



LINK EDUCATION USA POLICIES AND PROCEDURES

1. Enrollment Procedures

Students may register for the Certified Fitness Trainer Online Program (CFT) at Link Education USA's website, www.mylinkusa.com, via email at info@mylinkeducation.com, or by calling our school at +1 (603) 461-5281.

Late registrations will not be accepted after the second week of the program starting date.

2. Admission Requirements

Enrolling students are required to be at least 16 years old.

3. School Calendar

Link Education USA offers a 12-week Certified Fitness Training Online Program, in Portuguese, twenty four (24) times per calendar year. Classes in Spanish are also available 4 times per year (contact the school for a calendar)

Classes meet with live instructors:

- for 12 weeks
- via Zoom
- twice a week for 2.5 hours

CALENDAR 2024

COHORT	STARTING DATE	ENDING DATE	DAY	TIME - US EASTERN TIME (ET)
CFT 101	January 13, 2024	April 21, 2024	Saturday/Sunday	11:00 AM - 01:30 PM
CFT 102	January 22, 2024	April 22, 2024	Monday/Wednesday	07:30 PM - 10:00 PM
CFT 103	February 17, 2024	May 25, 2024	Saturday/Sunday	07:30 AM - 10:00 AM
CFT 104	February 20, 2024	May 16, 2024	Tuesday/Thursday	07:30 PM - 10:00 PM
CFT 105	March 16, 2024	June 23, 2024	Saturday/Sunday	11:00 AM - 01:30 PM
CFT 106	March 18, 2024	June 17, 2024	Monday/Wednesday	07:30 PM - 10:00 PM
CFT 107	April 13, 2024	July 14, 2024	Saturday/Sunday	07:30 AM - 10:00 AM



COHORT	STARTING DATE	ENDING DATE	DAY	TIME - US EASTERN TIME (ET)
CFT 108	April 16, 2024	July 16, 2024	Tuesday/Thursday	07:30 PM - 10:00 PM
CFT 109	May 20, 2024	August 26, 2024	Monday/Wednesday	07:30 PM - 10:00 PM
CFT 110	May 25, 2024	August 25, 2024	Saturday/Sunday	11:00 AM - 01:30 PM
CFT 111	June 15, 2024	September 21, 2024	Saturday/Sunday	07:30 AM - 10:00 AM
CFT 112	June 18, 2024	September 17, 2024	Tuesday/Thursday	07:30 PM - 10:00 PM
CFT 113	July 20, 2024	October 20, 2024	Saturday/Sunday	11:00 AM - 01:30 PM
CFT 114	July 22, 2024	October 23, 2024	Monday/Wednesday	07:30 PM - 10:00 PM
CFT 115	August 24, 2024	November 23, 2024	Saturday/Sunday	07:30 AM - 10:00 AM
CFT 116	August 27, 2024	November 26, 2024	Tuesday/Thursday	07:30 PM - 10:00 PM
CFT 117	September 14, 2024	December 21, 2024	Saturday/Sunday	11:00 AM - 01:30 PM
CFT 118	September 16, 2024	December 16, 2024	Monday/Wednesday	07:30 PM - 10:00 PM
CFT 119	October 19, 2024	January 26, 2025	Saturday/Sunday	07:30 AM - 10:00 AM
CFT 120	October 22, 2024	February 04, 2025	Tuesday/Thursday	07:30 PM - 10:00 PM
CFT 121	November 23, 2024	March 09, 2025	Saturday/Sunday	11:00 AM - 01:30 PM
CFT 122	November 25, 2024	March 10, 2025	Monday/Wednesday	07:30 PM - 10:00 PM
CFT 123	December 14, 2024	March 23, 2025	Saturday/Sunday	07:30 AM - 10:00 AM
CFT 124	December 17, 2024	March 27, 2025	Tuesday/Thursday	07:30 PM - 10:00 PM



4. Attendance

Students are required to attend $\frac{3}{4}$ of the scheduled classes, or 18 out of 24 online, live classes.

Tardiness will be defined as a student being admitted into a virtual classroom ten minutes after the beginning of a live online class.

Two tardy appearances will result in one missed live online class.

If a student misses more than **six live online classes** (including tardy appearances), without an acceptable excuse, he/she may:

1. fail the course and be administered the appropriate refund (see the Refund Policy Section of the Student Enrollment Agreement) or
2. re-register to attend an upcoming CFT Online Program session

If there are any unforeseen or significant instances for which a student misses more than **six live online classes**, it will be the faculty's decision whether or not to allow those absences to count toward this policy.

