

## **Refund Policies**

- **Standard Refund Policy:**

To qualify for a refund, students must cancel their registration at least 3 business days prior to the class start date. This must be done by notifying the Continuing Education office. Please call 641-683-5249 or email [cews@indianhills.edu](mailto:cews@indianhills.edu) . Cancellations requested after this time will not be eligible for a refund and the student will receive a grade of 'Unsuccessful'. Exceptions will be made only in extreme circumstances.

- **CNA/LPN IV Therapy/Medication Aide:**

To qualify for a refund, students must cancel their registration prior to the start of the second day of the course. This must be done by notifying the Continuing Education office. Please call 641-683-5249 or email [cews@indianhills.edu](mailto:cews@indianhills.edu) . Cancellations requested after this time will not be eligible for a refund and the student will receive a grade of 'Unsuccessful'. Students who cancel within the allowed time frame will receive a refund of tuition and fees, but will be responsible for any unreturned or altered textbooks/workbooks, as well as background check fees (if applicable).

- **EMS/CT/Mammo/MRI:**

To qualify for a refund, students must cancel their registration within the first 8 (eight) IHCC business days (M-Th) after the course begins. This must be done by notifying the Continuing Education office. Please call 641-683-5249 or email [cews@indianhills.edu](mailto:cews@indianhills.edu) . Cancellations requested after this time will not be eligible for a refund and the student will receive a grade of 'Unsuccessful'. Students who cancel within the allowed time frame will receive a refund of tuition and fees, but will be responsible for any unreturned or altered textbooks/workbooks, as well as background check fees (if applicable).

- **Pharmacy Tech/CCMA:**

To qualify for a refund, students must cancel their registration prior to being issued login credentials required for the online portion of the course. This must be done by contacting our Health Coordinator Ashley Hudson by email at [ashleyhudson@indianhills.edu](mailto:ashleyhudson@indianhills.edu) . Cancellations requested after credentials have been emailed to the student will not be eligible for a refund and the student will receive a grade of 'Unsuccessful'. If a student does not pass the background check or urine drug screen, they will be dropped from the program and issued a refund of course tuition, but will be responsible for the background check and drug screen fees.

- **AHA Cancellation, Refund & Rescheduling Policy**

To qualify for a refund, students must cancel their registration prior to the assignment of online coursework. This must be done by contacting our Health Coordinator by email at [ashleyhudson@indianhills.edu](mailto:ashleyhudson@indianhills.edu) . Once coursework has been assigned, registrations are considered final and cannot be refunded. Cancellations requested after this time will not be eligible for a refund and the student will receive a grade of 'Unsuccessful'.

- **TNCC:**

To qualify for a refund, students must cancel their registration prior to the issuing of login credentials required for the online portion of the course. This must be done by notifying the Continuing Education office. Please call 641-683-5249 or email [cews@indianhills.edu](mailto:cews@indianhills.edu) . Cancellations requested after this time will not be eligible for a refund and the student will receive a grade of 'Unsuccessful'. Students who cancel within the allowed time frame will receive a refund of tuition and fees, but will be responsible for any unreturned or altered textbooks/workbooks.

- **Phlebotomy:**

A student may request to cancel from the program at any time before the first day of class, and be eligible for a refund of course tuition, HIPAA/BBP tuition and lab fees. Refunds will not be given for student books or Viewpoint (background check, drug screen and health portal) access distributed at orientation. Once the course has started, there are no refunds. If a student does not pass the background check or urine drug screen, they will be dropped from the program, will not be eligible for a refund and will receive a grade of 'Unsuccessful'.

To qualify for a refund, students must request cancellation by contacting our Health Coordinator Ashley Hudson by email at [ashleyhudson@indianhills.edu](mailto:ashleyhudson@indianhills.edu) .