



NEUAGE INSTITUTE



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CATALOG

2024

NeuAge Institute

89 Headquarters Plaza, Suite 1202

Morristown, NJ, 07960, USA

Tel: 862-842-4200, Toll Free: 855-840-4200

info@neuageinstitute.com

www.neuageinstitute.com



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IMPORTANT

This catalog is to be read by all NeuAge Institute students per the student's enrollment agreement.

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Purpose: The Catalog is the official document for all academic policies, practices, and program requirements. The general academic policies and policies govern the academic standards and accreditation requirements to maintain status and to qualify for a certificate.

Reservation of Rights: NeuAge Institute reserves the right to make changes to the provisions of this catalog and its rules and procedures at any time, with or without notice, subject to licensing requirements.

This catalog is not a contract but merely a general outline of the programs being operated presently by the school.

Certain policies may be grandfathered in at the time of enrollment and other revised policies supersede prior policies.



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Dean's Message

Greetings,

Welcome to NeuAge Institute.

I am delighted to welcome you to the NeuAge Institute (NAI). We, at NAI, strive to offer our students opportunities to expand their learning experience beyond the classroom while providing them with a variety of ways to explore their interests and passions. Recognizing the complexity of today's lives, we strive to become the worldwide leader in self-guided online learning and training by bringing the finest, most comprehensive instruction, in the most flexible way possible.

NAI strives to become a recognized leader in professional development and training in the field of pharmaceutical, biopharmaceutical, medical devices, and healthcare. Due to the nature of these industries, NAI aims to put itself at the forefront of professional development and training by continuously evolving and expanding its programs in an attempt to respond effectively to rapidly changing technologies and workforce demands. It is with this method that our programs will prepare you for your future.

Using modern learning technologies and platforms, NAI offers learning options that are more career-focused by providing student support, greater accessibility to instructors and advisors, more affordable tuition, and easier payment plans. Overall, the goal is to provide a first-class education and training experience that meets your highest expectations and yields results.

It takes commitment and discipline to complete any program of study as an online education student. For the past 20 years, NAI founders have been educating busy people like you and helping them achieve a better life. Programs and courses have been carefully designed and developed by educational and industry experts considering the latest job market demand and requirement as well as adult learning platforms and trends.

The faculty and staff at NAI are exceptional in their fields and in developing, delivering, and supporting online learning programs. Please read this catalog in detail. It provides helpful study guidance and information on our policies and programs.

At NAI, students join a select group of peers. Those who attend NAI are men and women from across the globe with diverse backgrounds and proven leadership abilities. They are bright, accomplished, and ambitious individuals who are seeking to improve their skill set and employment outlook.

If you are already part of our community or are interested in joining us, you are very warmly welcomed, and I hope that you will visit us online. For those who are considering joining NAI, take



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some time to explore the program information on our website, send us an email or contact us by phone to get a better understanding of how we can help you reach your career goal before the start of the term.

Let NAI help you learn smarter and advance faster. Here's to your new life!

Sincerely,

Laleh Bighash, B.Pharm, MBA



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History

The founder of NAI, Ms. Laleh Bighash has a 20-year history in providing career-focused education and training in the field of Pharma, Biopharma, and Food industries in Ontario Canada. She established the Academy of Applied Pharmaceutical Sciences (AAPS) in 2003 providing education and training in the field of Pharma, Biopharma, and Food in Canada. Her innovative approach and industry insight quickly led to the tremendous success of AAPS making it the go-to institution for individuals seeking training and employment in the field and for employers to access a pool of highly trained qualified graduates ready to hit the ground running.

The inspiration to form NAI in the US came after extensive consultation with US industry insiders and educational providers as well as increased demand from the US residents seeking training at AAPS. NAI is formed to provide better access to practical, applied training that leads to well-paid, professional jobs in the pharma, biopharma, and food industries. To meet an unmet need, the need for a pipeline of qualified workers at all levels that allow the pharmaceutical, and biopharmaceutical industries in the United States to continue to grow and prosper. The programs offered by NAI were designed after extensive and careful consideration of the pharmaceutical industry requirements, current available educational programs, job market, and student preferences. The objective of the program is to directly link the employers and the workforce by providing the fundamental and necessary knowledge required for employment with the pharmaceutical, biopharmaceutical, and food industries in the shortest time possible.

