



LINK EDUCATION USA CERTIFIED FITNESS TRAINER (CFT)

POLICIES AND PROCEDURES

A. ENROLLMENT PROCEDURES

Students may register for the Certified Fitness Trainer Online Program (CFT) through our rolling enrollment process anytime throughout the year, 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.

B. ADMISSION REQUIREMENTS

Students are required to be at least 16 years old to attend the Program.

If the enrolling student is under 18 years of age on the enrollment date to any of our Programs, a parent or legal guardian must sign the enrollment agreement.

Late registration will not be accepted after the Program's Orientation Class. Students who miss the Orientation class must complete the recorded class replacement procedure outlined in these policies.

C. SCHOOL CALENDAR

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

Classes meet with live instructors:

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



D. ATTENDANCE

Students are required to attend 75% of the total scheduled live online classes.

Students will not be admitted into a virtual classroom more than thirty minutes after a live online class begins.

Students may replace up to 25% of the Program classes according to the Class Replacement rules outlined below in these policies.

If a student misses more than 25% of the scheduled live online classes without an acceptable excuse and without fulfilling the replacement procedure within the deadlines, the student will be academically suspended and may:

1. Be transferred to an upcoming Online Program Cohort, subject to the following criteria:
 - Students must fully attend the Program in the new cohort and adhere to all attendance and grading rules outlined in these policies.
 - Students have eighteen (18) months counting from the enrollment date to complete the Program requirements for approval.
 - Students must remain current with their financial responsibilities according to the Payment Plan section of the Student Enrollment Agreement in order to be entitled to transfer to a new Cohort and attend classes.
 - Students are entitled to transfer to a new Program Cohort a maximum of 2 times within this 18-month period.
2. Replace the missed classes in a new Online Program Cohort, considering the following criteria:
 - Students have eighteen (18) months counting from the enrollment date to complete the Program requirements for approval.
 - Students must keep up to date with their financial responsibilities according to the Payment Plan section of the Student Enrollment Agreement in order to be entitled to schedule and attend the in-class replacement activities.
 - Students will have a set In-class Replacement schedule that must be completed according to the dates and times previously arranged with Link Education USA Educational Department.
 - If a student is unable to attend any of the scheduled in-class replacement activities, they must notify the Educational Department at least 48 hours in advance. If a student fails to notify the Educational Department within that deadline, they must schedule a paid individual class to replace this activity, at the rate of U\$36.00 (thirty-six dollars).



3. Schedule one paid individual class replacement at the rate of U\$36.00 (thirty-six dollars) for each of the missed classes that surpass the 25% absence limit, considering the following criteria:

- Students have eighteen (18) months counting from the enrollment date to complete the Program requirements for approval.
- Students must remain current with their financial responsibilities according to the Payment Plan section of the Student Enrollment Agreement in order to be entitled to schedule and attend the paid individual class replacement activities.
- Students will have to pay the costs of the individual class replacement activity in advance in order to be able to schedule the dates and times with Link Education Educational Department.
- Students will have a set individual class replacement schedule that must be completed according to the dates and times previously arranged with Link Education USA Educational Department.
- If a student is unable to attend any of the scheduled paid individual class replacement activities, they must notify the Educational Department at least 48 hours before such activity takes place. If the student fails to notify the Educational Department within that deadline, the student will have to pay a new U\$36.00 fee to reschedule such activity.

4. Withdraw from the Program and be administered the appropriate outstanding fees or refunds in accordance with the Non-attendance, Withdrawal, Cancellation, and Leave of Absence Refund Policies outlined in the Student Enrollment Agreement.

If there are unforeseen or significant instances for which a student misses more than 25% of the classes, and upon delivery of proof to Link Education USA that the student was unable to attend classes, students are entitled to replace up to 25% of the total live online classes scheduled for the Program by following the recorded class replacement procedure described in section E, Recorded Class Replacement, of these policies.

The academic suspension will only be resolved and the student will only be allowed to schedule their final exam and final presentation once they have completed the attendance requirements described in this section.

If the student does not transfer to another Program Cohort and/or complete the attendance requirements for approval within 18 months of the enrollment date, the student will fail and be academically dropped from the currently enrolled Program. The student will then be required to re-enroll in the Program, under current fees and promotions, if they wish to continue their studies.



