. Transfer Policy:

Students may request a transfer to another program within the first ten calendar days from the original program's start date. Transfers will be considered based on availability in the desired program. If the new program has a different cost:

- If the new program is less expensive, a refund will be issued for the difference.
- If the new program is more expensive, students are responsible for paying the difference.

Course materials from the original program **must** also be returned if not applicable to the new program.

4. Grounds for Termination:

A student's enrollment may be terminated for the following reasons:

- Violation of program policies or the code of conduct.
- Failure to meet academic requirements.
- Behavior that disrupts the learning environment.

Students facing termination will receive written notice outlining the reasons and information on any applicable appeals process.

5. Communication of Policy:

This policy will be clearly communicated during the enrollment process and will be made accessible on the program's website. Students are encouraged to contact us with any questions regarding the policy or process.

6. Special Circumstances:

We recognize that this policy cannot cover every possible situation. If a student faces unique circumstances, they may submit an appeal for special consideration. Each appeal will be reviewed on a case-by-case basis, and students will be notified of the outcome.

Process for Drop, Cancellation, or Withdrawal:

- **Initiate Request:** Contact the program office via email or phone (CPS@delval.edu or 215-489-4848).
- **Submit Written Documentation:** Provide enrollment details and the reason for withdrawal.
- **Refund Request:** If applicable, submit a written refund request within ten calendar days.
- **Receive Confirmation:** Await confirmation of the withdrawal, transfer, or refund status. (Minimum of up to **ten business days**).

Policy Updates: This policy is subject to change at any time without prior notice. Please refer to the most current version available on our website or contact our office for the latest information.