Accreditation

What is it? Accreditation within higher education is a voluntary, nongovernmental process that gives public recognition to institutions that meet established quality standards. The purpose of accreditation is to assure the public as to the quality of an institution and its commitment to high standards through a system of continuous improvement. The U.S. Department of Education (USDE (<http://www.ed.gov>)) formally recognizes accrediting commissions that meet all federal standards and the Council for Higher Education Accreditation (CHEA (<http://www.chea.org>)) extends recognition to accrediting bodies and their institutions that meet these established standards.

NAI is planning to apply for accreditation by the Distance Education Accrediting Commission (“DEAC”) once it becomes eligible*. The DEAC is listed by the U.S. Department of Education as a recognized accrediting agency. The DEAC is also recognized by the Council for Higher Education Accreditation or CHEA.

There are different types of accreditation; therefore, students seeking to use their NAI experience to transfer to another institution or apply for a job or license should confirm that DEAC accreditation will be accepted. Certification, training, and other requirements vary by vocation and state. Students should check with their state, local government, and/or licensing board to find out which requirements are applicable in their state.

Distance Education Accrediting Commission

1101 17th
Street, NW, Suite 808
Washington, DC 20036
202-234-5100



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202-332-1386 (Fax)
www.deac.org

State Licensing

NAI is authorized by the State of New Jersey Department of Education to offer instruction in career programs in the field of pharmaceuticals.



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Mission, Values, and Student Learning Outcomes

Mission Statement:

Empower students to achieve their aspirations through flexible, convenient, affordable, and highly relevant educational programs.

Empower - Enable students to take control of their lives.

Flexible - An adaptable curriculum that allows students to study anywhere and at their own pace.

Convenient - Easily accessible and easy to use.

Affordable - Quality courses at a relatively low price that provide great value.

Highly relevant - Pertinent content and subject matter that aligns well with real-world skills and knowledge needed in the workplace.

Values:

Access - We believe anyone who wants to learn should have access to affordable, quality education anytime, anyplace.

Accountability - We set measurable goals and are accountable to students and each other for our actions, performance, and results.

Excellence - We strive to uphold high standards in our academic programs, student experience, and support services, and are continually seeking ways to improve each of these areas.

Integrity - We operate with the utmost integrity and treat both our colleagues and our students with dignity and respect.

Passion - We believe we can make a difference in people's lives and want to help each student, faculty, and staff member in our diverse community realize his or her potential.

Teamwork - We are committed to collaboration and communication among students, faculty, and staff, as both are essential to achieving great outcomes for students and our company.

Diversity - We aim to promote inclusive education, as well as to understand, identify, and eliminate the biases, barriers, and power dynamics that limit our students' prospects for learning, growing, and fully contributing to society.



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Student Learning Outcomes

By incorporating the following learning and career outcomes into its programs, NAI ensures that graduates are prepared to succeed in a variety of professional, civic, and personal settings.

Job-Specific and Technical Skills: Graduates will demonstrate competence in program-specific technical skills and an understanding of the common body of knowledge associated with a specific program.

Effective Communication: Graduates will demonstrate competence in written communication skills that lead to the clear and purposeful expression of ideas, information, and logical reasoning.

Critical Thinking: Graduates will demonstrate critical thinking skills to analyze problems, search for evidence to support conclusions, reflectively process information, and formulate solutions.

Professional and Life Skills: Graduates will demonstrate competent professional and life skills that include responsibility, self-motivation, and will make progress toward becoming engaged and self-reliant learners.

Qualifications for Advancement: Graduates will have the skills and credentials to apply for jobs, change careers, advance in their current workplace, or pursue advanced education.



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Administration and Advisory Board

Name	Subject Area
Dr. John Eisenhoff	Clinical Research & Pharmacovigilance
Dr. Shahin Fesharaki	Quality Assurance and Regulatory Clinical Research & Pharmacovigilance
Dr. Suzanna Getzki	Clinical Research & Pharmacovigilance
Dr. Tigran Uzunyan	Clinical Research & Pharmacovigilance
David Vincent	Quality Assurance and Regulatory
Sase Boyo	Clinical Research & Pharmacovigilance
Tahameh Nikrou	Quality Assurance and Regulatory
Ken Christie	Quality Assurance and Regulatory
Jason Chu	Quality Assurance and Regulatory
Ewan DeSilva	Quality Assurance and Regulatory
Ada George	Clinical Research & Pharmacovigilance
Michael Balog	Quality Assurance and Regulatory
Julie Hill	Quality Assurance and Regulatory

