



## International Comprehensive

### Harvard Graduate School of Education CEEL - 2023 Withdrawals and Refunds Policy

At IC, we understand that sometimes unforeseen circumstances can arise, and participants may need to withdraw from a course they have enrolled in. We have developed the following Withdrawals and Refunds Policy to provide clarity and transparency to our participants.

#### **Deferral Policy**

If a participant needs to defer their enrollment for a series they have enrolled in, they must inform the IC team at least two weeks before the start of the series. Deferral requests should be sent via email to [contact@icomprehensive.com](mailto:contact@icomprehensive.com)

If a participant requests a deferral and informs the IC team at least two weeks before the start of the course, they will be authorized to join another cohort if applicable.

If a participant does not inform the IC team at least two weeks before the start of the course, or if they fail to attend the course they have enrolled in, they will not be authorized to defer their enrollment.

Please note that if a participant has received access to the course materials or started the course, they are no longer eligible to defer their enrollment.

If a participant wishes to defer their enrollment for a second time, they must contact the IC team to request approval. Approval for a second deferral will be granted at the discretion of the IC team and will be based on the reason for the request.

#### **Withdrawal Policy**

Participants are allowed to withdraw from a series up until two weeks before the first module starts. If a participant wishes to withdraw from the series or the full certificate, they must inform us via email.

#### **Refund Policy**

If a participant withdraws from the series or full certificate up until two weeks before the start date, they are eligible for a full refund less an administrative fee of \$150. The administrative fee covers the cost of processing the withdrawal and refund.

If a refund is authorized, the participant will receive a prorated refund based on the number of weeks they attended the course. The administrative fee of \$150 will still be deducted from the refund amount.

## **Refund Process**

All refund requests must be submitted in writing via email to the IC Team. Refunds will be processed within 10 business days from the date the request is received.

If a participant paid for the course via credit card, the refund will be issued back to the credit card used to make the payment. If a participant paid for the course via another method, such as PayPal or bank transfer, the refund will be issued via the same method.

Please note that if a participant has received a certificate of completion for the module or series, they are no longer eligible for a refund.

## **Policy Exceptions**

We understand unexpected life events happen. IC may make exceptions to our deadline, deferral, and withdrawal policies on a case-by-case basis.

Extreme life circumstances include, but are not limited to:

- Unexpected medical situation for you or a dependent
- Death of a family member
- Natural disaster or other large-scale event

Early and active communication is essential to help us support you during your life event. We expect you to make every reasonable effort to reach out to us within 2 weeks of your life event. Regardless of circumstances, no requests submitted more than 60 days from the final deadline of your course will be considered. To the extent you can do so, we encourage you to continue your coursework while any exception request is under review.

Participants who do not agree with a decision made on an exception, accommodation, or any decision rendered by the IC team can submit a formal appeal. The appeals process will allow you to submit more information or documentation to provide additional context as to why you believe your exception decision should be changed. This appeal will be reviewed by an appeals committee at the IC team. Appeals decisions are considered final and we will only accept one appeal per exception or accommodation decision.

We hope that our Withdrawals and Refunds Policy provides our participants with the necessary information to make informed decisions when enrolling in our courses. If you have any questions or concerns, please do not hesitate to contact us at [contact@icomprehensive.com](mailto:contact@icomprehensive.com)