E. RECORDED CLASS REPLACEMENT

Students may only take the final exam and deliver the final presentation if they have attended 75% or more of the Program's live online classes.

If a student exceeds the allowed absence limit, they can replace any number of missed classes through:

- the Paid Individual Class Replacement option, which includes a 1-hour private lesson with an instructor for each missed online class at a cost of \$36 (thirty-six dollars) per class, or
- the In-class Replacement option, which involves attending the missed activity in another of Link Education's available cohorts.

Alternatively, and upon presenting proper documentation of work hours or any situation considered force majeure (known emergencies, medical situations, natural disaster, or other cases considered force majeure involving either the student or any first-degree relative or death of first-degree relatives) that prevents student from attending the live online classes, they will be entitled to replace a maximum of 25% of the total live online classes via the recorded lesson replacement process, according to the terms below:

- Students must complete the replacement activities within 7 days of the missed class date.
- Students will receive instruction on how to register and access the replacement activity. They must watch the complete class recording within the 7-day period, which will be monitored using Link Education USA platform tools. If the student doesn't watch the entire class, the replacement will not be considered completed.
- After completing the previous step, students must submit the replacement class questionnaire with 100% correct answers. Within the given 7-day period, students will be allowed to resubmit the questionnaire as many times as needed to achieve 100% correct answers.

If the replacement procedure is not completed within the 7-day limit, students can only replace classes via scheduling a Paid Individual Class Replacement or an In-Class Replacement.

F. NON-ATTENDANCE, CANCELLATION AND WITHDRAWAL

- Non-attendance
 - Enrollment Cancellation for Non-Attendance

If a student **misses the Orientation Class** of the Program without notifying Link Education USA's representatives and:



- does not complete both the class replacement procedure and the mandatory Orientation assignment within the deadlines established in section H, Orientation, of these policies; and
- fails to respond to the representatives' attempts to contact them and/or their emergency contacts listed in the student's agreement for a period exceeding 15 days,

the student's enrollment will be canceled for non-attendance. In such cases, the financial responsibilities or entitled refunds will be calculated in accordance with the Non-attendance, Withdrawal, Cancellation, and Leave of Absence Refund Policies outlined in the Student Enrollment Agreement.

- Program Drop for Non-attendance

If a student, after completing the Orientation Class procedures, misses **4 consecutive scheduled Program activities** without notifying Link Education USA's representatives, and fails to respond to the representatives' attempts to contact the student and/or emergency contacts listed in the student's agreement for a period exceeding 15 days, the student will be involuntarily dropped from the Program for non-attendance, effective from the date of the first missed Program activity. In such cases, the financial responsibilities or the entitled refunds will be calculated in accordance with the Non-attendance, Withdrawal, Cancellation, and Leave of Absence Refund Policies outlined in the Student Enrollment Agreement.

- Enrollment Cancellation

Students are entitled to request cancellation of their enrollment by notifying a Link Education USA representative of their decision before the scheduled Program Orientation Class of the cohort in which they initially enrolled. In such a situation, the financial responsibilities or the entitled refunds will be calculated in accordance with the Non-attendance, Withdrawal, Cancellation, and Leave of Absence Refund Policies outlined in the student's Enrollment Agreement.

- Program Withdrawal

Students are entitled to withdraw from the Program by notifying a Link Education USA representative of their decision at any time before the final scheduled Program activity of the cohort in which they initially enrolled. In such a situation, the financial responsibilities or the entitled refunds will be calculated according to the Non-attendance, Withdrawal, Cancellation, and Leave of Absence Refund Policies outlined in the student's Enrollment Agreement.



G. LEAVE OF ABSENCE (LOA)

If a student presents documented force majeure reasons proving they are temporarily unable to attend classes or complete the Program, and they have exceeded the allowed program absence and class replacement limits, the student may request a Leave of Absence (LOA).