Administrator(s):

Laleh Bighash - President & Chief Executive Officer

Admissions, Operations

Laleh Bighash - Chief Operating Officer

Bursar's Office

Laleh Bighash laleh@neuageinstitute.com

Attendance/Secretary

Laleh Bighash laleh@neuageinstitute.com



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Academic Year, Holidays, Contact Information, Hours of Operation

Students may enroll in NAI’s enrollment programs as per the published calendar. There is a specific start and corresponding end date. The calendar is accessible via the NAI website under forms and schedules (www.neuageinstitute.com).

NAI’s 2022 Calendar

Certificate in Drug Development, Clinical Research, Drug Safety, and Pharmacovigilance Certificate Program (CRPV) (34 weeks)	Certificate in Quality Assurance (QA) (16 weeks)
Certificate in Quality Assurance and Regulatory Affairs (QARA) (36 weeks)	Certificate in Regulatory Affairs (RA) (24 weeks)

#	Next available program start date	REGISTRATION DEADLINE	END DATE			
		ALL PROGRAMS	(CRPV) (34)	(QARA) (36)	(QA) (16)	(RA) (24)
1	January 10, 2022	January 03, 2022	September 2, 2022	September 16, 2022	April 29, 2022	June 24, 2022
2	February 14, 2022	February 07, 2022	October 7, 2022	October 21, 2022	June 03, 2022	July 30, 2022
3	March 14, 2022	March 07, 2022	November 4, 2022	November 18, 2022	June 30, 2022	August 26, 2022
4	April 11, 2022	April 04, 2022	December 2, 2022	December 16, 2022	July 29, 2022	September 23, 2022
5	May 16, 2022	May 09, 2022	January 20, 2023	February 3, 2023	September 02, 2022	October 28, 2022
6	June 13, 2022	June 06, 2022	February 17, 2023	March 3, 2023	September 30, 2022	November 25, 2022
7	July 11, 2022	July 07, 2022	March 17, 2023	March 31, 2023	October 28, 2022	January 06, 2023
8	August 15, 2022	August 08, 2022	April 21, 2023	May 5, 2023	December 02, 2022	February 10, 2023
9	September 12, 2022	September 05, 2022	May 19, 2023	June 2, 2023	January 13, 2023	March 10, 2023
10	October 17, 2022	October 10, 2022	June 23, 2023	July 7, 2023	February 17, 2023	April 14, 2023
11	November 14, 2022	November 07, 2022	July 21, 2023	August 4, 2023	March 17, 2023	May 12, 2023

All courses offered are flexible and self-paced, with students setting their schedules within certain maximum allowable time frames per semester and/or program.



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Holidays

NAI is closed on the following holidays:

- New Year's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

Contact Information

The following information may be used to contact NAI. Students should provide their names and student number on all communications with NAI staff.

Mailing Address:

89 Headquarters Plaza North, Suite 1202, Morristown, NJ, 07960, USA

NAI College Web Site:

www.Neuageinstitute.com,
info@neuageinstitute.com

Career Services

careers@neuageintitute.com

Tel: 862-842-4200

Toll-Free: 855-840-4200

Student Services:

info@neuageintitute.com

register@neuageintitute.com

Tel: 862-842-4200

Toll-Free: 855-840-4200

Registrar's Office:

register@neuageintitute.com

Tel: 862-842-4200

Toll-Free: 855-840-4200

Course Assistance:

onlinelearning@neuageintitute.com

Tel: 862-842-4200

Toll-Free: 855-840-4200



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Course Faculty: Each program syllabus provides information on contacting the faculty and the Academic support team as well as the technology requirement and tutorial on how to use the online portal. When students have a program or course-specific questions, they should first review their program or course syllabus to identify their team and contact information.

Phone Guide:

Department	Phone Number
Academic Advisors	Tel: 862-842-4200 Toll-Free: 855-840-4200
Admissions	Tel: 862-842-4200 Toll-Free: 855-840-4200
Career Services	Tel: 862-842-4200 Toll-Free: 855-840-4200
Main	Tel: 862-842-4200 Toll-Free: 855-840-4200

Hours of Operation:

9:00 a.m. - 5:00 p.m. (Monday - Friday) Eastern Standard Time



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Admission and Registration Requirements

Application Requirements

All applicants must have fulfilled each of the following to advance through the enrollment process.

