

FEES, CANCELLATIONS, AND REFUNDS POLICY

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Policy Owner: David Hoffman

AIM-FEE-CCLE-1001

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1. Introduction

a. Policy Statement

There are a limited number of seats available within any AIM course, or program. Upon enrolling, unless special exceptions are made in advance, students are committing to a seat in each course, or each of the program courses, for which they have completed a registration.

b. Purpose

The purpose of the Fees, Cancellations, and Refund policy is to inform potential students and their corporate sponsors of the financial commitment and expectations of enrolling, cancelling, withdrawing, or rescheduling within any AIM course, or program.

c. Scope

The Scope of this policy is limited to Fees, Cancellations, and Refund of any course or program offered for sale by the AIM Institute.

2. Fees and Registration Confirmation:

a. Course Fees:

Costs for providing AIM courses and programs may change periodically due to various economic factors. Up to date pricing for each course and each program is available on the AIM Institute website. Additionally, upon request, the American Injection Molding Institute will provide a quotation, which will state the cost and payment terms, to prospective students interested in enrolling and / or to their associated corporate sponsor.

1. Unless noted otherwise, the listed cost of an AIM Course, or Program, includes:
 - One (1) set of course, or program course binders
 - Miscellaneous items such as calculator, pen, pencil, and notepad
 - Lunch for each day of a course
 - Snacks and refreshments throughout each day of a course
 - Regular homework assignments and online reviews (tested programs only)
 - Exams administered at the AIM Institute (tested programs only)
2. Unless otherwise noted, additional costs will be incurred for the following items:
 - Proctored Exam fees (see below)
 - Additional course, or program, binders
 - o The AIM Institute reserves the right to deny requests for additional course binders. Justification for the request may be required by the AIM Institute.
 - Quotations for additional costs items will be provided upon request

b. Registration Confirmation:

Upon completion of the registration process, it is important that students recognize that:

1. Their seat for the selected course(s), or program(s) is being held, but is not guaranteed until full payment is received by the AIM Institute. Payment is due upon registration either via electronic payment (Credit Card) or a Purchase Order (PO). If using a PO, the PO must be submitted to AIM within 14 days of the registration date and the terms of the PO must be adhered to. If payment via electronic payment is not made immediately or a PO is not issued within 14 days or the terms of the PO are not met, the student's registration may be cancelled, and the seat assigned to another student. If a student registers for a class within 14 days of the course start date, payment is due immediately via either electronic payment or a PO must be submitted within 24 hours of the registration date and payment will be due immediately upon receipt of the invoice regardless of the terms of the PO. Otherwise, the student's registration may be cancelled, and the seat will be assigned to another student.
2. 100% of the course cost is due even if the student fails to attend one or more days of the course(s) or program(s) for which they had registered. See section 3 for the details pertaining to cancellations, registration changes, and associated fees.
3. The AIM Institute reserves the right to deny any registration for any reason, including limitations on class size.

c. Proctored Exam & Exam Retake Fees:

1. Written Exams
 - a. If a student chooses to take a Written Exam at AIM Institute, no additional charges shall apply.
 - b. If the student chooses not to return to the AIM Institute for a Written Exam, the student must notify the AIM Institute and the AIM Institute will provide or direct the student to the procedure for scheduling the Proctor, document AIM-PROCTOR-2001.
 - i. The cost for 1-4 students for a Proctored exam is \$795.00 for up to 6 hours. For 5-11 students the cost is \$875.00 for up to 6 hours.
 1. Payment must be made prior to the scheduled exam date.
 - ii. Additional hours, beyond 6 will be billed at \$125.00 per hour.
2. Process Exams
 - a. If a student cannot take a regularly scheduled Process Exam, or needs to retake a Process Exam that was previously failed, the following shall apply unless otherwise decided upon by an Executive Director:

- i. Take the Process Exam(s) at the AIM Institute within 8 weeks of the course end date.
- ii. A Process Exam retake fee of \$400 for the first exam, and \$200 each for each additional exam shall apply, as applicable based on the Program. Payment must be made prior to taking the Process Exam.

d. Workforce Evaluation & Pre-Employment Fees & Credits:

1. Workforce Evaluations

a. Fees

- i. The cost for a Workforce Evaluation, regardless of the type of evaluation, will be quoted per employee. Payment is due either via electronic payment (Credit Card) or a Purchase Order (PO). No evaluations will be sent until a payment is made.

b. Credits

- i. A one-time credit of the per employee cost will be applied for each employee attending a course or program up to the number of employees evaluated. Credits cannot be bundled into one credit. For example, if the company purchases a Workforce Evaluation for 10 employees at a cost of \$250 per employee, a credit of \$2,500 (10 x \$250) will not be applied toward one employee attending a course or program. Any unused credits will expire 2 years from the date of the electronic payment or PO, unless otherwise authorized by the Executive Director.