- The student must email Link's Customer Service Department (CSD) at help@mylinkeducation.com and also call CSD by phone to inform Link about the request.
- In order to have the LOA request analyzed, the student must provide documentation that satisfactorily proves their inability to temporarily attend the Program.
- If the student's LOA request is approved, the student will then be unenrolled from their current program and granted a grace period of up to 6 months to resume their studies with a new cohort, provided they meet the following criteria:
 - Students can only request a LOA if they are up to date with their financial obligations in accordance with the Payment Plan section of their Student Enrollment Agreement.
 - Students must remain current with their financial responsibilities under the Payment Plan section of their Student Enrollment Agreement in order to continue entitled to their granted LOA period.
 - If a student, during the LOA period, fails to fulfill their financial responsibilities by becoming late with tuition installment payments, and does not renegotiate or respond to Link Education USA's attempts to contact them or their emergency contacts for a period exceeding 90 days from the due date of the first late installment, they will be involuntarily dropped from the Program for administrative reasons. The debt will be sent to a third-party collection agency, and the student will lose the right to apply previously paid amounts toward resuming their studies in the future.
 - The leave of absence period cannot surpass the student's 18-month limit for the conclusion of the Program, considering for such calculation the date of conclusion of the new cohort the student will return to their studies at.

If the student, after the 6-month leave of absence period, is still unable to return, they must request an LOA extension from a Link Education USA representative, and provide documentation that proves their inability to return to their studies. In such cases, the possibility of receiving the extension will be analyzed according to the documentation provided and the student's deadline to conclude the Program, and the student must observe the same criteria described in the previous paragraphs for being entitled and maintaining their granted LOA period.

If a student, after the end of the granted leave of absence period, doesn't respond to Link Education USA's attempt to contact them and/or their emergency contacts for a period longer than 15 days, the student will be involuntarily dropped from the Program for non-attendance and their financial respon-



sibilities or entitled refunds will be calculated according to the Non-attendance, Withdrawal, Cancellation, and Leave of Absence Refund Policies outlined in the Student Enrollment Agreement.

Link will inform the student about the result of the LOA/LOA extension request analysis within 2 business days. If LOA/LOA extension is denied, the student may request to withdraw from the Program and their financial obligations will be calculated accordingly.

H. ORIENTATION

The Orientation class is a **prerequisite** for admission into the online Program classroom.

The Orientation class will take place before the program's first class. During the Orientation, a representative will review the Policies and Procedures listed in this document.

The Orientation class homework assignment is mandatory for admittance into the online Program classroom and must be submitted within 7 days of the scheduled Orientation class. Students who fail to submit the Orientation class homework by the deadline will be academically suspended and prevented from attending the program activities until they fulfill this requirement.

Students who are unable to watch the scheduled live online Orientation class must complete the recorded class replacement procedure described in these policies no later than 7 days after the missed scheduled Orientation class.

- Non-attendance
 - If a student does not attend the live Orientation class and does not:
 - complete the recorded class replacement procedure within 7 days of the scheduled live class; and/or
 - submit the mandatory Orientation homework assignment within 7 days of the scheduled live class,

the student will be academically suspended and barred from accessing the online program classroom until both the replacement procedure (if applicable) and the assignment are completed.

- If the student who missed the live Orientation class does not respond to Link Education USA's representatives' attempts to contact them or their emergency contacts within 15 days of missing the Orientation class, their enrollment will be canceled for non-attendance. Their financial responsibilities or entitled refunds will be calculated following the Non-attendance, Withdrawal, Cancellation, and Leave of Absence Refund Policies outlined in the Student Enrollment Agreement.



I. SPECIAL CASES

- Students with disabilities or learning challenges will be allowed to miss most or all of the live online classes and fulfill the attendance requirements via the recorded lesson replacement process described in the previous section, upon presentation of valid documentation that attests that the student's condition prevents them from attending regular online classes or requires special treatment.
- Students attending the military will have special consideration regarding class attendance and replacements, according to their shifts or scheduled duties, that may prevent them from attending scheduled classes or other Program activities.
- Students purchasing Link Education USA's 2-Program combo plans will have a total of 36 months to complete all the school requirements to graduate from both Programs.
- Students with any other special requirements to attend the Program may contact Link Education USA's educational representative to discuss their particular situation.

J. GRADING

For approval in the Program, students must meet the following grading requirements:

- Be approved in the Final Presentation.
- Achieve a final average grade of 60 or more.

