



Tuition and Refund Policy

Policy: Students are indebted to Southern Training Consultants, LLC (STC) upon enrollment in any course. Students are required to accept the Financial Responsibility Obligation Agreement (FROA) before the official start of class.

Statement of Financial Obligation

By registering for a course with STC and by completing clicking on the electronic FROA, you hereby acknowledge that you are entering into a contractual arrangement with STC, whereby you agree to be bound by such terms and conditions and also agree to comply with all laws, rules and regulations applicable to your registration, payment of fees, enrollment and attendance. Furthermore, you agree to receive documents and other correspondence electronically.

Specifically, you acknowledge that understand that fees are due according to the schedule outlined below if you have not paid for the program in full by the 1st day of class:

- First day of classes – 1/3 of the total tuition is due
- Mid-point of course – 2/3 of the total tuition is due
- 100% of tuition must be paid to be eligible to sit for the final exam.

Withholding of services: If you have any outstanding obligations with STC, STC reserves the right to withhold future services including but not limited to registration, Certificate of Completion requests, and other services deemed appropriate.

Cancellation of Registration – Non-payment

STC will cancel class registration for non-payment according to the fee payment schedule.

Returned Checks

If payment is in the form of a check and the check is returned by the bank for any reason, a \$30.00 service charge will be applied to the account. If the returned check is not redeemed promptly, the returned check may be submitted to the District Attorney's office for collection. Upon submission for collection, you will be responsible for a \$5.00 fee in addition to any other collection costs imposed by the District Attorney's office based on a percentage of the amount of the check. Students having checks for their accounts turned over to the DA will be placed on a permanent "CASH ONLY" basis.

Forms of Payment Accepted

- Cash/ Money Orders*

- b. *Credit Card*
- c. *Electronic/ ACH Payment Authorization*
- d. Mail in payments – payments by check or money order should be received before the fee deadline. The student's name should be included on the check or money order. Payments should be mailed to:
Southern Training Consultants, LLC
114 Bellaire Dr.
Houma, LA 70360

Tuition and Fee Appeals Procedure

All tuition and fees are non-refundable. To dispute tuition and mandatory fee charges, the student must make a formal appeal through the [General Complaint and Reporting Form](#).

Disputes are considered under extenuating circumstances which may include family emergency, unanticipated medical reasons or other unanticipated hardships (see chart below).

Extenuating Circumstances Considered:

Circumstance	Minimum Required Documentation <i>(All information submitted is strictly confidential)</i>
<u>Recent</u> medical condition (unanticipated medical condition that occurred <u>during or immediately before</u> the eligible course)	Dated letter on letterhead from the attending physician from your resignation term containing the nature of your illness/injury, date of onset, dates of hospitalization/physician appointments, severity, and your inability to attend school due to the condition.
Physical or mental illness	Dated letter on letterhead from the attending physician from your resignation term containing the nature of your illness/injury, date of onset, dates of hospitalization/physician appointments, severity, and your inability to attend school due to the condition.

Immediate family emergency (i.e. death or illness)	Death certificate or obituary notice in cases of death. Dated letter on letterhead from the attending physician containing the dates of occurrence, nature and severity of your relative's illness/injury. Immediate is defined as follows: parents; spouse; children (by blood, adoption, or marriage); siblings; legal guardian. Documentation of relationships is required.
Other Extenuating Circumstances (unanticipated hardships that occurred during or immediately before the eligible course)	General lack of planning to pay for college or lack of being eligible for financial aid does not constitute a recent unanticipated hardship.

Examples of Non-Qualifying Events:

- Personal misjudgments or irresponsibility involving the following:
- Transportation
- Availability of finances
- Time management
- Academic ability
- Misinterpretation or lack of knowledge of STC policies/procedures
- Dissatisfaction with instructor, course content, delivery of instruction, academic progress, program "fit"
- Missing a deadline

Appeals can be submitted only once per applicable course