

## Student Cancellation and Refund Policy

### School Right to Cancel

Intellectual Point does everything possible to ensure a scheduled program commences as scheduled. In the event the primary instructor is unavailable to conduct a session or instruct a program as scheduled. In circumstances where Intellectual Point must cancel or reschedule a program, each student is provided the opportunity to enroll in the next scheduled class or receive a full tuition refund from the program. Intellectual Point reserves the right to cancel or reschedule at any time per operational needs. Students will be notified within one week prior to program start date in the event the program is cancelled. The maximum time frame to reschedule a course is 90 days.

### School Right to Deny Enrollment

While Intellectual Point is an open enrollment school, we reserve the right to deny an enrollment with just cause. Students may be rejected based on providing false information during enrollment, refusal to comply with requests or documentation during the enrollment process, or violation of the schools conduct policy during enrollment, while attending orientation, or at anytime during any prior affiliation with the school, or as a result of a dent from prior enrollment with Intellectual Point.

### Student Right to Cancel & Withdrawal/Refund Policy

All Applicant's enrollment is considered cancelled if notification occurs prior to the first day of class. Cancellations have different financial implications based on the timeline as outlined below. Three Day Cancellation Period

#### Three Day Cancellation Period

A student who submits written notice of cancellation within three (3) business days of signing an enrollment agreement, and prior to the start of class, is entitled to a full refund of all payments made.

#### After Three Day Cancellation Period & Prior to Class Start

Unless stated otherwise for agency funding, once a student is enrolled, they may cancel in writing any time before the first day of the session. In this case, the school will refund all tuition paid, minus a cancellation fee of up to 15% of the course cost or \$150 — whichever is less.

#### After Class Start

Once a class has started, no refund will be issued for the course as scheduled. For pathway programs, tuition and fee charges are per class basis and refunds are in accordance with the course schedule.

## Notice to Student

1. Do Not sign this agreement until you have read it, or if there are any sections not completed.
2. This agreement is legally binding instrument. The contract is binding only when the agreement is accepted, signed, and dated by an authorized official at Intellectual Point.
3. You are entitled to an exact copy of this agreement and any disclosure pages you sign
4. The agreement and the Intellectual Point catalog constitute the entire agreement between the student and the school.
5. Although Intellectual Point provides Career Services as outlined in the Catalog, this does not guarantee job placement to graduates upon completion of any program.
6. Intellectual Point reserves the right to reschedule the program start date if the student enrollment scheduled to start is too small. The maximum time frame to reschedule a course is 90 days.
  - a. A new enrollment agreement must be completed in the event that the student 1) delays their start date, 2) changes their program of enrollment, or 3) drops from the program and re-enrolls at a later date.
7. Intellectual Point reserves the right to terminate a student's training for unsatisfactory progress, non-payment of tuition, or failure to abide by the established standards of conduct.
8. If a beneficiary of a benefits funding program fails to establish the eligibility requirements of that program, the student is eligible to pay out of pocket. It is understood that the student would then be subject to the financial terms and conditions as outlined in the school catalog.
9. The school does not guarantee transferability of credits to a college, university, or other institution. It is the sole discretion of the receiving institution to determine the credit compatibility, appropriateness, or applicability of the training to apply and whether credits should be accepted.
10. Distance Education Requirements: A student who registers for distance education delivery is the same student who participates in and completes the program and receives the academic credit.
11. Intellectual Point is certified to operate by The State Council of Higher Education for Virginia (SCHEV) located at 101 No 14th Street, Richmond, VA, 23219. The contact information is 804-225-2600 and the website is <https://www.schev.edu>.

