



4001 N 3rd Street, Suite 120, Phoenix,
AZ 85012
Phone: 701-506-0077 Fax: 385-327-2084
www.Intelvio.com/maa/

Enrollment/Registration Agreement
Program Title: Medical Administrative Assistant
Program Length: 120 hours

First Name _____ Last Name _____

Address _____ City _____

State _____ Zip _____ Last 4 SSN _____ DOB (MM/DD/YYYY) _____

Cell Phone Number _____ Today's Date _____

E-mail _____

Course Start Date: _____ Course Completion Date: _____

Payment Information

Tuition & Fee Breakdown

<i>Tuition</i>	\$680.00
<i>Online Education Fees</i>	\$385.00
<i>Registration Fee (Required at time of registration)</i> <i>(Non-refundable after 3 business days)</i>	\$100.00
<i>Total Tuition</i>	\$1,165.00
<i>National Exam</i>	\$130.00
<i>Total for Medical Administrative Assistant Training</i>	\$1,295.00

Payment Policy & Timelines

Students can pay for their tuition and fees by logging into their student account at students.intelvio.com. We accept all major credit cards. A \$100.00 minimum is required at the time of registration. After the initial fee of \$100.00 has been paid, students can make payments in any increment adhering to the following schedule:

- Before 25% of course completion, students must pay an additional \$275.00.
- Before 50% of course completion, students must pay an additional \$275.00.
- Before 75% of course completion, students must pay an additional \$275.00.
- Before completion of the course, students must pay the final \$240.00.

If students choose to challenge the national exam, a separate fee of \$130.00 must be paid before the final exam in order for Intelvio Medical Training to issue the CMAA exam code.

If a student fails to pay full tuition and fees by these deadlines, their course advancement will be paused until which time the student can make their payment. Students can call Student Services at 701-506-0077 to schedule a payment.

No student, regardless of circumstance, will be permitted to be certified without full payment.

Readmittance for Payment Delinquency

A student's course access will be paused due to non-payment of tuition and fees if, by each payment deadline, they have not paid the balance due. To regain access to their course, the student will need to contact Student Services at (701) 506-0077 and pay what is due.

Course Information

The institution offers a premier Medical Administrative Assistant (MAA) course where students are taught the required material necessary to prepare them to pass a national certification CMAA exam. Intelvio Medical Training's mission is to help individuals invest in their own success by providing up-to-date, meaningful, quality education to students interested in entering into the healthcare field of Medical Administrative Assistants.

The course is designed to provide students with the knowledge and the skills necessary to excel as a MAA. This Medical Administrative Assistant Course through Intelvio Medical Training (the "School") is 120 clock hours online. The course will require access to the internet, and is offered through the School's learning management system (LMS).

The course cost is \$1295.00, including the national exam. Students will have 180 days (approximately six months) from the signed date of the enrollment agreement to complete the course. Students who sign this enrollment agreement will be guaranteed the course price of \$1295.00 even in the event that the School has a tuition cost increase.

Enrollment Requirements

The School does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability.

Students are required to have a high school diploma or GED as a minimum entry requirement into the program, and are required to be beyond the age of compulsory high school attendance; over 18 years

old. If this proof of education was issued outside of the United States, students must have their documents evaluated for equivalency by a recognized provider such as naces.org, scholar.com, or wes.org. Some employers may also require proof for employment and it will be the student's responsibility to comply with employer requirements.

We do not require students to have previous experience or knowledge. An informal interview will be given to discuss student goals and expectations. The application for admittance can be accessed on our website at www.Intelvio.com/maa/. The application will be processed within five business days of submission, and the student will be notified of acceptance by email.

Previous Credits / Transfer of Credits

Intelvio Medical Training is a special-purpose institution. Intelvio Medical Training does not guarantee the transferability of our credits to another institution unless there is a written agreement with another institution. Transferability of credits is at the discretion of the accepting institution. It is the student's responsibility to confirm whether credits will be accepted by another institution. We do not grant credit to students for other courses taken in any other field. This course is a stand-alone course, and no reduced tuition nor reduced hours of participation will be given.

Attendance Policy

Attendance is tracked through logins and completion of course assessments. Students have 180 days (approximately six months) from the signed date of the enrollment agreement to complete the course. This course is a pass/fail course. Students must pass with a cumulative average of 70% or higher and complete all 120 hours to finish the course. If a student has not logged in for an extended amount of time, over 30 days, our Program Director will reach out and consult with the student.

Postponement of starting date

If the course is not commenced and the student does not begin the coursework within 30 days of enrollment, the Program Director will reach out to discuss options for the student. If there is an extenuating circumstance, the Program Director may grant an extension of up to 30 days from the date the enrollment agreement was signed to complete the course.