- Application and enrollment agreement
- See enrollment requirements below

Enrollment Requirements

Individual Modules - Continuing Education/Professional Development

Enrollment in these Individual certificate modules are viewed as professional development and continuing education and therefore student can join by submitting their latest academic achievements (at a minimum high school diploma, GED or equivalent, or at least 12 semester credit hours of college coursework).

Certificate Programs

To enroll in the following programs students must have at a minimum Associates or Bachelors' degree from a recognized university* (*in some exceptional circumstances industry experience, as well as a personal statement as to the candidate's professional and academic goal, is considered.)

A student may enroll in the programs by providing one of the following documents:

- an official university transcript
- copy of an official degree issued by a recognized university
- a letter of completion issued by a recognized university
- a degree equivalency letter issued by a recognized institute in North America

If for any reason the data supplied in the admissions process is found to be false, invalid, or does not satisfy state or federal requirements, the applicant/student must understand:

- 1) they will not have met the admissions requirement of NAI and will be subject to immediate dismissal,
- 2) The student will not be entitled to any refund for the portion of the program completed and
- 3) NAI will make the appropriate determination as to what grades will appear on the transcript, and
- 4) By completing the enrollment process at NAI the applicant accepts the consequences of providing incomplete, false, invalid, or unsatisfactory information.



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Academic Programs

1. Pharmaceutical Quality Assurance and Regulatory Affairs Certificate Program

This online program provides knowledge and insight into the current U.S. Pharmaceutical Quality Assurance and Regulatory Affairs standards and regulations for all drug product types including prescription and over-the-counter drugs, biologics, medical devices, as well as combination products.

Quality Assurance and Compliance topics such as US-FDA and various global regulations and guidelines, current Good Manufacturing Practices (cGMP), ICH quality guidelines as well as Quality Assurance systems such as stability, validation, change control, CAPA, and SOPs are discussed in detail.

Regulatory Affairs topics such as submission strategies, IND, NDA and ANDA, promotion, packaging, labeling, patents, and exclusivity as well as an introduction to International Regulatory Affairs are an integral part of the program curriculum. The program provides in-depth knowledge and understanding of the Quality Standards for the Pharmaceutical industry as well as technical writing and auditing methodologies.

At the end of this program, students will have a practical understanding of the regulatory and compliance framework around pharmaceutical product development, regulatory submissions, current Good Manufacturing Practices (cGMP), quality concepts, auditing, and technical writing techniques.

Students will benefit from an applied and practical approach to Quality Assurance and Regulatory Affairs training which is complimented by hands-on projects. Apart from using the experience and knowledge gained directly in their professional careers, individuals who are, also, interested in the Regulatory Affairs Certification (RAC) Drugs exam or quality assurance related ASQ certifications, can use this program as a preparation tool for their exams.

The Program is intended for individuals interested in working in pharmaceutical and allied industries specifically in the quality assurance and or regulatory affairs department.

Mode of delivery: 100% online

2. Drug Development, Clinical Research, Drug Safety, and Pharmacovigilance Certificate Program

This online program provides knowledge and insight into the most recent developments in clinical research, drug development, and pharmacovigilance. Students will learn Good Clinical Practices (GCP), the regulatory framework of drug development, organization and management of clinical studies conducted across multiple phases to assess the safety and effectiveness of medications, vaccines, and devices, as well as quality assurance concepts, and current pharmacovigilance methodologies, including Good Pharmacovigilance Practices (GVP).

The Program is intended for the entry to middle-level positions in the drug development and clinical research industry (pharma companies, CROs, and other clinical research institutions) such as Clinical Research Coordinator (Level I, II, and III)/Clinical Research Associate, Clinical Data



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Coordinator, Medical/Scientific Writer, Regulatory Affairs Specialist, Clinical Research QA&QC specialist, Project Manager, Pharmacovigilance (Drug Safety) Associate, and others.

Students will benefit from an applied and practical approach to training and will also advance through the program with the same group of peers, allowing them to develop a strong professional network that they can leverage throughout their careers.

