

SECTION:	Education and Training
POLICY #:	ET 4 PAGE: 1 of 2
SUBJECT:	Education Enrollment/ Cancellation Procedures
DATE:	11/02 SUPERSEDES: 7/97

TITLE: ET4, Education Enrollment/Cancellation Procedures

POLICY: The policy defines the procedures used to enroll a student in a StoreNext Education class or cancel a student previously enrolled.

SCOPE: All StoreNext Dealers

PROCEDURES:

1. Enrollment requests should be made by telephone or email to the StoreNext Education Manager (see "Contact Us" on the StoreNext Dealer Support Web site) at least four (4) weeks prior to course start date to help ensure availability of an opening. StoreNext will accept requests up to two (2) weeks prior to the start date of a course.
2. Students that cannot be accommodated in the requested course will be placed on standby for that course and enrolled in the next available course. Standby students will automatically be moved into a course as cancellations provide an opening up to two (2) weeks prior to course start date. Dealers will be notified immediately of any change of availability.
3. Where a business wishes to send multiple personnel to a course, the second, third and subsequent students will be accommodated on a space-available basis. The additional students will be placed on a waiting list and confirmed if space is available.
4. Students will receive, at least 1 week prior to course start date, a telephone or email confirmation. No student substitutions will be allowed after this point without the approval of the course coordinator. Failure to complete all required prerequisites may result in the student's inability to complete the course successfully. In addition, enrollments will be prioritized based on the enrolling students' completion of prerequisites.
5. Immediately after the confirmation of enrollment, the student is responsible to forward a Purchase Order to StoreNext for the course tuition. Enrollments will not be held without a Purchase Order for the course tuition.



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6. StoreNext reserves the right to cancel any course. Every effort will be made to provide adequate notice of course changes. Students affected by class cancellation will be given first enrollment priority in the next available class.
7. Cancellations must be received no later than two (2) weeks prior to course commencement to avoid their company being billed for the course tuition.
8. The companies of all enrolled students will be invoiced for the course tuition as of the first day of the class, including late cancellations and no-shows.
9. StoreNext will make best efforts on a space-available basis to accommodate late cancellation and no-show students in a subsequent course at no additional charge.