## DoD Education Benefits and Intellectual Point Terms & Conditions

The program(s) for which you have chosen to enroll have been approved by your ESO/Command/Career Coach to be funding through a DoD Educational Benefit (Credential Assistance, COOL, MyCAA, etc.). The Educational Benefit is a pathway for servicemembers or spouses to earn industry-related certifications and licenses to enhance their work and prepare them for a civilian job. **To be compliant with the program requirements for use of benefits, I, the student agree to the following regarding training with Intellectual Point (based on the benefit used):**

### ARMY CREDENTIAL ASSISTANCE (ArmyCA)

1. I understand all CA/COOL requests must be submitted at least 45 days prior to the course or exam start date, but not more than 90 days from the submission date. The date of the requested course or exam must be within one calendar year of the start date. Once the billing office approves the CA request for a credential exam, I have 30 days from completion of the program to have the certificate of completion uploaded to the ArmyIgnitedED account.
2. I understand failing a course or an exam, withdrawal from the program while using CA/COOL funds, and failing to attend a course or sit for the exam in the required timeframe will result in the recoupment of funds issued to the school by me, the soldier, to the Army.
3. I understand that Intellectual Point will communicate with my Command or ESO upon learning of any academic issues, disciplinary concerns, class changes, or illness/injuries while participating in the program.

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Student / e-Signature

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Date

## Student Grievance Policy

Students are encouraged to make every effort to resolve any complaints or grievances through discussions directly with the person involved. If unable to resolve in that matter, the student can file a complaint through the Intellectual Point's leadership team by completing the following process:

1. Students should immediately report to faculty all complaints/grievances that arose while in class. If a verbal complaint is given, written follow-up is required for documentation and recording purposes. Written complaints/grievances should include the description of the complaint, as well as the date or dates the issue arose, and parties involved, as applicable.
2. Written grievances should be emailed to Intellectual Point via email at [complaints@intellectualpoint.com](mailto:complaints@intellectualpoint.com) or submitted via a complaint form which can also be accessed at the [Student Complaint Webpage](#). If one does not have access to the internet, a written grievance can be submitted to the school at: Intellectual Point; Attn: Compliance; 46175 Westlake Drive, Suite 250, Sterling, VA 20165. Students may also call the Complaints phone line at +1 (571) 200-6924.
3. While someone from Senior or Executive Leadership may contact you regarding the details of the complaint, the final decision regarding any action taken by the school will be determined at the discretion of the Chief Executive Officer. The student has a one-time right to appeal in writing with the results of the review and documentation regarding the appeal within 3 business days of the notification. Once the review is completed, the institution will respond accordingly. That decision is final. Note: All Complaints are reviewed and processed independently and addressed on a case-by-case basis.

At no time throughout the complaint process, including the additional steps below, will Intellectual Point reveal the identity of any student who files a complaint against the school regarding unfair treatment or adverse action.

## State Council of Higher Education (SCHEV)

SCHEV is responsible for investigating all written and signed student complaints against postsecondary educational institutions operating in Virginia. For SCHEV to initiate an investigation, the following must be true:

- The student has exhausted all available grievance procedures established by the institution.
- The student is not satisfied with the resolution provided by the institution and is contacting SCHEV as a last resort in the grievance process.
- The student has submitted the complaint to SCHEV electronically using the "Student Complaint Form". The student's complaint must contain a detailed description of the claim, including dates, times, and full names of all involved, as well as the actions taken by both the student and the school to resolve the matter.
- The student has electronically signed the form attesting to the truth and accuracy of the complaint.
- The student recognizes that SCHEV will not investigate anonymous complaints. By signing the form, the student acknowledges that SCHEV may share the information provided with the school or other relevant organizations, to help resolve the dispute. SCHEV does not guarantee a resolution resulting from this submission or its investigation into the allegation.

Upon receiving a student complaint, SCHEV will open an investigation to see if the matter being disputed falls within its jurisdiction. If preliminary findings indicate a violation of SCHEV regulations by the institution, SCHEV shall attempt to resolve the complaint through mediation. All parties will be notified in writing of the outcome of the investigation. If the complaint is outside of SCHEV's jurisdiction, it may be directed to the institution's Board of Visitors, the accrediting body, or to another agency that is authorized to address the concerns, if appropriate. For more information and to access the student complaint form, students can go to: <https://www.schev.edu/students/resources/student-complaints>

## Student Privacy Policy

Intellectual Point will permanently retain a student's official Intellectual Point transcript. This record will include the academic and course progress at the school including programs of study, dates of enrollment, courses taken and completed, grades, exam results, and indications of the student's status (graduated, probation, etc.). All other student records, including but not limited to the enrollment and financial records, will be maintained by the school for three years after the student's last date of attendance. The following rights will be afforded to all Intellectual Point students with respect to their education records:

1. The right to inspect and review the student's education records within 45 days of the day the school receives a request for access.
2. The right to request the amendment of the student's education records that the student believes is inaccurate or misleading.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records. One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests.

