CORPORATE LEARNING

Registration and Payment Policies and Procedures

A registration form can be downloaded at www.nwacc.edu/web/corporatelearning/howtoregister.php or you can register by phone at (479)936-5175. All tuition and fees must be paid in full or a Nelnet Student Payment Plan must be set up, at the time of registration.

Four Convenient Ways to Register:

1. **By Mail:** Mail your completed registration form with check to: NorthWest Arkansas Community College, Attn: Corporate Learning, One College Drive, Bentonville, AR 72712.

2. **By Phone:** To register call during regular business hours (8:00 am – 4:00 pm) at (479) 936-5175. To make payment call the cashier's office after 24 hours with your credit/debit card information. This payment ensures your registration. The cashier's office can be reached at any of these numbers: (479) 619-4326, (479) 619-4291, (479) 619-4318.

3. **In Person:** Visit us from 8:00 am until 4:00 pm, Monday through Friday, at the Shewmaker Center, 1100 SE Eagle Way in Bentonville.

4. **Online Registration:** Visit www.nwacc.edu/corporatelearning and click on "Registration." Choose the option "Register Online," then select and submit classes. Complete the registration process by paying with a debit or credit card via the link provided. There is a $2.00 non-refundable fee charged by Nelnet to process your online payment. **Online registration is not available for individuals enrolling in Retail and Supplier Education Programs, including Advanced Programs.**

Retail and Supplier Education Registration Policies and Procedures: Individuals interested in registering for these programs should call (479) 936-5175 to make sure they have met the appropriate prerequisites and have submitted the required documents prior to registration.

Apprenticeship Program Registration Policies and Procedures: All apprentices must have employment sponsorship with a licensed Arkansas Master of the trade to register into Apprenticeship Programs. All apprentices must register for and pay associated fees for the program each year at NWACC Corporate Learning (Shewmaker Center) in Bentonville prior to attending classes. Past due balances will need to be reconciled with the cashier before registration into the program can be processed. In the event an employer is paying for a student's tuition and that student's employment with the employer ends, it is the student's responsibility to immediately notify the Program Director concerning their current status and plans. In this situation, if the student is planning on staying in the program, they need to call an NWACC cashier to make payment arrangements. If the student has found employment elsewhere and their new employer will be paying for them they need to notify the Program Director of the change and give them all new employee information. **It is the responsibility of the apprentice to notify the Program Director of potential previous experience credit or programs attended at the time of registration.**

Apprenticeship Program Payment Policies and Procedures: The cost for the Apprenticeship Program is $650.00 per year for Electrical or $600.00 per year for Plumbing. A fee of $35.00 for electrical apprentice, $50.00 for plumbing apprentice license and application fees along with tuition is due at the time of registration. The Nelnet Payment plan is available, allowing for a down payment and then subsequent monthly payments taken out on the 5th of each month. Keep in mind that early registration allows for smaller monthly payments. The processing fee for the Nelnet Payment Plan is $25.00 and is deducted 14 days after the contract is

set-up. Contact an NWACC cashier for details at (479) 619-4326, (479) 619-4291, or (479) 619-4318. Apprentices will be charged on a prorated basis.

Nelnet Student Payment Plan

The Nelnet Student Payment Plan gives students a convenient, interest-free way to budget tuition and fees. The Nelnet Payment Plan can be accessed through MyNWACC Connection or by calling an NWACC cashier. Nelnet is available for individuals registering in any class or combination of classes totaling $250.00 or more. After a payment arrangement has been made, students will receive confirmation of their enrollment in the Nelnet Payment Plan by letter, email, or they will be given a computer printout if enrolling in person. Payment may be made by a credit/debit card or they can be set up as a monthly automatic bank draft. The earlier a student sets up a payment plan the more payment options they will have available to them (lower monthly payments). However, full payment must be made before the mid-point of the course. Nelnet is not a loan program. There is no debt, no credit check, and no interest or finance charge assessed by Nelnet on the unpaid balance. There is a $25.00, non-refundable, enrollment fee that will be assessed within 14 days of contract agreement.

Third Party Payment

If a third party (employer or a government agency) will be paying tuition and fees on behalf of a student directly to NWACC, a letter of authorization or purchase order to bill the employer or agency must be received in the cashier's office at the time of registration. If there is a remaining balance after third party payment, the student is required to make payment by one of the methods already mentioned for the unpaid portion of tuition and fees. The cashier's office must have a letter of authorization to bill the employer or agency for each registration. This letter should be on company letterhead and include: student name, third party name and address, company contact name, list of covered expenses (tuition, fees, books, supplies, etc.), and maximum dollar amount. A completed registration form should be attached. **Note:** An individual may **NOT** be invoiced as a third party. For questions regarding third party billing, please call the Corporate Learning cashier's office at (479) 619-4326.

Payment by Scholarship

Individuals receiving an EXTERNAL scholarship must have an award letter on file at the cashier's office. The scholarship award letter should contain the same information as required by a third party billing. (*Refer to Third Party Payment section).