Completion Policy

Students will have 180 days (approximately six months) to receive their Certificate of Completion from the original course start date (decided at the time of registration). All payments made towards tuition and fees are only applicable to the course held within the dates below.

This enrollment agreement and payments made are valid for the period of:

Original Course Start Date: _____ to Completion Deadline: _____

Re-enrollment

Should students fail to receive their Certificate of Completion during this time frame, they will be required to re-enroll as a new student. No payments made or classes attended will carry over to this new enrollment. Students may re-enroll and make payments via the student portal or by contacting Student Services at (701) 506-0077.

Extension Policy

Students may request an extension for extenuating circumstances by contacting Student Services at info@intelvio.com. Extension requests can be made to obtain a Certificate of Completion. All requests must be sent in writing via email. Requests for extensions must be submitted before the completion

deadline (180 days from the date of the signed enrollment agreement). Extensions will be granted for emergencies such as severe medical issues, the death of a relative, natural disasters, and cases of assault. All balances must be paid in full before extensions will be granted. Extensions are not to exceed more than 30 days of the original completion deadline. No more than one extension will be granted per student. Automatic extensions will be granted for the following:

- Any School-scheduled downtime maintenance that affects a student's ability to log into their course
- The School rescheduling any course dates past the expiration of the extension period

Completion Timelines for Exam

Students have 90 days after course completion to create an account and take their exam with the National Healthcareer Association (NHA). Students who fail to complete their exam and registration in the 90-day timeframe will forfeit the \$130 national exam fee and be required to pay the NHA directly.

- Should a student **complete the course earlier than the 180-day deadline**, they are permitted to create their account with NHA at that time.

Exam Information

Students are eligible to sit for certification examinations from the NHA (National Healthcareer Association) CMAA exam. The student's name on the exam registration will also need to match their government-issued ID or Driver's License.

Certificate of Completion Information

Students should log into their account at students.intelvio.com and check the spelling/format of their name. The student's name listed here is EXACTLY how it will appear on your Certificate of Training. The student's name on the exam registration will also need to match their government-issued ID or Driver's License. An electronic copy of your certificate will be emailed to you at the end of class.

Students must pass with a cumulative minimum score of 70% on all course modules and a score of 70% on the final course exam. Certificates of Completion will ONLY be awarded to students at the last class who have accomplished the following:

- Passing scores on all graded module activities
- Passing score on final course exam
- Completed student profile
- No outstanding payment obligations

We do not mail original copies of your Certificate of Completion. If you would like one sent to you, you can have one printed and mailed directly from our Corporate Offices for a fee of \$20.00. Please log on to your student portal to request and pay for your printed and mailed Certificate.

If you notice any mistakes on your Certificate, please email docs@intelvio.com.

Disability Accommodations Policy

Intelvio Medical Training believes in providing access to a diverse population. We comply with state and federal disability laws and make reasonable accommodations for applicants and students with disabilities. Post-secondary Schools have no obligation to identify students with disabilities. If students need accommodation, it is their responsibility to make the disability known to the School and request any needed accommodation. Intelvio Medical Training will make reasonable accommodations for applicants and students unless doing so would result in a fundamental alteration of the course or would result in an

undue burden. Students must also be able to show the relationship between the disability and the need for accommodation.

Student Grievance

Please see the full published policy in the course catalog.

Cancellation / Refund before Commencement of Classes

Denied Applicant: An applicant denied admission by the School is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation via email within three days (excluding Saturday, Sunday, and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the School shall provide the 100% refund.

Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement, and after making an initial payment, but prior to logging onto the LMS and accessing the course, is entitled to a refund of all monies paid (less the \$100 registration fee).

Online Education Fees: The online education fees of \$385 are refundable if the student has never logged in. If the student has accessed the LMS, \$385 will be charged to the student.

Student's Right to Cancel Void After: _____

Withdrawal / Refund after the Commencement of Classes

Procedure for Withdrawal/Withdrawal Date:

- A student choosing to withdraw from the School after commencing their online course is to provide written notice via email to billing@intelvio.com. The notice is to inform the School of the student's intent to withdraw and indicate the expected last date of attendance.
- All refunds will be issued within 30 days of the determination of the withdrawal date. The School may reach out to the student to verify how the refund is to be returned.