2. Pre-Employment Evaluations

a. Fees

- i. The cost for a Pre-Employment Evaluation, regardless of the type of evaluation, will be quoted per person. Payment is due either via electronic payment (Credit Card) or a Purchase Order (PO). No evaluations will be sent until a payment is made.

b. Credits

- i. A one-time credit of the per person cost will be applied for each person evaluated and hired by the company. Credits cannot be bundled into one credit. For example, if the company purchases a Pre-Employment Evaluation for 3 people and hires all 3 people, a credit of \$900 (3 x \$300) will not be applied toward one employee attending a course or program. Furthermore, if the company purchases a Pre-Employment Evaluation for 3 people but only hires one person, the available credit

is limited to \$300. Any unused credits will expire 2 years from the date of the electronic payment or PO, unless otherwise authorized by the Executive Director.

3. Student Cancellations, Registration Changes, and Associated Fees

a. Course or Program Cancellations and Registration Changes:

It is important that students recognize that there are a limited number of seats for each course and program. By completing a registration, the student, or a student's sponsoring company, is committing to a seat for each course and all program courses for which they have completed the registration process. Therefore, unless otherwise decided upon by an Executive Director, the following shall apply:

1. Cancellations:

- a. Cancellations of a course or program with only 14 or fewer days advanced notice will be assessed a CANCELLATION FEE OF 100% of the course, or program, cost unless the company that is cancelling the seat is able to fill the open seat with another student from their company.
- b. Cancellations of a course or program with 15 up to 28 days advanced notice will be assessed a CANCELLATION FEE of 50% of the course, or program, cost unless the company that is cancelling the seat is able to fill the open seat with another student from their company.
- c. Cancellations with over 28 days advanced notice will not be assessed a CANCELLATION FEE.

2. Registration Changes:

- a. Registration changes to a course or program with only 14 or fewer days advanced notice will be assessed a REGISTRATION CHANGE FEE OF 100% of the course, or program.
- b. Registration changes to a course or program with 15 up to 28 days advanced notice will be assessed a REGISTRATION CHANGE FEE of 50% of the course, or program.
- c. Registration changes with over 28 days advanced notice will not be assessed a REGISTRATION CHANGE FEE.
- d. Registration changes must be completed within 14 days from the start date of the original course or program and must be for a course that is scheduled within 12 months of the original course date. Otherwise, the registration will be considered cancelled, and an additional CANCELLATION FEE will be assessed as outlined above based on the date of the registration change request from the course start date.

- e. REGISTRATION CHANGE FEES for the original course, or program, and the full registration fee for the rescheduled course or program will be due in full per the registration terms outlined above.
 - i. If full payment for the course, or program, was made prior to the registration change, AIM will credit the balance, less any REGISTRATION CHANGE FEE, of the payment toward the registration fee for the newly rescheduled course date.
- f. EXCEPTIONS TO REGISTRATION CHANGE FEES will apply as outlined below for the specified courses and programs.
 - i. Bootcamp & Molding Math – no REGISTRATION CHANGE FEES shall apply, even if the student bundles multiple courses together. Note that CANCELLATION FEES still apply.
 - ii. PT&E Program – AFTER a student attends the first course in the PT&E Program, the student may change the registration date for any of the remaining courses without being assessed a REGISTRATION CHANGE FEE provided there is an open seat. However, all applicable CANCELLATION & REGISTRATION CHANGE FEES shall apply if the registration is cancelled or changed BEFORE the student attends the first course as outlined above. Permission to attend a future class must be granted by the Executive Director. Students must complete all the courses of the program for which they are registered within 24 months of their start date unless otherwise approved by the AIM Institute’s Executive Director. Any course that exceeds the 24-month time limit must be retaken at the student’s expense and upon acceptance of the AIM Institute.
 - iii. Molders’ Series – If a student attended week 1 of a program but requests to change their registration date for week 2, the student will NOT be assessed a REGISTRATION CHANGE FEE but their seat in the new week 2 date is not guaranteed since the students in that enrollment class are given priority for open seats. If there is not an open seat, the student registration will move to the next enrollment class that has an open seat. If a student desires to have a guaranteed seat for the new week 2 date, the student can either pay the full course fee again and attend both week 1 and week 2; or the student could pay 50% of the full course fee and attend week 2 only of the program. All Molders Series courses should be completed within six (6) months from the start date of the first

week of the program unless otherwise approved by an Executive Director.