The student's final average grade will be the sum of 3 assessment results:

- Final Exam (80 points)
 - Composed of 80 multiple-choice questions (1 point each).
- Final Presentation (10 points)
 - Composed of a written essay and a practical presentation delivered by the student via videoconference and evaluated by their cohort instructor.
 - The grading process will adhere to a standardized grading system.
 - **Students must obtain a minimum performance of 60%** for approval in the Final Presentation.
- Weekly Graded Homework Assignments (10 points)



- 10 graded homework assignments consisting of 10 multiple choice questions to be answered by the student after completing the week's content classes.
- Graded Pass or Fail (each Pass adds 1 point in the Weekly Graded Homework Assignment Grade)
- A student must correctly answer at least 6 questions for the homework assignment to be graded as a Pass.
- The scheduled mock test class date serves as the deadline for completing all Weekly Graded Homework Assignments. After that deadline, if the student did not submit the assignments, they will not count toward the student's final average grade.

Special considerations:

- Students who are academically suspended for attendance reasons will only be allowed to schedule their final exam and their final presentation once the suspension is resolved according to the Attendance section of these Policies.
 - Students who missed more than 25% of the classes without fulfilling any of the replacement procedures before the scheduled Final Presentation and Final Exam dates will be academically suspended and must replace all the necessary classes by any of the available procedures described in these Policies before scheduling a new presentation and/or exam date.
- Failed students who wish to graduate with their cohort:
 - Students who fail to obtain the required final average for approval **after the final exam** are granted a 10-day grace period to resubmit all their weekly graded homework assignments. Only the highest homework grade will be used in calculating the student's final grade. In case the student still doesn't reach the required final average grade, they may take a second final exam at no cost, no later than 5 days after the homework assignment resubmission deadline.
 - Failed students who didn't achieve the required final average grade after the new homework assignment submission and second final exam will be academically suspended and might:
 - Pay \$250.00 USD (two hundred and fifty dollars) to take the final exam for a third time at a scheduled time.
 - Transfer to a new cohort and attend the entire Program again.
 - Students are entitled to a maximum of 2 transfers and 18 months from the enrollment date to complete all the Program's grading requirements for graduation.
 - Students who failed the **final presentation** and wish to graduate with their cohort:
 - Students will have a 15-day grace period to revise their essay and present it again to the instructor.



- Students who failed the two final presentations:
 - Students who, after the revised presentation, still fail to achieve the necessary grade for approval, will be academically suspended and might:
 - Pay \$250 USD (two hundred and fifty dollars) to schedule a third presentation.
 - Transfer to a new cohort and attend the entire Program again.
 - Students are entitled to a maximum of 2 transfers and 18 months from the enrollment date to complete all the grading requirements for graduating the Program.
 - If a student fails to achieve the grading requirements for approval in the Program within the 18-month deadline, they will fail and be academically dropped from the currently enrolled Program. The student will then be required to re-enroll in the Program, under current fees and promotions, if they wish to continue their studies.

K. SCHOOL RULES AND REGULATIONS

Students attending Link Education USA Programs must:

- 1) Keep their cameras on during the online classes;
- 2) Be engaged during classes;
- 3) Follow the virtual classroom best practices (e.g. dress appropriately, ask for 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 disrespectful behavior toward peers and/or staff will NOT be tolerated at Link Education USA.

First-time misconducting students will receive one (1) written warning from the school's administrator. If the student continues to show inappropriate behavior, they will be invited to a meeting with the administrator to resolve the situation and prevent any further inappropriate behavior.

If after all the actions described above, the student still continues to show inappropriate behavior and/or the behavior requires police intervention, they will be disciplinarily dropped from the Program and have the financial responsibilities or entitled refunds calculated in accordance with the Non-attendance, Withdrawal, Cancellation, and Leave of Absence Refund Policies outlined in the Student Enrollment Agreement.



L. 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 Link Education USA's official messaging platform, with as much advance notice as possible. Make-up online classes will be scheduled prior to the final exam date. If students have any questions regarding make-up classes, they may contact the cohort advisor via the official messaging platform.

M. GUIDANCE/COUNSELING AND TRANSFER POLICY

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

Link Education USA's Programs are NON-TRANSFERABLE, and do not offer educational credits.

N. GENERAL DISCLAIMERS

Link Education USA does not provide professional career guidance. Acceptance of Link Education USA Certificates is at the discretion of each employer and Link Education USA makes no guarantee of employment upon completion of the Programs. As with any profession, hiring criteria are determined by each employer, and Link has no control over these criteria.