Tuition Charges/Refunds:

- Before the student accesses their online course or logs into their LMS portal, within the three-day cancellation period, the student is entitled to a refund of 100% of the tuition and any additional fees paid.
- After the initial login and/or commencement of the course, the tuition refund, minus the \$100 registration fee, shall be determined as follows:

% of Clock Hours Attempted	Tuition Refund Amount
Completed up to 10% or less (12 hrs) of online content and/or assignments	90% full tuition/fees amount less registration and online access fee
Completed more than 10% and \leq 20% (12 hrs & up to 24 hrs) of online content and/or assignments	80% full tuition/fees amount less registration and online access fee

Completed more than 20% and \leq 30% (24 hrs & up to 36 hrs) of online content and/or assignments	70% full tuition/fees amount less registration and online access fee
Completed more than 30% & \leq 40% (36 hrs & up to 48 hrs) of online content and/or assignments	60% full tuition/fees amount less registration and online access fee
Completed more than 40% & \leq 50% (48 hrs & up to 60 hrs) of online content and/or assignments	50% full tuition/fees amount less registration and online access fee
Completed more than 50% (60 hrs) of online content and/or assignments	NO REFUND

The calculations above are based on full tuition being paid. If a student has not paid in full, the amount refunded will be proportional to tuition and fees paid and to lessons completed. The \$130 national exam fee is not included in the above calculations because the exam fee is refundable, but only within the completion timeframe.

- Students who fail to register and take the national exam within the 90-day timeframe will forfeit the \$130 national exam fee and be required to pay NHA directly. After registration, students who fail to complete the exam within 90 days will also forfeit the \$130 exam fee.

Refunds will be issued within 30 days of the date of student notification, or date of the School's determination. Refunds will only be issued back to the original card used in the transaction. If the card is no longer active, the School can send a check which will require a 3% processing fee, to be issued to the original card holder.

Holder in Due Course Statement

Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor (FTC Rule Effective 5-14-76).

Student Acknowledgement

Student Initial _____ I understand the tuition and fees schedule as listed in the Payment Information section. I acknowledge that if my full tuition and fees are not paid within the listed timeframes, I will need to follow the Readmittance for Payment Delinquency.

Student Initial _____ I acknowledge that when I log into the LMS and access my course, I will be charged \$385 for online access.

Student Initial _____ I understand that if I fail to complete my initial registered course during the 180 days (approximately six months), I will be required to re-apply for the course and full tuition and fees will be required. I acknowledge that I must call Student Services to re-enroll.

Student Initial _____ I understand that if I choose to take a national certification exam I must register and take the exam within **90 days after course completion**. No extensions for this policy will be given.

Student Initial _____ I acknowledge that I am responsible for the cost of the full tuition and fees associated with the course. I understand that failure to make consistent payments to the School will result in my account being sent to collections. I also understand that if I withdraw from the course prior to completion, I am financially responsible for the prorated tuition and fees for the course that I accessed.

Student Initial _____ I understand that Intelvio Medical Training does not offer job placement. However, resume assistance is available.

Student Initial _____ I authorize Intelvio to contact, and request information about me (including, without limitation, date of hire, salary, fulfillment of internship requirements, etc.) from, any employer or potential employer, or anyone through whom I may, do, or did participate in an internship program.

Student Initial _____ I understand that I will use my computer, tablet, or phone to take my final course exam through the School's LMS.

Student Initial _____ I understand that I am not permitted to share, disseminate, or discuss exam questions with any other individual. I understand that doing so is considered academic dishonesty and will lead to the nullification of exam grades.

Student Initial _____ I understand that communication with any persons during the exam is prohibited.

Student Initial _____ I understand that academic dishonesty will lead to automatic failure from the course.

Student Initial _____ I understand the School's Refund Policy and am aware that all requests to withdraw from the course must be done by contacting Student Services at Billing@intelvio.com.

Student Initial _____ I understand that I must log into my student account at students.intelvio.com and check the spelling/format of my name. How my name appears here is EXACTLY how it will appear on my certificate.

Student Initial _____ I understand that I may file a complaint with the School as outlined in the Student Grievance Section. I understand that if the complaint cannot be resolved, I can file a formal complaint with the Arizona State Board of Education as explained in the Student Grievance Section.

Student Initial _____ I authorize Intelvio to contact, and request information about me (including, without limitation, date of hire, salary, fulfillment of internship requirements, etc.) from, any employer or potential employer, or anyone through whom I may, do, or did participate in an internship program.

I have read and understand this Registration/Enrollment Agreement and the most current student Catalog Volume No. 1 January 1st, 2025 ("Catalog") and agree with the terms set forth therein. By signing below, I agree to pay Intelvio Medical Training the total state tuition & fees. Payment of all monies due shall be a condition of continuing enrollment. Upon satisfactory completion of all academic requirements and when all financial obligations to the School have been met, the School will award the certificate of completion to the student. The student and School understand that this Enrollment Agreement, WHICH INCLUDES THE REFUND POLICY, may not be amended except in writing and signed by both parties. When signed by both parties this document is a legally binding instrument.

A copy of a current School catalog & fully executed copy of this enrollment agreement will be sent via email

Student Signature

Date

Authorized Representative

Date