

# Dog Training School Enrollment & Admissions Policies

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All Dogs Academy for Professional Trainers & Instructors is committed to the advancement of humane training of dogs through developing professional trainers with the highest level of skills in the field. The goal of the Academy is to provide graduates with the requisite skills to achieve success as professional dog trainers and obedience instructors emphasizing the principles and skills of clicker training and operant learning as their primary practice.

The following information is an overview of our enrollment procedures, requirements, terms and conditions. For complete details and an application, download the PDF. If you require a different format, or have any questions, contact us.

## ADMISSION PROCEDURES & POLICIES

### Non-discrimination Policy

The Academy does not discriminate in enrollment, administration of its policies, educational policies, programs or hiring. We do accept students under the age of 18 with signed permission from a parent or guardian to attend the Academy courses. Students younger than 18 may be interviewed prior to acceptance.

## REQUIREMENTS FOR CERTIFICATION OF EACH COURSE

Students must pass both oral testing as well as practical testing of their skill proficiencies to receive certification of each Course. There may be additional written tests and video requirements for some Courses.

## CANCELLATION & REFUND POLICY

When you register for the program you are reserving Academy resources, and we assume you will participate in the program. It is our sincere hope that students will not withdraw once they have been accepted into the program, but in the event of unforeseen circumstances, our policy includes the following schedule regarding cancellations and refunds as per NH State Statutes. Here's the small print:

### Pos 1111.03 Full Refund.

The Academy provides for a full refund of all money paid by the student, minus Application Fee, as stated in NH State Law

- (a) The applicant or student cancels enrollment within 3 business days
- (b) The student did not meet the provisions of Pos 1104.01
- (c) The school procured the student's enrollment as the result of any false representations in the written materials used by the school or in oral representations made by or on behalf of the school

### Pos 1111.05 Partial refunds.

- (a) A student who withdraws or is dismissed after the period of time identified under Pos 1111.03(a) has passed, but before completing 50% of the potential units of instruction in the current time period, shall be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current time period, less a one-time application fee not exceeding \$500 or 20% of the program tuition, whichever is less.
- (b) Pro rata refund shall be the ratio of the number of units remaining after the last unit completed by the student to the total number of units in the time period, rounded downward to the nearest 10 percent. Pro rata refund is the resulting percent applied to the total tuition and other required costs paid by the student for the current time period.
- (c) All efforts shall be made to refund prepaid amounts for books, supplies and other charges unless the student has consumed or used those items and they can no longer be used or sold to new students, or returned by the school to the supplier.
- (d) No refund shall be required for any student who withdraws or is dismissed after completing 50% of the potential units of instruction in the current time period unless a student withdraws due to mitigating circumstances, in which case refunds shall be calculated based on the pro rata method described in Pos 1111.05 (a).
- (e) The 50 percent completion limitation does not apply in cases where the student cannot complete the program due to action taken by the school. Examples of school's action shall include school closing or bankruptcy, or cancellation of the program. In these and similar situations, refunds and fees shall be based on the pro rata method described in Pos 1111.05 (a) for up to 100 percent of the tuition paid.

### Pos 1111.06 Timely Refunds Payments.

Refunds shall be paid within 30 days after the effective date of termination.

### Pos 1111.07 Good Faith Effort.

A school shall be considered to have made a good faith refund effort to make a refund, if the student's file contains

evidence of the following attempts:

- (a) Certified mail to student's last known address;
- (b) Certified mail to the student's permanent address; and
- (c) Certified mail to the address of the student's parent or listed next of kin, if different from permanent address.

Pos 1111.08 Notice of Withdrawal.

- (a) A school shall require that notice of withdrawal be in writing, but shall not require a specific manner of delivery.
- (b) The school shall honor any valid notice of withdrawal given, reimburse the student any refund amount due, and arrange for a termination of the student's obligation to pay any sum in excess of that permitted under the refund standards.
- (c) All schools shall have a constructive notice of an intention to withdraw policy.

Because the Academy may turn away students who otherwise would attend, students enrolling in those courses will be taking a space that otherwise would have gone to another student. With this in mind, students who withdraw prior to the course will receive a full refund less \$250 Application fee.

o For a student withdrawing from or discontinuing a Course once the Course has commenced, the refund schedule will be as follows (minus Application Fee):

o For a student completing up to and including 10% of the total clock hours, the refund will be 90% of the cost of the Course.

o For a student withdrawing from or discontinuing the Unit within the first 25% of the program, the refund will be 55% of the cost of the Course.

o For a student withdrawing or discontinuing after 25% but within 50% of the Course, the refund will be 30% of the cost of the Course.

o No refunds will be given for students who withdraw or discontinue after 50% of the Course has taken place.

Exceptions: 100% refunds (including the \$250 Application fee) are provided to students should the program be cancelled. Refunds other than the amounts listed in the policy above may be given when there is an Academy error, or for medical issues or family emergencies. Complete the Refund Request Form available from the Registrar.

Documentation will be required. Requests for exceptions must be received in a timely manner.

Note: Normally you will receive your refund two to three weeks from the date of withdrawal. Check refunds are made to students unless charges are paid by third party contracts. Credit card refunds are issued to the account originally charged.