Mode of delivery: 100% online

3. Pharmaceutical Regulatory Affairs Certificate

This online program provides knowledge and insight into the current U.S. Professional Regulatory Affairs pathways for prescription and over-the-counter drugs, biologics, medical devices, as well as combination products. Topics such as promotion, packaging, labeling, patents, and exclusivity as well as an introduction to International Regulatory Affairs are part of the program curriculum, too.

At the end of this program, students will have a good understanding of the regulatory framework around drug development, regulatory submissions, CTD, IND, NDA & ANDA FDA regulatory submission requirements, Chemistry and Manufacturing Control and Post-approval compliance and regulatory requirements, current Good Manufacturing Practices (cGMP) and quality concepts.

This Program is intended for individuals interested in joining the Regulatory department of pharmaceutical, biologic and medical device companies.

Students will benefit from an applied and practical approach to Regulatory Affairs training which is complimented by hands-on projects. Apart from using the experience and knowledge gained directly in their professional careers, individuals who are, also, interested in the Regulatory Affairs Certification (RAC) Drug Exam can use this program as a preparation tool for their exam.

Mode of delivery: 100% online

4. Pharmaceutical Quality Assurance Certificate

This online program provides knowledge and insight into the Quality Departments of pharmaceutical industries, with the focus on Quality Assurance including how to design, implement and monitor pharmaceutical quality systems in compliance with the U.S. FDA requirements.

At the end of this program, students will have a good understanding of the compliance and regulatory framework around pharmaceuticals, current Good Manufacturing Practices (cGMP), and other quality concepts and standards including how to write Standard Operating Procedures (SOPs), perform compliance audits and evaluate quality systems such as stability program, change control, non-conformities, corrective action and preventative action (CAPA), validation and complaints and recalls.

This Program is intended for individuals who would like to start a career in the pharmaceutical and biologics quality and compliance department or for individuals interested in updating and furthering their knowledge in the area.



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Students will benefit from an applied and practical approach to Quality Assurance Training which is complimented by hands-on projects. Graduates of the “Quality Assurance Certificate Program” will be ready to fill any position in a Quality Department and apply their knowledge to their function.

Mode of delivery: 100% online

Attendance

Online Studies – no formal attendance is taken – to complete the program students are expected to spend about 20 hours per week working on the course material.

Leave of Absence – Students are expected to maintain a 20-hour study schedule per week. Should circumstances change and a student requests a leave of absence, students will be granted a leave of absence upon request.

The following guidelines must be adhered to:

1. The request for a leave of absence must be submitted to the attendance officer in writing (email is accepted).
2. The request must have the date that the student will begin the leave and the expected date of return to classes.
3. Should a leave request take the student beyond the contracted completion date, the student may be subject to re-entry under a new contract or an amended contract. This might include additional fees.
4. If the student does not re-enter within the contracted/amended schedule the student contract will be terminated and will be considered withdrawn. If applicable, the student may be entitled to a refund by NAI’s refund policy.
5. Student’s account and fee payment must be in good standing for the leave of absence to be granted.

NOTE: Each student situation will be handled privately and, on a case-by-case basis. The school will make every effort to help students meet their educational goals. It will be necessary to communicate with the attendance office before returning to class.

Application Process

1. Complete the application form and submit it to register register@neuageinstitute.com (along with documents in step 2)
2. Educational Credential (*not applicable if you are taking individual modules*): Scan and attach a copy of your educational credentials and send it to register register@neuageinstitute.com
3. Deposit: Make a deposit payment of USD 100 (non-refundable) via etransfer or on our website
4. Review: Please allow for 1-2 business days for our administrative team to review your application



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5. Payment: Once your application has been accepted, our administrative team will send instructions for a payment plan before starting your first course. Contact our administrative (register@neuageinstitute.com) team for assistance or to answer any questions that you might have.

6. Access: Once payment is received, our technical team will email the following:
 - a. Access link
 - b. Username
 - c. Temporary password

Enrollment Agreement

The Enrollment Agreement (the “Agreement”) is a legally binding contract when signed by the student and accepted by NAI at its office in New Jersey and is governed by New Jersey law. The student signature on the Agreement indicates that the student has read and understood the terms of the Agreement, has read and understood any literature including but not limited to this catalog received from NAI, and believes that he/she can benefit from the course selected. An electronic signature is a binding signature. Prospective students are encouraged to read through the catalog and materials before enrolling.

