



## NACPSW WARRANTIES AND CONDITIONS

- 1. Full Agreement:** This signed enrollment agreement, when approved and accepted by NACCPSTW™ Inc., represents the full and complete terms of the agreement between NACCPSTW™ Inc. and the Student. The Money-Back Policy included with this application shall be considered part of this agreement for the Student's protection.
- 2. Enrollment Period:** The Student has twelve (12) months from the date of this signed agreement to complete the course. This is considered the initial enrollment period for each Student. NACCPSTW™ will ALLOW TWO YEARS TO COMPLETE THE PROGRAM . Three (3) month extensions beyond the initial 24-month enrollment are available for \$100.00.
- 3. Course and Reference Material:** Reference materials, Texts, books and Software and other NACCPSTW™ material will not be shipped to the Student until NACCPSTW™ Inc. has received a signed application and is in receipt of the full amount of the course or in receipt of the first payment of the payment plans.
- 4. Final Exam:** NACCPSTW™ requires that all unit tests and transcription records be completed prior to taking the final exam. The final exam consists of two parts - an objective portion and a practical portion. Each portion of the final exam must be completed with an 70% or higher average. The final exam cost for all NACCPSTW programs entitles the successful candidate to one year membership in the NACCPSTW LAB. In the event that a student does not pass the exam, the exam may be retaken, in accordance with NACCPSTW™ current policies and procedures, for a charge of \$50.00. Upon completion and passing of the final exam the Student will receive a NACCPSTW™Diploma/Certificate. An optional practicum may be available to students at NACCPSTW™ discretion. A separate signed agreement will be required.
- 5. Warranties and Representations of Application:** In signing the application, the student represents that he/she has average typing skills (min. 40 wpm), is a mature student (aged 19 at the start of the course) or a grade 12 graduate (or equivalent), is eighteen (18) years of age or older, or if under 18, that his/her parent or legal guardian has read this agreement and agrees to be bound by the terms and conditions of this agreement as attested by their signature on the front of this application.
- 6. Effect of Acceptance of Enrollment Application:** Upon acceptance by NACCPSTW™ Inc. of the signed Application, this document is binding and may not be thereafter changed in whole or in part except by written amendment to this agreement. Upon successful graduation of the course, NACCPSTW™ Inc. will present to the Student, Diplomas/Certificates of graduation from both NACCPSTW™. NACCPSTW™ Inc. cannot and does not now or in the future either written or verbally guarantee job placement to graduates upon their successful completion of the course.
- 7. NSF Fees and Collection Costs:** Any NSF checks will be charged a fee of \$25.00. In the event the full payment or monthly billing is not made as specified, the applicant (the Student, or in case of a minor, the parent or legal guardian) agrees to pay all collection costs, including: interest on the outstanding portion of the course at a rate of eighteen percent (18%) per annum, reasonable attorney fees and a collection agency commission of up to 40%.
- 8. Information Release:** You represent that all the information you provided to us in your Application for Enrollment is true and correct to the best of your knowledge, and may be relied upon by us. You authorize NACCPSTW™ Inc. and its Representative, Agent or Assignee to make inquiries it deems necessary in the course of review of collection of any credit extended in reliance on this application. You further authorize any personal or Consumer Reporting Agency to complete and furnish to NACCPSTW™ Inc. and its Representative, Agent or Assignee any information that it may have or obtain in response to such inquires. A photocopy or fax of this form is to be treated as an original.
- 9. Applicable Law:** The Laws of the Province of Ontario, Canada shall govern this agreement.
- 10. Copyright Information:** CCS owns the copyright to all contents of its books, tapes and online course under the laws of Canada, and the United States. You may not copy or reproduce these materials in any form and agree that you will not. This includes the sharing of passwords or access information to the online course. Violators of this policy are subject to immediate dismissal from the program and legal remedies, without fund or recourse. The course and associated course enrollment are licensed to the applicant (Student) only and are non-transferable. Exceptions to this are by express written consent of NACCPSTW™ Career Centre.
- 11. Appropriate Conduct/Dismissal Policy & Procedures:** All students with access to NACCPSTW™ Student Forum and Chat Rooms agree to conduct themselves appropriately and to use these resources in a positive manner for the benefit of themselves and other students. Illegal conduct, profane language and inappropriate discussion are considered a violation of this policy and can result in immediate dismissal from the program and legal remedies, without refund or recourse. Violations resulting in immediate dismissal shall result from copyright infringement, sharing of passwords or access information, illegal conduct, profane language and inappropriate discussion in the Student Forum and Chat Room. All students have the right to challenge a dismissal by providing a written explanation and stating their case which will be reviewed by the Dismissal Committee. All rulings by the Dismissal Committee are deemed final.
- 12. Complaint Resolution:** NACCPSTW™ is committed to offering outstanding student education and support. If, for any reason, a student has a complaint with the school and/or the course, the student will provide to the school, in writing, the nature of the complaint along with a suggested resolution. The Complaint Committee will review the complaint and do its best to offer an amicable resolution between the school and the Student. If a resolution cannot be agreed upon the Student may then direct his/her complaint to the President of NACCPSTW™ for consideration. All rulings by the President are deemed final.

## REFUND POLICY

If, for any reason, a student withdraws within 10 days after receipt of the course, his/her money shall be refunded IN FULL, less a \$500 application fee and the non-refundable shipping and handling and text costs. If a student withdraws after 10 days but within 30 days, NACPSW™ will retain 30% of the total fees due under the contract. If a student withdraws after 30 days but within 90 days, CCS/CCLT™ will retain 50% of the total fees due under the contact. If a student withdraws after 90 days, NACCPSTW™ is due 100% of the total fees due under the contact. In all cases, the student must supply written notice and the enrollment agreement shall be rescinded. In all cases the text and designed course materials and supplies received from NACCPSTW™ Inc. is not refundable. Dates regarding the receipt of the course will be based on the date of email with password and sign-in to the on-line course. The student must notify CCS/CCLT™ Inc. by telephone (and subsequent notice in writing) to receive a return code, and returned materials must be insured and tracked through the carrier. The package must be postmarked within the 10 days. Course materials postmarked after the 10 day period will result in a total refund based on the following schedule: 11-15 days 75%; 16-20 days 50%; 21-25 days 25% (minus application fee and damages, if any). The student will be assessed an applicable fee for minor damage per book/tape or retail price of book/tape if materials are written in, damaged or destroyed. Pack returned materials to prevent damage. In all cases, the \$300 application fee and shipping and handling charges are non-refundable.

### FOR OFFICE USE ONLY

DATE ACCEPTED

STUDENT NUMBER

AUTHORIZED SIGNATURE