

## Tuition Refund Policy

JobWorks Inc., d/b/a JobWorks Education and Training Systems (JETS) will provide to students a refund or partial refund for live virtual and self-paced courses based on the below policies.

### Live Virtual Courses

A full or partial refund may be provided to students who withdraw from their course prior to the end of the course's first week or third classroom training session, whichever occurs sooner. Live virtual courses that are less than 5 weeks in length may have other refund policies, which would be shared prior to the course's start date. A refund request must be made in writing to JETS management and subsequently approved.

The student will not be provided courseware, exam vouchers, lab technology, platform access, tools, or other instructional supplies until such time as these materials are required within the course schedule. Students are not entitled to receive any supplies that had not yet been distributed prior to their withdrawal date; and students may be required to return certain supplies and material (e.g., loaned laptops, certain application licenses, etc.)

JETS recognizes that in specific and uncommon circumstances students are unable to continue attending their course, and instead may choose to participate in a self-paced format. In these situations, students may, upon request and subsequent approval, continue to have access to their instructional team; to their learning materials; and to the platforms and tools used within the course. Such a request must be made in writing to the student's JETS point of contact and approved by JETS management. JETS reserves the right to honor refund requests outside of these parameters under extenuating circumstances.

### Self-paced / Asynchronous Courses

JobWorks Inc., d/b/a JobWorks Education and Training Systems (JETS) may provide refunds to students who withdraw from courses within specific timeframes. In order to request a tuition refund, students must notify their JETS point of contact in writing about their intent to withdraw from the course. For self-paced (i.e., asynchronous) courses, refunds may be requested up until the first/initial login to the learning platform by the student.

Once the student's refund request has been submitted and approved, the student may no longer participate in the course or access any of the course's learning materials, platforms, exam vouchers, tutoring services, and any other related course tools or services. Students are not entitled to receive any materials that had not yet been distributed prior to their withdrawal date; and students may be required to return certain supplies and material (e.g., loaned laptops, certain application licenses, etc.) if applicable. JETS reserves the right to honor refund requests outside of these parameters under extenuating circumstances.