Student Identity Verification Procedures

Student numbers are issued to specific people to conduct NAI business. Any abuse of these numbers (including obtaining for malicious use or attempting to obtain for malicious use, and false identification or attempted false identification) shall be cause for permanent dismissal from NAI. NAI reserves the right to verify students’ identities using government-issued identification.

Student Portal Access

Upon enrollment, students are given access with a temporary password. Students are required to change the password to a personalized one after the first-time access. The Student Portal is where a student can view his or her academic and personal records and should only be accessed by the student. Students should protect their passwords from others and not share them with anyone else (i.e., Academic Honesty Policy). School employees do not know student passwords and can only reset them upon their request. If a student’s password is reset, the student will be instructed to create a new one before being allowed to access his or her account.

Student Verification

If NAI suspects that a student’s account has been compromised, access to the student account may be blocked until the student’s identity has been verified. This process is done only to protect the student’s interest. Students are responsible for all comments, exams, and assignments posted on their accounts. If a student feels that his or her account was compromised by someone else, he or she must change his or her password immediately and notify NAI. A student’s identity will also be verified for all proctored exams.

e-Manuals

NAI manuals are designed and developed to be used as a supplemental, an aid for references and study purposes, and are specific to each course. These manuals are part of the program material and are being provided to the registered students at no cost.

Academic Information



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Instructional Model

NAI aims to provide students with an engaging, comprehensive, and high-quality curriculum in a flexible and convenient online learning environment. The school strives to meet the educational and professional development goals of it by allowing them to set the pace of their learning on a schedule that is compatible with their lifestyles and personal and professional commitments. NAI enrolls students on a set date once a month (please refer to the school calendar section for exact dates).

The learning model is self-paced within certain maximum time limits per semester and/or program. NAI's instructional model consists of an instructional team approach. The instructional team includes highly qualified academic advisors, faculty, subject matter experts, course authors, and support staff. NAI's team is available to work with students as needs arise. Each course syllabus provides information on contacting your faculty and the Academic Advisor support team. When students have a program or course-specific questions, they should first review their program or course syllabus to identify their team and contact information. NAI reserves the right to modify the instructional model at their discretion for continual improvement and to better meet student learning outcomes. From time to time, pilot studies may be conducted, e.g., enhanced practices, new technologies.

NAI Policies/Academic Handbook

Refer to Appendix A

Enrollment Model

NAI enrolls students on a set date once a month (please refer to the school calendar section for exact dates).

The learning model is self-paced within certain maximum time limits per semester and/or program. There are two hours per week per module live online instructor availability at a pre-established/fixed time when enrolled students can interact with the instructor and pose questions.

Course Load

To be considered a full-time student, 20 hours of course material must be completed each week. Part-time students can have a course load between 10-19 hours per week. Course orders within a program or semester should be followed to ensure proper learning progression and sequencing through cumulative learning.

Students must graduate from their current NAI certificate program and pay their tuition in full before being allowed to enroll in a second NAI certificate program. No dual enrollments will be allowed.

Employment Disclosure

NAI offers academic programs leading to certificates in several fields for which currently professional practice does not require licensure or certification by state, local, or professional boards. In addition, employers consider a range of factors when determining whether a candidate is eligible for a job, including, among other things, work experience, results of criminal background checks, and military discharge information.

NAI makes no representation or guarantees that successful completion of a certificate program at NAI will enable a student to obtain professional licensure or certification or particular employment should it become required by the state, local, or professional boards. Additionally, it is the



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responsibility of the students to obtain up-to-date information on the licensure or certification requirement by state, local, or professional boards.

Students and former students are solely responsible for determining and complying with state, local, or professional licensure and certification requirements and with other employment requirements. Before enrolling in any program, you are strongly encouraged to research carefully all licensure, certification, and employment requirements related to their desired fields of study.

To assist our students and alumni in their career search and in pursuing their career goals, the NAI Office of Career Services provides a variety of tools, resources, guidance, and information. NAI Office of Career Services works with students to develop their job search skills and help connect them with employers.

Technology Requirements

Students must have Internet access and an active e-mail address. General coursework requires a reliable internet connection and a recently updated browser. Individual courses may have specific hardware and/or software requirements.

Tuition, Fees, and Payment Options

NOTE: Tuition and fees are subject to change without notice. Students should confirm current tuition and fees on the NAI Web site or by contacting NAI. Optional Service Fees are non-refundable.

