



north star computing

COMPUTER RESOURCE CENTER



Policies

Most of our classes include a 90 Day Free Retake Policy and 90 days of telephone support (exceptions below). Course manuals provided for students (manuals charged separately when instructor is contracted hourly).

90 Days of Telephone Support Policy

The 90 days of telephone support gives the students the opportunity to call if they need help on material covered in class (except A+ Certification Prep and networking classes - ask for list). QuickBooks telephone support is strictly software related (not accounting principles). Email support is also available.

90 Day Free Retake Policy

The 90-day free retake policy allows the students the opportunity to retake the class if they feel the need at no additional charge (provided space is available and the class is on our regular schedule).

For Classroom Rental, the 90-day free retake policy is included if the class is not customized and is on our regular schedule (except A+ Certification Prep and networking classes - ask for list). This retake policy will not be available to those who do not show up for the original class and the retake is at our location.

For Regularly Scheduled classes or Vouchers, 90-day free retake policy is included for classes priced \$540 or less.

For Customized classes, the student may retake the class only if the business has scheduled several of the same customized classes and space is available.

Cancellation Policy

For Classroom Rental, Customized classes and Onsite Training, we require a 10-working day cancellation notice, or you will be billed in full for the rental. Any costs incurred for travel and lodging arrangements that are already made and cannot be cancelled will be billed in full.

For Regularly Scheduled classes, we require a 24-hour (workday) cancellation notice. If we do not receive notice, you will be billed in full for the course. The student will fall under our 90-day retake policy as mentioned above.

For Equipment Rental, we require a 5 working day cancellation notice or you will be billed in full for rental.

For Vouchers, students using vouchers who do not give at least a 24-hour (workday) notice of cancellation, will turn in the vouchers for payment and fall under our 90-day retake policy. If the voucher is not turned in within 5 working days from class start date the company will be billed in full.

For Classes longer than 15 hours as well as networking, SHRM, and medical coding classes, you will be notified approximately 10 business days prior to class start for confirmation, which is when manuals are ordered and when payment is required unless other billing arrangements are made. No refund after this confirmation!

Registration, Payment, Complaints, and Refunds

Registration is required prior to the first day of class. Last-minute registration may result in a delay in the student receiving a manual. Registration may be done at our location, via phone, or via email. Payment is required prior to class start unless other billing arrangements are made. For networking, SHRM and medical coding classes, you will be notified approximately 10 business days prior to class start for confirmation, which is when payment is required unless other billing arrangements are made. Complaints can be made by emailing or calling Lisa Shaffer at the information listed below. Grievances may be appealed by contacting the Alaska Commission on Postsecondary Education. Full refunds are only available if withdrawn prior to 24 hours of the first day of class except networking, SHRM and medical coding classes (Basic SHRM Skills, Step by Step Medical Coding, A+, Net +, MCSE+ etc). For networking, SHRM and medical coding classes, you will be notified approximately 2 weeks prior to class start for confirmation, which is when manuals are ordered. No refund after confirmation!

Training • Consulting • Rentals • Testing Center

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