Link Education USA programs do not provide foreign students with eligibility to apply for student visas for entrance into the USA.

Certificates issued by Link Education USA **do not, on their own, affect the migratory status of foreigners residing or traveling in the USA**. Foreign professionals must seek legal advice on the immigration criteria and on how to obtain the government required documents in order to be allowed to work in the USA.

Link Education USA strongly recommends that students residing in the USA educate themselves about both national and state laws and regulations regarding their professional activity, and act in full compliance with such laws.

Students residing outside the United States may be subject to specific local professional regulations to work in professional activities related to Link Education USA's Programs. This may include the need to have a college degree in their professional area or other documentation required by law to work in their country of residency.

Link Education USA shall not be held responsible for any misuse of issued certificates, bad practices or illegal actions taken by students or former students who hold a Link Education USA certificate.



O. PAYMENT RULES

Tuition payments made after the due date stated in the Student Enrollment Agreement will incur a late fee of 10% of the amount due.

Late payments will prevent a student from:

1. Participating in the Program classes and activities.
2. Taking the final exam and delivering the final presentation.
3. Receiving a Declaration of Program Completion or being issued the Program's Certificate.

If a student's tuition payments are overdue for 90 days or more, Link Education USA may assign the debt to a third-party collector or pursue legal action, as outlined in the Student Enrollment Agreement. The student will be administratively removed from the Program, and their financial obligations will be determined based on the Refund Policies for Non-attendance, Withdrawal, Cancellation, and Leave of Absence stated in the Enrollment Agreement.

P. 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 sent DIGITALLY no later than 30 days after fulfillment of both criteria below:

- Link Education USA receives the total tuition cost described in the Payment Plan Section of the Student Enrollment Agreement.
- the student successfully completes all the program's academic requirements for approval in the Program.

Q. COMPLAINT RESOLUTION POLICY

A student who believes they were unfairly treated is encouraged to resolve the concern with Link Education USA's administration within 48 hours of an occurrence by calling 1(603) 418-6274 or by sending an email to info@mylinkeducation.com. Please allow the school's administration 5 business days to respond. Should a student not be satisfied with the outcome of a complaint, the student 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>.



R. NON-ATTENDANCE/ WITHDRAWAL/ CANCELLATION/ LEAVE OF ABSENCE (LOA) REFUND POLICIES

Important definitions:

- Program Non-attendance - students enrolled who miss 4 or more classes and fail to respond to Link Education USA's representatives for 15 or more days, as defined in Section F of the Policies and Procedures document.
- Enrollment Cancellation - voluntary termination of the agreement requested by the student before the starting date of the Program (Orientation Class).
- Enrollment Cancellation for Non-attendance - involuntary termination of the agreement due to the student's non-attendance at the Orientation Class and any subsequent activity, and failure to respond to Link's contact attempts for over 15 days.
- Program Withdrawal - voluntary termination of the agreement requested by the student after the Orientation Class.
- Drop for Non-attendance - involuntary termination of the agreement due to the student's non-attendance of 4 or more consecutive classes and failure to respond to Link's contact attempts for over 15 days, provided the student attended the Orientation Class and/or subsequent activities prior to dropping out.
- Leave of Absence - a request by students to temporarily interrupt Program activities due to force majeure reasons, for a pre-approved duration.

Non-attendance, Withdrawal, Cancellation and Leave of Absence refund policies apply to Link Education USA's Programs according to the summary table below:

Before the start of the Program*	Prior to the scheduled Orientation Class	Students will be responsible for paying the registration fee.
First Quarter*	For classes 1 to 6	Students will be responsible for paying the registration fee and 25% of the total Program cost.
Second Quarter*	For classes 7 to 12	Students will be responsible for paying the registration fee and 50% of the total Program cost.



Third and Fourth Quarters*	From class 13 onward	Students will NOT receive any refund and will be responsible for paying the full registration fee and total Program cost.
----------------------------	----------------------	---

* Taking into account the Program activities scheduled for the Cohort in which the student initially enrolled, as outlined in their Student Enrollment Agreement.

Non-attendance, Withdrawal, Cancellation and Leave of Absence financial responsibilities and refunds terms and conditions:

I. Students may terminate their Enrollment Agreement at any time.

II. All refund policies are calculated considering the Program activities scheduled for the Cohort in which the student initially enrolled, as outlined in their Student Enrollment Agreement.