Tuition

The total program tuition cost depends on which program students are interested in enrolling in. Tuition may vary over time, so check the website (neuageinstitute.com) or by contacting NAI for the most current semester tuition costs.

Program	Tuition fee (USD)	Registration fee (USD)	Total fee (USD)	Duration (weeks)
Pharmaceutical Quality Assurance and Regulatory Affairs Certificate	9000.00	100.00	9100.00	36
Drug Development, Clinical Research, Drug Safety, and Pharmacovigilance Certificate	8500.00	100.00	8600.00	34
Pharmaceutical Quality Assurance Certificate	4500.00	100.00	4600.00	16
Pharmaceutical Regulatory Affairs Certificate	6000.00	100.00	6100.00	24

Other Fees

Fee	Purpose	Fee Amount
Late Payment	Payment of outstanding balances	1.5% monthly interest on outstanding balances
Dishonored check, draft, or money order	Fees for dishonored payments	\$35.00
Registration Fee	Registration process fee	\$100.00
Readmission Fee	Students whose accounts have been canceled (but have not been academically dismissed) are eligible for reinstatement or	\$50.00



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	readmission and will be charged a fee to do so.	
Official Transcript Request Fee	There will be a fee for any transcripts requested.	\$30.00
Expedited Official Transcript Request Fee	There will be a fee for any expedited transcripts requested	\$45.00
Program Change Fee	A student may switch from one NAI program into another (at the same level) at any time by paying a program transfer fee.	\$50.00
Six Month Extension Fee (Certificate Programs Only)	Students who do not complete their program of study within the prescribed time limit must request a six-month extension.	\$50.00
One month Extension Fee (Individual Modules Only)	Students who do not complete their module within the prescribed time limit must request a one-month extension	\$25.00
Additional/Replacement Certificate Fee	Fee for each additional/replacement certificate requested.	\$20.00
Credit for Previous Training Application	Fee processing credit for previous training application	\$75.00

Payment Options

Payment Plan Option

Fees are due in full at the beginning of the program as per the student enrollment form. However, based on the student's financial circumstances and upon agreement with NAI, students can make a small down payment and break the remaining tuition into low, interest-free monthly payments. Each month NAI sends a statement to the student that reflects the current balance. Students are allowed to adjust the payment amount and due date with prior approval from NAI. NAI provides students maximum flexibility by allowing them to enroll in just one semester at a time. There are no hidden fees, and if applicable all course material fees are disclosed and identified clearly.

For students making monthly payments, the first monthly payment is due on the start date. Subsequent payments are due every month thereafter. Students will be invoiced each month until their tuition is paid in full. Students who signed up for Auto Bill Pay will have their credit card or bank account debited every month until their tuition is paid in full. Students are responsible for updating account information should the card expire or be closed, to avoid late or returned-payment penalties. Students who are paying by check will have the check sent to their bank for payment electronically through the automated clearinghouse. If there are insufficient funds in the student's account, NAI may resubmit the check for payment and a collection fee may be imposed. The first amounts we receive from the student in monthly payments will be credited toward the Nonrefundable Fees, Administrative Fees, and/or Registration Fees.

A LATE FEE of 1.5%/month will be charged for each monthly payment that is not paid within 10 days of its due date.

For any check, draft, or money order that is returned for insufficient funds (NSF), the student will be charged a \$35.00 fee, and NAI will resubmit for payment. For students using the Auto Payment option, they are responsible for keeping the account information updated to avoid



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any late or returned payment penalties. For any default that is not cleared within 15 days of NAI notifies the student of non-payment, NAI reserves the right to call the entire program obligation due and payable immediately, plus any collection or attorney's fees, and the student will not be entitled to any refunds. Payments should be made in US dollars only. Students in Canada and foreign countries will be responsible for the payment of any applicable customs duties.

Students must remain current with their monthly payments to continue to receive their course materials. Students cannot obtain transcripts or status letters if their account(s) is past due.

NAI reserves the right to suspend and deny online course access to the students due to an overdue account that is not remedied.

Collections Policy

Students are encouraged to stay in contact with the institution to remain current with their payment plans. Students will be notified if their payment plan becomes past due. If a student's account remains past due, multiple attempts will be made to notify the student of his/her/their outstanding balance.

In the event a past due account remains outstanding for more than 30 days, the student will have a financial hold placed on his/her account. The financial hold will block the student from accessing the student portal.

