



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) 418-6274 or (617) 953-0953.

2. Admission Requirements

Enrolling students are required to be at least 16 years old.
Late registrations will not be accepted after the second week of the program starting date.

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 the calendar.)

Classes meet with live instructors:

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

CALENDAR 2025

COHORT	STARTING DATE	ENDING DATE	CLASS TIME - US EASTERN TIME (ET)
CFT 123	January 25, 2025	May 4, 2025	SATURDAY AND SUNDAY - 11AM TO 1:30PM
CFT 124	January 27, 2025	April 30, 2025	MONDAY AND WEDNESDAY - 7:30PM TO 10:00PM
CFT 125	February 22, 2025	June 7, 2025	SATURDAY AND SUNDAY - 07:30AM TO 10:00 AM
CFT 126	February 27, 2025	May 29, 2025	TUESDAY AND THURSDAY - 7:30PM TO 10:00PM
CFT 127	March 29, 2025	July 6, 2025	SATURDAY AND SUNDAY - 07:30AM TO 10:00 AM
CFT 128	March 31, 2025	June 30, 2025	MONDAY AND WEDNESDAY - 7:30PM TO 10:00PM



COHORT	STARTING DATE	ENDING DATE	CLASS TIME - US EASTERN TIME (ET)
CFT 129	April 26, 2025	July 27, 2025	SATURDAY AND SUNDAY - 07:30AM TO 10:00 AM
CFT 130	April 29, 2025	July 24, 2025	TUESDAY AND THURSDAY - 7:30PM TO 10:00PM
CFT 131	May 28, 2025	August 25, 2025	MONDAY AND WEDNESDAY - 7:30PM TO 10:00PM
CFT 132	May 31, 2025	August 31, 2025	SATURDAY AND SUNDAY - 11AM TO 1:30PM
CFT 133	June 24, 2025	September 18, 2025	TUESDAY AND THURSDAY - 7:30PM TO 10:00PM
CFT 134	June 28, 2025	September 28, 2025	SATURDAY AND SUNDAY - 07:30AM TO 10:00 AM
CFT 135	July 27, 2025	October, 2025	SATURDAY AND SUNDAY - 07:30AM TO 10:00 AM
CFT 136	July 28, 2025	October, 2025	MONDAY AND WEDNESDAY - 7:30PM TO 10:00PM
CFT 137	August 26, 2025	November, 2025	TUESDAY AND THURSDAY - 7:30PM TO 10:00PM
CFT 138	August 30, 2025	November, 2025	SATURDAY AND SUNDAY - 07:30AM TO 10:00 AM
CFT 139	September 27, 2025	December, 2025	SATURDAY AND SUNDAY - 11AM TO 1:30PM
CFT 140	September 29, 2025	December, 2025	MONDAY AND WEDNESDAY - 7:30PM TO 10:00PM
CFT 141	October 25, 2025	January, 2026	SATURDAY AND SUNDAY - 07:30AM TO 10:00 AM
CFT 142	October 28, 2025	January, 2026	TUESDAY AND THURSDAY - 7:30PM TO 10:00PM
CFT 143	November 17, 2025	February, 2026	MONDAY AND WEDNESDAY - 7:30PM TO 10:00PM
CFT 144	November 22, 2025	February, 2026	SATURDAY AND SUNDAY - 07:30AM TO 10:00 AM
CFT 145	December 16, 2025	March, 2026	TUESDAY AND THURSDAY - 7:30PM TO 10:00PM



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 (06) live online classes (including tardy appearances), without an acceptable excuse, he/she/they 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/they will not be able to attend a class.