III. If the agreement is terminated before the Program Orientation Class scheduled for the cohort the student initially enrolled in, the student will receive a refund of any payments made toward the Program cost, excluding the registration fee outlined in the Tuition and Fees section of the Student Enrollment Agreement.

This applies to:

- Students who request an Enrollment Cancellation before the Orientation Class scheduled for their cohort, as outlined in their Student Enrollment Agreement.
- Students who have their enrollment involuntarily cancelled for non-attendance to the Orientation Class scheduled for the cohort they are originally enrolled in, according to their Student Enrollment Agreement, and any other subsequent activities and for failing to respond to Link's attempts to contact them or their emergency contacts for a period exceeding 15 days.

IV. If the agreement is terminated after the Orientation Class and during the first quarter of Program activities, the student will be responsible for paying the registration fee and 25% of the total Program cost, as specified in the Payment Plans section of their Enrollment Agreement.

• This applies to:

- Students who request to Withdraw from the Program after the Orientation class and during the first quarter of their original cohort scheduled activities;
- Students who have their agreement involuntarily terminated for administrative drop or disciplinary drop within this period; and
- Students who have their agreement involuntarily terminated for non-attendance, provided the first missed class was within this period.



- Students who request a Leave of Absence after the Orientation Class and during the first quarter of the Program's scheduled activities for the cohort they are originally enrolled in, according to their Student Enrollment Agreement, and later decide to withdraw, or are involuntarily dropped from the Program, will be responsible for payment of the Registration Fee and 25% of the Program cost, as outlined in the Payment Plans section of their Student Enrollment Agreement.
- Any amounts paid beyond the required 25% during the LOA period will be converted to financial credit, usable toward any Link products or services. This credit is valid only if the student has no overdue installments and is current on all financial obligations at the time of withdrawal or Program drop.
 - The credit will remain valid for 18 months from the Student Enrollment Agreement date.
- Students will be refunded for any excess payment above the 25% of the total Program cost, if their withdrawal request is submitted in writing during the first quarter or if they are involuntarily dropped during this period. Refunds will be issued within 30 days of withdrawal/drop.

V. If the agreement is terminated during the second quarter, the student will be responsible for paying the registration fee and 50% of the total Program cost, as detailed in the Payment Plans section of their Student Enrollment Agreement.

- This applies to:
 - Students who request to Withdraw from the Program during the second quarter of their original cohort scheduled activities;
 - Students who have their agreement involuntarily terminated for administrative drop or disciplinary drop within this period; and
 - Students who have their agreement involuntarily terminated for non-attendance, provided the first missed class was within this period.
- Students who request a Leave of Absence during the second quarter of the Program's scheduled activities for the cohort they are originally enrolled in, according to their Student Enrollment Agreement, and later decide to withdraw, or are involuntarily dropped from the Program, will be responsible for payment of the Registration Fee and 50% of the Program cost, as outlined in the Payment Plans section of their Student Enrollment Agreement.
 - Any amounts paid beyond the required 50% during the LOA period will be converted to financial credit, usable toward any Link products or services. This credit is valid only if the student has no overdue installments and is current on all financial obligations at the time of withdrawal or Program drop.
 - The credit will remain valid for 18 months from the Student Enrollment Agreement date.



- Students will be refunded for any excess payment above the 50% of the total Program cost, if their withdrawal request is submitted in writing during the second quarter or if they are involuntarily dropped during this period. Refunds will be issued within 30 days of withdrawal/drop.

VI. If the agreement is terminated during or after the third and fourth quarters, the student will NOT be entitled to any refunds and must pay the registration fee and the full Program cost, per the Payment Plans section of their Student Enrollment Agreement.

- This applies to:
 - Students who request to Withdraw from the Program during or after the third and fourth quarters of their original cohort scheduled activities;
 - Students who have their agreement involuntarily terminated for administrative drop or disciplinary drop within this period; and
 - Students who have their agreement involuntarily terminated for non-attendance, provided the first missed class was within this period.
- Students who request a Leave of Absence during or after the third and fourth quarters of the Program's scheduled activities for the cohort they are originally enrolled in, according to their Student Enrollment Agreement, and later decide to withdraw, or are involuntarily dropped from the Program, will be responsible for payment of the Registration Fee and total Program cost, as outlined in the Payment Plans section of their Student Enrollment Agreement, and will NOT receive any financial credits or refunds.

