



CLASSROOM COURSE POLICIES

Last Updated: July, 2020

Registration

For classroom offerings, preregistration is required. Due to space considerations, no walk-ins are allowed. 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. 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 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 or online 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).

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

Certificate of Completion

Your tuition includes one Certificate of Completion per course and the reporting of results to one state. A fee of \$25 will be charged to replace any certificate that has been lost.



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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.

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.