

Academic Policies

Course Retake Policy

Students who fail or are withdrawn from a prerequisite course will not be given the opportunity to retake the program unless they have a qualifying extenuating circumstance. Students with a qualifying extenuating circumstance will be expected to submit documentation to support. The retake request will be subject to review and approval by Futuro Health. Students must notify Futuro Health of extenuating circumstances before requesting a paid retake.

Students who withdraw or are withdrawn from a technical program will not be eligible for additional funding. Students can appeal to their Educational Provider to determine their eligibility for re-entry. The return request will be subject to review and approval by Futuro Health. Futuro Health can not guarantee that submitted requests will be approved.

Students with a qualifying extenuating circumstance must notify the academic institution and Navigator of the extenuating circumstances within 72 hours of the determination to withdraw from the course. Students who will miss their planned start date due to extenuating circumstances must notify their education provider and Navigator 24 hours prior to the start of the course.

Extenuating circumstances include the following:

- Death of an immediate family member (parent, spouse, child, sibling, any person for which the student has provided personal care for).
- Failure or setback due to the need for immediate care of a family member, such as emergency medical care, loss of childcare, housing.
- Mental or physical health challenges that would prevent a student from completing a course
 - Reasonable accommodations will be made to assist the student in the successful completion of remaining courses and will be determined on an individual basis by the Director of Allied Health
- Natural disaster which directly affects the student
- Military duty

Program Change Policy

Once a start date is selected for your program, the seat in the program has been reserved. A request to apply to change programs after start date selection must be submitted to the Navigator and will be approved based on student eligibility and the desired program's seat availability on a case by case basis.

Students will only be offered the option to submit a request to apply for a different program if the program is open for recruitment and pathway changes.

Students must submit a written statement of reason for the request to apply to another program to their navigator. Program change requests will not be approved if less than two weeks prior to the program start date. When requests to apply to change programs are approved, students must meet the minimum qualifications for the program. It is advised to review the minimum qualifications for the desired program prior to applying for the program change.

Refund Policy for Application Fees

Students must pay non-refundable application fees for all courses and programs as part of Futuro Health's enrollment process.

Additional Program Funding Policy

Students are only eligible for one fully funded program through a Futuro Health Scholarship. Students may receive additional funding if applying to upskilling courses in the program that was previously successfully completed or in the event that they qualify for a return or retake based on the retake policy.

Enrollment and Start Date Policy

Once a start date has been selected, students are expected to complete all steps toward enrollment into each sequential course or program. Students may be given one additional opportunity to change a start date for a sequential course or program. Students who fail to complete all enrollment steps as outlined by the education provider after a second start date change will be ineligible to continue with a Futuro Health program or course. Students who experience extenuating circumstances will be given further consideration for additional start date changes and must provide documentation of the extenuating circumstances.

Extenuating circumstances include the following:

- Death of an immediate family member (parent, spouse, child, sibling, any person for which the student has provided personal care for).
- Failure or setback due to the need for immediate care of a family member, such as emergency medical care, loss of childcare, housing.
- Mental or physical health challenges that would prevent a student from completing a course
Reasonable accommodations will be made to assist the student in the successful completion of remaining courses and will be determined on an individual basis by the Director of Allied Health
- Natural disaster which directly affects the student
- Military duty

Drop Policy

Students are expected to maintain regular activity and complete assignments with the coursework in programs. Students are expected to abide by school-specific attendance policies. Failure to abide by the education provider's attendance policies could lead to termination or academic failure in the program. This decision is at the education provider's discretion. Apart from Health IT Specialist, Healthcare Project Management and Healthcare Data Analytics programs, students who exceed two consecutive weeks of inactivity or lack of attendance will be dropped from the program regardless of circumstances.

Students attending Health IT Specialist, Healthcare Project Management and Healthcare Data Analytics programs:

- After 90 days of inactivity, students will be dropped permanently from the Coursera platform and program.
- Students who are dropped from the program will have the opportunity to submit a formal retake

request with their navigator if they feel that they qualify.

Code of Conduct Policy

Students are expected to adhere to the education providers code of conduct policies which may include academic integrity, violence or assault, harassment, possession of weapons, possession or under the influence of alcohol or other illegal substances, or other criminal offenses. Students may be subject to a drug test at the education provider's discretion. Futuro Health will uphold and support all decisions regarding code of conduct by the education provider. Violation of this code of conduct may result in loss of scholarship funding.

Immunization Policy

Students will need to adhere to all vaccine and immunization policies according to the state, employer, and Ed Provider regulations.

Futuro Health is unable to override the policies of the education provider, employer, or the state. Students with questions regarding vaccination requirements should refer to the current state and CDC mandates.

If you'd want to learn more about COVID-19, go to:

- <https://covid19.ca.gov/>
- <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>
- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Leave of Absence Policy

Students will need to work directly with the Education Provider to determine eligibility for LOA. Educational Providers will determine a student's eligibility for a Leave of Absence based on their own internal policies.

