



# GEORGIA CYBER CENTER

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## **Georgia Cyber Center Non-Academic Course Refund Policy**

The provisions for the Georgia Cyber Center, as part of Augusta University, Refunds Policy for all non-academic courses and training provided through the Cyber Workforce Academy follows. The policy includes provisions for refunds to organizations and/or individuals purchasing seats in non-academic courses.

### **Student/Organization Refund Policy**

For organizations or individuals purchasing seats for participation in non-academic course(s) provided by the Georgia Cyber Center's Cyber Workforce Academy who wish to withdraw from said course(s), please see the information below.

1. When an organization purchasing one or more student seats in non-academic course(s) wishes to withdraw any/all students from the course(s), notification to the Georgia Cyber Center must be made within 10 business days of the class start date (for in-person training) or access date (for online training). Contingent on notification of withdrawal, the amount paid by the organization for the withdrawn course seat(s) shall be returned within 45 days of the notification of withdrawal.
2. When an individual student withdraws from the non-academic course(s) they have purchased, notification to the Georgia Cyber Center must be made within 10 business days of the class start date (for in-person training) or access date (for online training). Contingent on notification of withdrawal the full amount paid by the student shall be returned within 45 days of the notification of withdrawal.
3. No refund will be made for organizations or individuals that fail to request withdrawal/refund with less than 10 business days from the beginning of the start of in-person courses, or access period for online courses.
4. Notification of withdraw must be emailed to [cybertraining@augusta.edu](mailto:cybertraining@augusta.edu), with the subject line "COURSE WITHDRAWAL REQUEST". Acknowledgement of email will be provided within 2 business days of receipt.

## **Students Using Military Credentialing Assistance**

Students using Military Credentialing Assistance (CA) for funding non-academic courses may withdraw and a full refund will be issued to the ACCESS ArmyU Finance Department, based on the following:

- a) Military reservists (including members of the National Guard) who, after having enrolled in non-academic course(s), receive orders to active duty, are reassigned for temporary duty or mandatory training, deployed, or presented with any circumstances related to military service that prevents completion of the term;
  - b) Active duty military personnel who, after having enrolled in non-academic course(s), receive orders to active duty, are reassigned for temporary duty or mandatory training, deployed, or presented with circumstances related to military service that prevents completion of the term, or
  - c) Otherwise unusually and detrimentally affected by the activation of members of the reserve components or the deployment of active duty personnel of the Armed Forces of the United States who demonstrate a need for exceptional equitable relief.
1. For student withdrawal based on any of the above conditions (a-c) the full amount paid by the ACCESS ArmyU Finance Department shall be returned within 45 days of the notification of withdrawal. No refunds will be made after the completion of the course or after the last day of the designated access period for online training