



# COURSE POLICIES

Last Updated: January, 2018

## Registration

Registration can be completed through our secure web site, by mail or fax using a Novalis order form, or by telephone. If you prefer not to order online, feel free to call or e-mail us and we would be happy to send you an order form. For classroom courses, preregistration is required. Due to space considerations, no walk-in registrations will be accepted at the course sites. Students must bring photo identification and their auction license number to all classroom offerings.

## Payment

Payment for all courses is due upon your registration in the course. Payment may be made in the form of an approved credit card (Visa or MasterCard) through our secure website, or by check. The course materials cannot be sent or accessed until payment is received. As such, if time is of the essence, we suggest that you pay by credit card. All returned checks are subject to a \$30 returned check fee. This fee is in addition to any fees charged by your bank or financial institution.

## Refunds

For home study courses, refunds will be given if requested by phone or e-mail within 15 days after the course materials are shipped, as long as the course materials are returned to Novalis at the student's expense, and are deemed at the sole discretion of Novalis to be in their original condition. The refund amount will be the tuition paid less a \$15 administrative fee per course, and will be paid within 30 days of cancellation. However, you can transfer your registration to a classroom course (if available) for a \$15 administrative fee per course, as long as the course materials are returned to Novalis at the student's expense and in their original condition.

For classroom courses, refunds will be given if requested by telephone at least 48 hours prior to the start of the course. The refund amount will be the tuition paid less a \$15 administrative fee per course, and will be paid within 30 days of cancellation. Students who do not notify Novalis within 48 hours of the start of the course will not be entitled to a refund. However, they will be allowed to order a home study offering of the course, if available, for a \$15 administrative fee (plus any shipping and handling). Under no circumstances will refunds be given for students who are "no shows" (i.e., students who fail to attend class or provide notice, for any reason).

## Time Requirement for Course Completion

A student may take up to 90 days from the initial date of registration to complete a home study course with Novalis. This 90-day period is a Novalis policy only and is unrelated to the continuing education completion deadlines or license renewal deadlines for your particular state. It is the sole responsibility of the student to insure that he/she completes courses in time to meet their state requirements. Novalis may re-activate an expired course for a student for an additional 90 days for an administrative fee of \$15 per course, as long as the course has not changed and is still available under the same conditions and with the same characteristics as when the student originally registered.

## Cancellation of Classroom Courses

Novalis reserves the right to cancel any course with fewer than 10 registered students. In the event of a cancellation, students will be given the opportunity to either attend a different classroom offering, or to switch to a home study version of the course (if available).

## **Attendance**

Attendance in the Novalis classroom offerings is strictly monitored. A student who arrives late, leaves early, or otherwise fails to meet the state-mandated time requirements will not be issued a Certificate of Completion, even if they pass the required test. For home study courses, students must meet the state-mandated time requirements (hours per course) and must certify that they have done so as required by Novalis. Student progress is monitored, and students who fail to meet the mandated time requirements or other completion requirements for a course will not be issued a Certificate of Completion.

## **Multiple Certificates of Completion**

Your tuition includes one Certificate of Completion per course and the reporting of results to one state. If you desire credit in an additional state where Novalis is licensed to provide continuing education, then a certificate and/or the reporting of results to that state will be issued at a cost of \$30, if the request is made at the time of registration. If the request for additional certificates is made after the original registration, then a fee of \$50 per certificate will be charged and additional testing may be required. Finally, a fee of \$25 will be charged to replace any certificate that has been lost.

## **Grading Time**

All tests and examinations will be graded within three business days of their receipt by Novalis. Certificates of Completion are sent out immediately thereafter by either U.S. mail or e-mail.

## **Rush Grading**

Students who require that their tests be graded in less than three business days from the date they are received by Novalis can request our Rush Grading Service for an additional fee of \$15 per examination.

## **Administrative and Test Re-Take Fees**

Students who fail the state required course tests, fail to submit course evaluation forms, or require a test re-take (if allowed in their state) will be charged an additional fee of \$15 per examination or evaluation.

## **Unethical Behavior**

Novalis does not tolerate unethical behavior by its students when taking courses. Unethical behavior includes but is not limited to: (1) attempting to receive completion credit for courses not completed in the manner required, (2) failing to abide by Novalis course policies or attendance policies, (3) cheating or facilitating cheating on any assessment exercise, test, or examination, (4) duplicating or reproducing materials or otherwise violating the Novalis copyright policy, (5) plagiarism in any form, (6) violating the *Terms of Use* of the Novalis Web site, (7) facilitating course completion for another student, (8) providing false or misleading information, and (9) colluding with an examination proctor. Novalis will not issue a Certificate of Completion to any student which it believes has engaged in unethical behavior in completing a Novalis course, nor will we refund any course fees. Where required by state license law, Novalis will also report the student to the respective state regulator. The determination of whether a student has acted unethically is made at the sole discretion of Novalis.