b. Exam Cancellations & Rescheduling:

1. Proctored Exams
 - a. If the proctor is cancelled or rescheduled after the test date has been confirmed, and AIM Institute is notified 14 days or less prior to the scheduled proctor exam date, an additional \$150 fee shall apply with payment due immediately.
 - b. Proctoring site rescheduling or cancellation that occurs on the day of proctored exam are subject to a cancellation fee equal to the full amount of \$795.00 - \$875.00. An additional \$795 - \$875 Proctor Fee will be applied in order to reschedule the Proctor.
 - c. The student is responsible for notifying either a Scheduling Coordinator or an Executive Director of the cancellation.
2. Exam Retake Rescheduling or Cancellations that were scheduled to be done at the AIM Institute shall not be assessed additional fees.

4. AIM Institute Rescheduled or Cancelled Courses or Programs:

The AIM Institute reserves the right to cancel or reschedule any AIM course or programs for any reason. The AIM Institute will make every effort to notify enrolled students at least fourteen (14) days prior to the start date of the course. Unforeseen events, beyond the control of the AIM Institute, such as, but not limited to, acts of god, acts or threats of terrorism, civil unrest, etc., may result in an course being cancelled with less than fourteen (14) days' notice.

Therefore, the AIM Institute strongly suggests that students do not make any non-refundable reservations or travel arrangements. In the event of a cancellation by the AIM Institute, an email notification will be sent to the student as soon as reasonably possible. The AIM Institute is not responsible for any incidental expenses, including non-refundable travel costs. When applicable, the AIM institute will contact the student and provide options for the cancelled or rescheduled course and any subsequent courses that may be affected. Options may include, but are not limited to:

1. A shift in the Enrollment Class courses schedule
2. Merging with another Enrollment Class and corresponding course schedule

5. Expulsion

a. Due to Academic Integrity:

The American Injection Molding Institute puts a very high value on academic integrity, and violations are not tolerated. Any violation of academic integrity and/or objectionable disruptions of any course, test, exercises, labs will be reviewed by the AIM Institute with disciplinary outcomes that can include expulsion from the Program. Expulsion is at the sole discretion of the AIM Institute. Students expelled from the program are not eligible for any refunds and are responsible for completing all payment.

b. Disruptive Behavior:

A student that is determined to be disruptive and compromises the education and learning of other students enrolled in any AIM Course or program can be expelled from the course program, at the sole discretion of the AIM Institute. Students expelled from the course or program are not eligible for any refunds and are responsible for completing all payment.

6. Responsibilities

Staff	Responsibility
Sales Team Marketing Dept.	Enrollment
Scheduling Coordinator, Sales Account Mgr., Executive Dir.	- Rescheduling - Withdrawal - Proctor Scheduling
Executive Directors	- AIM Cancellations - Expulsion
Financial Coordinator, Sales Account Mgr.	Accounts Payable and Accounts Receivable

7. Policy Governance

Responsible	All AIM Staff
Accountable	Executive Directors
Consulted	Coordinators, Executive Directors, Instructors
Informed	AIM Staff

All AIM Institute Courses and Programs

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8. References

- Program Syllabus
- Student Privacy and Confidentiality Policy (AIM-PRV-CDA-1001)
- AIM Certificate Issuance and Use Policy & Procedure (AIM-CRT-ISSU-1001)

9. Inquiries

All the queries regarding Privacy and Confidentiality Policy are to be directed to an Executive Director.

10. Review and Revision

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 12 months. Policy review will be undertaken by AIM Executive Directors, Instructors and Coordinators.

11. Appendix A - Glossary of Terms

- AIM Instructors – Refers to Instructors employed fulltime by either AIM or Beaumont.
- Contracted Instructors – Refers to Instructors that are contracted by AIM or Beaumont, but not full time AIM or Beaumont employees.
- Corporate Sponsor – A person, company, or other third party that is financially responsible for a prospective student, typically the prospective student's employer
- Enrolment Class – Refers to the program sequence and schedule, which is based on the first course of the program. Students may start in one enrolment class and transfer into another, subsequent, enrolment class if there is a scheduling conflict.
- Third-party administrators – Refers to outside organizations that have been contracted by the AIM Institute to perform some administrative function important to certificate program. An example of a Third-Party Administrator is an external Proctoring administrator.

12. Appendix B – Acronyms

AIM – American Injection Molding Institute

EC – Enrolment Class

PT&E – Plastics Technology & Engineering Program