Students may inform the class coordinator by:

- Email (info@mylinkeducation.com)
- Cohort 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\$ 325.00
Tuition	U\$ 3,575.00
Total Program Charges	U\$ 3,900.00



PAYMENT PLANS	PROGRAM COST DETAILS	TOTAL COST	CHOOSE YOUR PLAN
<p>Plan A</p> <p>15% Discount</p> <p>1 x Installment Full Payment</p> <p>(discounts do not apply to registration fee)</p>	<p>\$3,575.00. Course cost -\$ <u>536.25</u> 15% tuition cost discount \$3,038,75 Total discounted course cost +\$ <u>325.00</u> Registration fee (no discount applies) \$3,363.75. Total Program Cost</p> <p><u>Payment Plan:</u></p> <p>1 x \$3,363.75</p> <p>Registration fee and ONE (1) discounted tuition installment payment due at <u>registration date</u></p>	<p>\$3,363.75</p>	
<p>Plan B</p> <p>5% Discount</p> <p>6x Installments</p> <p>(discounts do not apply to registration fee)</p>	<p>\$3,575.00 Course cost -\$ <u>178.75</u> 5% tuition cost discount \$3,396.25 Total discounted course cost +\$ <u>325.00</u> Registration fee (no discount applies) \$3,721.25 Total Program Cost</p> <p><u>Payment Plan:</u></p> <p>1x \$325.00</p> <p>Registration fee <u>due at registration date</u></p> <p>6x \$566.04</p> <p>SIX (6) equal discounted tuition installment payments, <u>due on the 10th of each of the six consecutive months after the registration date</u></p>	<p>\$3,721.25</p>	



<p>Plan C</p> <p>No Discounts</p> <p>11 x Installments</p>	<p>\$3,575.00 Full course cost (no discount applies) <u>+\$ 325.00</u> Registration fee (no discount applies) \$3,900.00 Total Program Cost</p> <p><u>Payment Plan:</u></p> <p>1x \$325.00</p> <p>Registration fee <u>due at registration date</u></p> <p>11x \$325.00</p> <p>ELEVEN (11) equal tuition installment payments, <u>due on the 10th of each of the eleven consecutive months after the registration date</u></p>	<p>\$3,900.00</p>	
<p>Custom Plan</p> <p>(discounts do not apply to registration fee)</p>	<p>Total Program Cost: Payment Plan:</p> <p>Promotion Description:</p> <p>Country:</p> <p>Sales Rep:</p>		



7. WITHDRAWAL/CANCELLATION/LEAVE OF ABSENCE (LOA) REFUND POLICIES

I.	<ul style="list-style-type: none"> You may terminate the program's agreement at any time.
II.	<p>If you terminate this agreement prior to the commencement of the Program, you will receive a refund of any payments made towards the course cost, less the registration fee described in the Tuition and Fees Section of this agreement.</p>
III.	<ul style="list-style-type: none"> If you terminate this agreement during the FIRST quarter (between classes 1 and 6) of the Program, you will be responsible for paying for the registration fee and 25% of the total course cost, in accordance with the option selected in the Payment Plans section of this agreement. You will receive a full refund of any amount paid in excess of 25% of the total course cost, in accordance with the option selected in the Payment Plans section of this agreement. Leave of absence (LOA) students who decide to interrupt their studies between class 1 and 6 of the Program, must pay for the registration fee and 25% of the total course cost, in accordance with the option selected in the Payment Plans section of this agreement. LOA students who decide to interrupt their studies between class 1 and 6 of the Program, may use as credit to return to the Program, at a later date, any amount paid towards the: <ul style="list-style-type: none"> registration fee 25% of the total cost of the course, according to the option selected in the Payment Plan of this contract, which is due upon interruption of the Program This credit will be valid for 12 months i) from the date the school receives the student's written license request and ii) only if the student is up to date with payments related to the costs of interrupting the Program, as described above.
IV.	<ul style="list-style-type: none"> If you terminate this agreement during the SECOND quarter (between classes 7 and 12) of the Program, you will be responsible for paying for the registration fee and 50% of the total course cost, in accordance with the option selected in the Payment Plans section of this agreement. You will receive a full refund of any amount paid in excess of 50% of the total course cost, in accordance with the option selected in the Payment Plans section of this agreement. Leave of absence (LOA) students who decide to interrupt their studies between class 7 and 12 of the Program, must pay for the registration fee and 50% of the total course cost, in accordance with the option selected in the Payment Plans section of this agreement. LOA students who decide to interrupt their studies between class 7 and 12 of the Program, may use as credit to return to the Program, at a later date, any amount paid towards the: <ul style="list-style-type: none"> registration fee 50% of the total cost of the course, according to the option selected in the Payment Plan of this contract, which is due upon interruption of the Program This credit will be valid for 12 months i) from the date the school receives the student's written license request and ii) only if the student is up to date with payments related to the costs of interrupting the Program, as described above.