It will be the student's responsibility to notify the class coordinator at least 24 hours before the scheduled online class time that he/she will not be able to attend a class.

Students may inform the class coordinator by:

- Email (info@mylinkeducation.com)
- Telegram group

5. Grading

A maximum of 100 points will be given during the CFT Online Program. Students need to obtain at least 60 points to pass.

Final grades will be the sum of points after a student completes the following:

- 1) a written multiple-choice exam with 100 questions (50 points)
2. a practical online presentation (40 points)
3. the weekly graded homework (10 points)

6. Tuition and Fees

Registration fee	U\$ 100.00
Study Material Fee (due at registration)	U\$ 150.00
Tuition	U\$ 3,175.95
Total Program Charges	U\$ 3,425.95



CHOOSE A PAYMENT PLAN (CHECK ONE)		
PAYMENT PLAN	PROGRAM COST DETAILS	TOTAL PROGRAM COST
PLAN A Full Payment 15% OFF	\$100.00 - Registration fee \$150.00 - Study material \$3,175.95 - Regular tuition cost <u>-\$476.39 - 15% off tuition</u> \$2,699.56 - Total discounted program cost	Payment Plan: 1 x \$2,699.56 Fee, study material, and ONE (1) discounted tuition installment payment due at registration
PLAN B 6x installments 5% OFF	\$100.00 - Registration fee \$150.00 - Study material \$3,175.95 - Regular tuition cost <u>-\$158.79 - 10% off tuition</u> \$3,017.16 - Total discounted program cost	Payment Plan: 1 x \$250.00 Registration fee and study material due at registration 6 x \$502.86 SIX (6) equal discounted tuition installment payments due on the 10th of each of the six consecutive months after the registration date
PLAN C 11x installments No Discount	\$100.00 - Registration fee \$150.00 - Study material \$3,175.95 - Regular program cost <u>\$3,425.95 - Total program cost (no discounts)</u>	Payment Plan: 1 x \$250.00 Registration fee and study material due at registration 11x \$288.72 ELEVEN (11) equal tuition installment payments due on the 10th of each of the six consecutive months after the registration date
CUSTOM PLAN	Payment Plan: Promotion description and code required	



7. Withdrawal/Cancellation Refund Policy

1. You may terminate the CFT Program agreement at any time.
2. If you terminate the agreement prior to the commencement of the program, you will receive a refund of any tuition cost paid, less the registration fee and study material (if not yet delivered to you) described in the Tuition and Fees Section of the agreement.
3. If you terminate the agreement during the first quarter of the program (between classes 1-6), you will be responsible for the payment of the study material, registration fee, and 25% of the total tuition cost described in the Tuition and Fees Section of the agreement.

You will receive a full refund of any tuition payments you may have made above 25% of the total tuition cost described in the Tuition and Fees Section of the agreement.

Leave of absence (LOA) students must pay for the study material, registration fee, and 25% of the total tuition cost described in the Tuition and Fees Section of the agreement if they decide to interrupt their studies during the first quarter of the program.

LOA students may use the 25% of the total tuition cost due for interrupting the program during the first quarter as a credit to return to the program at a later date. This credit will be valid for six months starting from the date the school receives his/her LOA written notification.

- 4) If you terminate the agreement during the second quarter of the program (between classes 7-12), you will be responsible for the payment of the study material, registration fee, and 50% of the total tuition cost described in the Tuition and Fees Section of the agreement.

You will receive a full refund of any tuition payments you may have made above 50% of the total tuition cost described in the Tuition and Fees Section of the agreement.

Leave of absence (LOA) students must pay for the study material, registration fee and 50% of the total tuition cost described in the Tuition and Fees Section of the agreement if they decide to interrupt their studies during the second quarter of the program.

LOA students may use the 50% of the total tuition cost due for interrupting the program during the second quarter as a credit to return to the program at a later date. This credit will be valid for six months starting from the date the school receives his/her LOA written notification.

- 5) If you terminate the agreement (by withdrawal or leave of absence) during the third or fourth quarters (between classes 13-24) of the program, you will not receive any refund, and you will be responsible for the full payment of the study material, registration fee, and total tuition cost described in the Tuition and Fees Section of the agreement.