Returned Checks

If a check made payable to NWACC is returned by the student's bank for any reason, the student's records will be placed on "HOLD" and the student will be charged a return check fee of $30.00 per each check.

Cancelled Classes

Individuals who are enrolled in classes that have been cancelled will receive a 100% refund of tuition and fees for the cancelled classes, minus the Nelnet Payment fees, if applicable (Refer to Nelnet Student Payment Plan section and Online Registration section). Although every attempt will be made to contact you in the event a class is cancelled, it is your responsibility to check on the status of your class prior to attending.

Refunds

Students may be eligible for a refund if they officially drop from classes within the specified refund periods according to program guidelines. Any tuition and class fees that were paid by cash, check or credit card will be refunded by check and mailed in approximately 2 to 3 weeks. ***All refund checks will be mailed to students.*** Contact NWACC – Corporate Learning for assistance in completing a Drop form. Completed and signed drop forms can be faxed to (479) 936-5198. Drop/Transfers can also be made via email. Fill out the Drop/Transfer form per the instructions above and email to cladmissions@nwacc.edu. Please contact a registration specialist at (479) 936-5107 or email to cladmissions@nwacc.edu if you have any questions concerning refunds.

Apprenticeship Program Refund Policy: Full refunds will be issued, less $35.00 registration fee for Electrical and $50.00 for Plumbing, for drop requests received prior to the first class meeting. After the first class meeting, refunds will be issued on a prorated basis. **No refunds after April 1st.**

Personal and Professional Development Refund Policy: Full refunds will be issued when student officially drops from class 3 business days prior to the start of class. To drop follow procedures as outlined above.

Retail and Supplier Education Refund Policy: Students may be eligible for a refund when officially dropped within the specified refund periods (see academic calendar). To drop follow procedures as outlined above.

Drop/Withdrawal

A request to drop or withdraw from a class must be made no later than 3 business days prior to the first class meeting. This does not include the Apprenticeship Programs. The student should complete the Drop/Withdrawal form by signing and date it, and then fax it to (479) 936-5198, or mail it, if time permits to, NWACC Corporate Learning, One College Drive, Bentonville, AR 72712. Drop/Withdrawal forms can also be sent via email. Email to cladmissions@nwacc.edu.

Personal and Professional Development Withdrawal Policy: You may be eligible for withdraw if you completed less than 70% of the contact hours. No refund is available. Contact the Personal and Professional Development Coordinator for more information.

Retail and Supplier Education Withdrawal Policy: Refer to the Corporate Learning academic calendar for last date to withdraw from the Retail Analyst Program classes to receive a "W" on transcript.

Apprenticeship Programs Drop/Add Policy: Apprentices may drop from the program at any time by notifying the Director's Office. Apprentices who have excessive absenteeism may be subject to being dropped from the program with the potential of no credit given. Apprentices who have been dropped from the program must apply for reinstatement into the program with the Program Advisory Committee.

Transfers and Substitutions

Class transfer request must be made no later than 3 business days prior to the first class meeting otherwise students will be charged for the original class. Companies sending employees to a class will have the option to register a substitute and have a previously registered employee removed from the class roster before the class meets for the first time. Request may be made by fax (479) 936-5198 or email cladmissions@nwacc.edu.

Grading Policy

Individuals will receive an "S" (Satisfactory) or "U" (Unsatisfactory) grade in each course. An unsatisfactory grade results in no Continuing Education Units being awarded. Individuals who are working toward a career certificate must earn an "S" in all required or elective courses to achieve certificate completion. Students will receive a "U" for any courses in which they fail to attend and/or do not adhere to our Drop/Add/Withdrawal policy. This applies to Apprenticeship programs, Skilled Trade, as well as, Professional Development classes and Certificate Programs.

Retail & Supplier Education Grading Policy: Individuals enrolled in the Certified Retail Analyst Program will receive a grade of A, B, C, D, or F, based on a 10-point grading scale, where 90-100=A, 80-89=B, 70-79=C, 60-69=D, and 59 and below=F. A grade of C or better for all classes is required for successful course completion. Students are graded based upon course work, exams, projects, participation, and attendance. Students must also receive a satisfactory grade of C or better in the Retail Analytical Techniques class in order to receive certification as a Retail Analyst.

Apprenticeship Programs Grading Policy: Grading is based on 70% overall = passing. The overall 70% is based on 70% classroom work, quizzes, exams, lab-work, attitude, and participation, etc., and 30% attendance. Apprentices not making a 70% overall grade may be required to repeat the year and/or class hours not credited towards their completion. Those wanting to appeal grades can submit a written request for review to the Program Advisory Committee.

Attendance Policy for certificate programs

A student is expected to attend every class for which he or she has registered. However, 80% class attendance is required to have satisfactorily completed the attendance requirements of the course. Absences may be excused if the instructor is contacted in advance with all missed assignments being completed. Excused absences due to emergencies will require documentation.