

Consistent with the Illinois Student Debt Assistance Act, this policy establishes processes and procedures to assist students in limiting their student debt when a physical or financial hardship requires the student to withdraw from the National Personal Training Institute after the 100% tuition add/drop deadline has passed, as well as implementing requirements of the Act as it pertains to access to student transcripts. This policy should be read in conjunction with other institutional policies related to student financial assistance and student accounts.

Official and Unofficial Transcripts

Pursuant to and in compliance with the Act, the National Personal Training Institute will not (i) refuse to provide an unofficial transcript to a current or former student on the grounds that the student owes a debt; (ii) condition the provision of an unofficial transcript on the payment of a debt, other than a fee charged to provide the transcript; or (iii) charge a higher fee for obtaining an unofficial transcript or provide less favorable treatment of a request for an unofficial transcript because a current or former student owes a debt.

For official transcripts, the institute (i) will provide an official transcript of a current or former student to a current or potential employer, even if the current or former student owes a debt to the institute; (ii) will not condition the provision of an official transcript to a current or potential employer on the payment of a debt, other than a fee charged to provide the transcript; and (iii) will not charge a higher fee for transferring an official transcript to a current or potential employer or provide less favorable treatment for such a request because a current or former student owes a debt.

If a hold has been placed on a student's transcript for reasons other than a debt owed, the student must contact the appropriate department to resolve the hold.

Physical or Financial Hardship Withdrawal Request

A student may apply for a hardship withdrawal from their academic enrollment at the National Personal Training Institute due to an unforeseeable and documented circumstance that occurs after the 100% tuition refund deadline date (published on **in** the National Personal Training Institute's Student Catalog), which had a significant impact on the student's ability to continue in their course of study and be successful. Examples of a physical or financial hardship include: (i) serious injury or illness; (ii) chronic illness; (iii) a serious medical issue of a family member (spouse or partner, child, parent or guardian, grandparent, or sibling) for which the student is a part-time or full-time caretaker of that family member; (iv) a mental health condition of the student; (v) a sudden or consistent lack of transportation that prohibits a student's presence in class; or (vi) a significant, non-elective cost of living increase for the student. To request a hardship withdrawal under this policy, the student must complete a hardship withdrawal request in writing and submit supporting documentation of the physical/financial hardship evidencing the significant physical or financial hardship prior to the end of the term in which they intend to withdraw.

Hardship withdrawal submissions will be reviewed by the Office of the Registrar. Students will be considered for a full or partial refund of the original tuition, fee, and any other charges for the term of the withdrawal. Outcomes will be based on the information submitted along with institute records including but not limited to enrollment and billing. Students will receive communication regarding the review outcome or any requests for further information within two weeks of submission.

As a general rule, students are not eligible for hardship withdrawals if they have completed all course requirements (e.g., attended the final exam or submitted the final project/paper/portfolio). Hardship withdrawal requests will be processed according to the last date of course attendance. A student who files or attempts to file a fraudulent application for a withdrawal under this policy in order to avoid a failing grade or disciplinary action may be considered in violation of the student code of conduct as outlined in the student catalog.

Questions regarding the National Personal Training Institute Withdrawal Policy should be emailed to: info@nptifitness.com.