Leave of Absence (LOA) students will be issued a credit for the total tuition cost due for the interruption of the program during the third or fourth quarters. This credit will be valid for twelve months starting from the date the school receives his/her written LOA notification, and it may be used by the LOA student to restart the program within these twelve months.



6) If you wish to terminate the agreement (by cancellation, withdrawal, or leave of absence), you must inform the school in writing of your decision.

The agreement termination will become effective on the day the school receives the written termination request. Any refunds due to the student will be paid 30 days after the school receives the written termination request from the student. Any outstanding amounts due by the student must be paid in full or in accordance with the payment plan chosen by the student when signing the agreement.

7) Students receiving benefits from federal programs shall be subject to federal refund policies, rules, and regulations.

8. School Rules and Regulations

Students attending the Certified Fitness Trainer Online Program must:

- 1) keep their cameras on during the online classes;
- 2) be engaged during classes
- 3) follow the virtual classroom rules (e.g. dress appropriately, ask permission to exit the class, etc);

Inappropriate behavior or academic misconduct such as swearing, violent behavior, bullying, cheating, cursing, making offensive gestures, being too loud or any other disruptive behavior will NOT be tolerated at any of Link Education USA's learning environments.

First-time misconducting students will receive one (1) written warning by the school's administrator.

If the student continues to show inappropriate behavior, he/she will be invited to participate in a meeting with the administrator and an instructor to resolve and prevent any further inappropriate behavior.

If the inappropriate behavior or academic misconduct continues, the student will not be able to finish the program, and will be issued an appropriate refund.

If the inappropriate behavior or academic misconduct requires police interference, or if it is an act of heinous or violent nature, the student will be dismissed immediately.



9. Severe/Inclement Weather Policy

Online classes are held regardless of weather conditions. If a class must be canceled for any reason, students will receive an email, as well as a phone call, with as much advance notice as possible. Makeup online classes will be scheduled prior to the final exam date. If a student has any questions regarding make-up classes, they may email info@mylinkeducation.com or call (603) 461-5281.

10. Guidance and Counseling

Link Education USA does not offer any guidance or counseling services for students.

11. Job Placement

After successfully completing the program, students may schedule a time with instructors to seek advice about possible work opportunities around the student's location or their preferred work location. Instructors may write letters of recommendation. Students are not guaranteed employment upon graduation.

12. Payment Rules

Tuition payments made after the due date (the 10th of each month) will incur a 10% late fee.

Late payments will prevent a student from:

1. participating in the program classes
2. taking the program final exam
3. receiving a Declaration of Program Completion or the program's Certificate.

If the student's tuition payments are delinquent 90 days or more, the school will assign the student's debt to a third-party collector and/or take legal action for collection.



13. Continuing Education

In order to actively maintain Link Education USA's Certified Fitness Trainer Certificate, graduate students are required to:

Attend ONE (1) paid continuing education course (2 hours long) offered by Link Education USA or one of its authorized Education Partners every two (2) years starting from the date issued on their original CFT Certificate.

A list of available Link Education USA continuing education courses will be:

1. emailed to graduated students prior to their certificate expiration date
2. available at www.mylinkusa.com

14. Orientation

The school's orientation program is mandatory and will happen online via Zoom, before the first class of the program. During orientation, a school staff member will go over all policies and procedures of the school.

Orientation homework will count toward the graded homework for the program.

15. Delivery of the Declaration of Program Completion and Certificate

Students will receive a Declaration of Program Completion if they reach a passing grade at the end of the program. The Declaration will be emailed to students no later than seven days after they receive their final grades.

Certificates will be mailed no later than 30 days after:

- A) the total tuition cost described in the Tuition and Fees Section of the program's Agreement is paid
- B) the student successfully completes the program with a passing grade

16. Complaint Resolution Policy

Any student or faculty member who believes that he/she was unfairly treated, or that an employment policy was violated or misapplied, is encouraged to resolve the concern with the school administration within 48 hours of an occurrence by calling (603) 461-5281, or by sending an email to info@apeiportal.com. Please allow the school administration 48 hours to respond. Should a student/employee not be satisfied with the outcome of their complaint, he/she may contact the New Hampshire Department of Education - Division of Educator Support and Higher Education | Office of Career School Licensing - 101 Pleasant Street, Concord, NH 03301 **Phone: (603) 931-9209** or file a complaint with their office by completing and submitting the online "Complaint Form" at <https://my.doe.nh.gov/ESSWEB/highereducation/Complaint.aspx>

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