VII. If a student decides to terminate their agreement or request a leave of absence, they must directly e-mail Link Education USA Financial Department of their decision at financial@mylinkeducation.com.

- The agreement cancellation, or LOA request, will become effective on the day Link Education USA's Financial Department receives the email (in case of non-attendance, the date will be calculated according to section F of the Policies and Procedures document).
- Refunds owed will be processed within 30 days of receipt of the written termination request or the student's involuntary termination by Link Education USA.
- Link Education USA will issue any refunds using the same means of payment the student used for their initial payment towards the Program.
- Any interruption costs listed above that the student must pay for terminating their agreement, requesting a LOA, or being dropped from the Program, must be paid in accordance with the payment plan described in the Student Enrollment Agreement they signed to originally enroll in the Program.



VIII. If the student receives promotions, bonuses, or discounts at the time of signing the Enrollment Agreement or during its validity and then requests cancellation, withdrawal, or is dropped, all such benefits will be revoked. Consequently, the student will forfeit any bonuses, promotions, discounts, or benefits granted since signing the Enrollment Agreement.

If the student decides to re-register at a later date, the bonus, promotion, discount or benefit will not be applicable in case they are expired or Link Education USA no longer offers such bonus, promotion, discount or benefit at the time of re-enrollment.

IX. Students receiving benefits from federal Programs shall be subject to federal refund policies, rules and regulations.

STUDENT EDUCATIONAL STATUS CODES

Enrolled (E) - Student is regularly enrolled in a cohort and attending classes (registered, financial obligations resolved, and actively attending).

Conditionally Enrolled (CE) - Student is enrolled and actively attending classes while renegotiating overdue balances with the Financial Department.

Enrollment Canceled (EC) - Student was enrolled in the Program but requested cancellation before the Orientation Class.

Enrollment Canceled for Non-Attendance (ECNA) - Student was enrolled in the Program but did not attend the Orientation Class or any subsequent activities, failed to complete replacement procedures, and/or failed to respond to Link's attempts to contact them or their emergency contact for over 15 days, resulting in involuntary cancellation of their enrollment.

Withdrawn (W) - Student was enrolled in the Program, attended the Orientation Class, and/or participated in subsequent activities, but later requested withdrawal with no intent to return to their studies.

Dropped for Non-Attendance (DNA) - Student was enrolled in the Program, attended the Orientation Class, and/or participated in subsequent activities, but then stopped attending classes. They failed to respond to Link's attempts to contact them or their emergency contact for over 15 days, resulting in involuntary withdrawal from the Program.

Leave of Absence (LOA) - Student was enrolled in the Program, is current on financial obligations, but cannot attend classes due to force majeure reasons. Their leave of absence request was approved by Link, and they are scheduled to resume studies in a later cohort.



Transferred (T) - Student was enrolled in a cohort, attended some activities, but requested transfer to another cohort. Their updated status will appear in the new cohort's records.

Future Enrollment (FE) - Student signed an enrollment agreement and paid the registration fee but has not yet been assigned to a cohort. This could be because they purchased a combo program and they are attending another program first, or are awaiting a cohort transfer.

Academic Suspension (AS) - The student was suspended from their cohort due to poor academic performance (grading or attendance). They will either transfer to a new cohort to retake the Program or work with the Educational Department to replace missed classes and/or retake assessments.

Academic Drop (AD) - The student failed the Program due to insufficient academic performance (attendance and/or grading).

Administrative Suspension (ADS) - The student is suspended from Program activities because of overdue financial obligations.

Administrative Drop (ADD) - Student was involuntarily withdrawn from the Program due to unresolved overdue financial obligations beyond the renegotiation deadline.

Disciplinary Drop (DD) - Student was involuntarily withdrawn from the Program for violating school rules and regulations.

Academically Approved (AA) - Student completed all educational requirements for Program graduation but has an outstanding financial balance being paid monthly to Link.

Graduated (G) - Student met all educational and financial requirements for Program graduation and was issued their Certificate.

Deceased (D) - The student is deceased.