V.	<ul style="list-style-type: none"> • If you terminate this agreement (by cancellation, withdrawal or leave of absence) during the THIRD OR FOURTH quarters (between classes 13 and 24) of the Program, you will NOT receive any refund and will be responsible for full payment of the registration fee and total course cost, in accordance to the option selected in the Payment Plans section of this agreement. • LOA students who decide to interrupt their studies between class 7 and 12 of the Program, may use as credit to return to the Program, at a later date, any amount paid towards the: <ul style="list-style-type: none"> • registration fee • 50% of the total cost of the course, according to the option selected in the Payment Plan of this contract, which is due upon interruption of the Program • This credit will be valid for 12 months i) from the date the school receives the student's written license request and ii) only if the student is up to date with payments related to the costs of interrupting the Program, as described above.
VI.	<ul style="list-style-type: none"> • If you wish to terminate this agreement or request a withdrawal or leave of absence, you must directly e-mail Link Education financial department of your decision at financial@mylinkeducation.com. • The agreement cancellation, withdrawal or LOA request will become effective on the day Link Education financial department receives your email. • Any refunds due to you will be paid 30 days after the date your written agreement cancellation, withdrawal or LOA request was received by Link Education, via email. • Link Education will issue any refund using the same means of payment you used for your initial payment towards the CFT Program. • Any interruption costs, listed above, that you must pay for terminating this agreement, requesting withdrawal or leave of absence, must be paid in accordance to the payment plan you chose in the original agreement you signed to enroll in the Program.
VII.	<p>Students receiving benefits from federal Programs shall be subject to federal refund policies, rules and regulations.</p>
VIII.	<p>I understand and accept the refund policy as stated above.</p>



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'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/they 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 be informed by a Telegram message, 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) 418-6274.

10. Guidance/Counseling and Transfer Policy

Link Education does not offer any guidance or counseling services for students. Link Education's CFT Program is NON-TRANSFERABLE and it does not offer credits.

11. Job Placement

Link Education does not offer career guidance. Instructors may write letters of recommendation. Graduating from the CFT Program does not guarantee employment. The acceptance of the Link Education's CFT Certificate is at the discretion of employers and Link Education makes no guarantees of employment upon my 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 and activities
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 maintain my Link Education's CFT Certificate validity, I am required:

- every TWO (02) years, to take ONE (01) paid continuing education course (02 hours long), offered by either Link Education or one of its authorized Education Partners
- the CFT Certificate validity requirement starts TWO (02) years after the date of issuance on my original CFT Certificate
- A list of available Link Education continuing education courses will be i) emailed to me prior to my CFT Certificate expiration date; ii) available at www.mylinkusa.com
- continuing education courses start at \$300.00, but Link Education reserves the right to change this price at any time
- if, while attending the Program or after my graduation, I become a member and maintain my Proclass Club by Link Education membership for ONE (01) year, I will automatically keep my CFT Certificate valid for that year
- my CFT Certificate will be automatically renewed and valid for another year, every time I finish paying for 12 months of the Proclass Club by Link Education membership

14. Orientation

The orientation class is mandatory and will happen online, via Zoom, before the Program's first class. During the orientation, a staff member will review policies and procedures listed herewith. The orientation homework will count as graded homework and be part of the Program's final grade.

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. This 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) Link receives total tuition cost chosen in the Payment Plan Section of the Program Enrollment Agreement
- B) the student successfully completes the academic requirements of the Program with a passing grade

16. Complaint Resolution Policy

Any student or faculty member who believes that he/she/they was unfairly treated, or that an employment policy was violated or misapplied, is encouraged to resolve the concern with Link Education's administration within 48 hours of an occurrence by calling (603) 418-6274, or by sending an email to info@mylinkeducation.com. Please allow the administration 48 hours to respond. Should a student/employee not be satisfied with the outcome of their complaint, he/she/they 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://www.my.doe.nh.gov/ESSWEB/highereducation/Complaint.aspx>

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