Requests can be submitted to Intellectual Point by email at: [info@intellectualpoint.com](mailto:info@intellectualpoint.com).

## Information Disclosure

In order to disclose a student's personal information, written authorization by the student is required. All information asked for by the United States Department of Education or any Federal or State Regulatory Agency will be provided, in accordance with all applicable laws and regulations.

## Family Educational Rights and Privacy Act (FERPA)

Intellectual Point strictly adheres to the requirements of FERPA regarding student's rights and privacy of information. In accordance with public law 93-380, Family Educational Rights and Privacy Rights, the school allows students to access their records as noted in the **Student Right to Know Policy**. The student will be notified whenever a court subpoenas the records in which case written consent is not required. The legal guardian of a dependent student has the right to inspect records that are maintained by the school on behalf of a student.

## Student Acknowledgements

1. I hereby acknowledge that I have received the current Intellectual Point school catalog and my program information and I understand the expectations for successful completion of the program.
2. I understand and have complied with all of the admissions requirements for enrollment at Intellectual Point.
3. I have carefully read and received an exact copy of this enrollment agreement.
4. I understand by signing this agreement I authorize intellectual Point to charge my benefit program based on the provided authorization. I also acknowledge that my serve command/ESO/SECO coach may be contacted with regards to my academic progress or status.
5. I understand that Intellectual Point may terminate my enrollment if I fail to comply with the Attendance and Academic Requirements, Financial Obligations, or Standards of Conduct as outlined in the School Catalog
  - a. While enrolled in school, I understand that I must maintain Satisfactory Academic Progress (SAP) of 2.0 CGPA and attendance requirements of 85%. I understand that I have a maximum timeframe of 150% of the program length to successfully meet Academic Requirements as outlined in the School Catalog.
  - b. I understand my financial obligation to the school must be paid in full before a certificate of completion may be awarded. I understand that Intellectual Point does not guarantee job placement to graduates upon completion of the program.
6. I understand that Intellectual Point does not guarantee job placement to graduates upon completion of the program nor guarantee any information related to career services including salary or job availability.
7. I understand and have reviewed the complaint policy outlined in this enrollment agreement as referenced from the school catalog. I understand that should I not be able to resolve the grievance with Intellectual Point, I can file with the State Council of Higher Education for Virginia (SCHEV).

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Student / e-Signature

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Date

## NOTICE TO PROSPECTIVE STUDENTS

DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT, OR IF IT CONTAINS ANY BLANK SPACES. ALL SIGNERS HAVE RECEIVED AND READ A COPY OF THE ENROLLMENT AGREEMENT AND CATALOG. WHETHER HARD COPY OR ELECTRONICALLY. THIS AGREEMENT AND THE STUDENT CATALOG CONSTITUTE THE ENTIRE AGREEMENT BETWEEN THE STUDENT AND THE SCHOOL. YOU ARE ENTITLED TO AN EXACT COPY, INCLUDING ALL PAGES OF THE CONTRACT YOU SIGNED. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.

### Contract Acceptance

I, the undersigned, have read and understand this agreement and acknowledge receipt of a copy. Furthermore, I understand this agreement supersedes all prior or contemporaneous verbal or written agreements and may not be modified without my written agreement and the authorization of the school official. I also understand that if I default on this agreement, I will be responsible for paying any collection fees or attorney fees incurred by Intellectual Point.

I understand that this is legally binding agreement. My signature below certified that I have read, understood and agreed with my rights and responsibilities. Further I certify that I understand the cancellation and refund policies and I understand and agree to these policies.

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Student / e-Signature

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Date

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Student Name

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/ e-Signature

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Date

### School Certification

I hereby confirm that this student has met with a member of Intellectual Point and has met all requirements for acceptance into the selected program, as described in the school catalog. I further certify that no written or verbal agreements or promises other than those appearing in this agreement have been made with the student.

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/ e-Signature

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Date