After multiple attempts to resolve the outstanding balance with the student and after a financial hold has been placed on the student's account, the remaining balance owed may be referred to a third-party collection agency. The institution does not sell its receivables and works to ensure any third-party agency treats students ethically and fairly. Students are responsible for all fees, interest charges, and other costs associated with the collection agency. Collection agencies may report outstanding balances to one or more credit bureaus.

Payment Methods

In addition to checks and money orders, NAI also accepts Visa®, MasterCard®, and American Express®. Students can choose to pay by mail, phone, or online.

- **By Mail:** When the monthly statement arrives, students should include a check, money order, or credit card information, and mail the payment in the enclosed postage-paid envelope by the due date indicated on the statement.
- **By Phone:** Credit card, debit card, and electronic check payments are accepted over the phone. Students should contact a Student Services representative at Tel: 862-842-4200 or toll free 855-840-4200 during normal business hours.
- **Online:** Students can make online payments through the NAI Student Portal at any time by credit card, debit card, or electronic check and transfer. Students should log into the online Student Portal and follow the simple, step-by-step instruction.

International Students



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Tuition payment must be made in U.S. funds only. Students in Canada and other foreign countries will be responsible for payment of any applicable transfer fees and customs duties.

Tuition Reimbursement

Some employers pay for education tuition for their employees. Students should check with their employers to see if they qualify for tuition reimbursement.

Re-enrollment

Students who voluntarily drop out of their certificate programs for any reason and seek readmission into these programs should contact NAI for information on the re-enrollment process and the applicable fees if any. Readmission is granted at the discretion of NAI. All past due balances must be paid before readmission. Students who have been academically dismissed from their program will not be granted readmission.

Refund Policy

General Cancellation/Refund Policy

Students may cancel their certificate program at any time. Cancellation requests may be submitted in writing:

Time of Withdrawal or Termination during Period of Obligation	Refundable Amount	Amount Owed by Student: Registration Fee +
Week 1	90% of Tuition	10% of Tuition
Week 2-3	50% of Tuition	20% of Tuition
Week 4 to 25% Point in Program	55% of Tuition	45% of Tuition
Between 25% & 50% Program	30% of Tuition	70% of Tuition
Over 50% of Program	No Refund	100% of Tuition

For more detailed information please refer to Schedule D – Refund and Cancellation Policy

Continuing education students -Refund: once the student has been granted access to a particular module no refund will be granted.



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Student Handbook, Code of Conduct and Academic Policies

Academic Policies

The following conduct is unacceptable and will not be tolerated:

- All forms of bias including race, ethnicity, gender, disability, national origin, and creed as demonstrated through verbal and/or written communication and/or physical acts.
- Sexual harassment including creating a hostile environment and coercing an individual to perform sexual favors in return for something.
- All types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, forgery, and alteration or use of institution documents of identification with intent to defraud.

Note: the above code of conduct is laid out in more detail in various NAI policies and included in the subsequent pages. Students are encouraged to review the handbook and these policies in detail.

Academic Honesty Policy

Academic integrity is the hallmark of excellence and the foundation of higher education which requires honesty in scholarship, research, and all course work. Students are always expected to submit their own work for all assignments, to present their own work and ideas in all discussions, and to properly cite original authors and others when referring to sources used. Students must succeed in their classes and programs without violating the Academic Honesty Policy.

To preserve the integrity of NAI's programs and maintain the high quality of education, the Faculty and Administration must address any charge of a violation of the academic honesty policy. At each penalty level, the case is reviewed by the Academic Review Board. The due process procedures include a formal request for inquiry and research to prove or disprove the charge. A proven violation carries academic penalties. Students who violate the Academic Honesty Policy will receive a warning on a first offense, will be placed on probation for a second offense, and will be canceled from the institution on a third offense.

Students may appeal the cancellation but may not appeal the warning or the probation. If an egregious violation occurs students may be immediately academically dismissed from their program. The Academic Review Board reserves the right to issue any penalty subject to the severity of the violation.

Academic Honesty Violations

The following violation types deserve close attention because they summarize various violations of academic honesty. This list below is not exhaustive but captures the predominant violations which occur. Students must strive to honor the regulations to preserve the integrity of their grades and certificates.

Plagiarism and Cheating

Plagiarism and cheating are acts of stealing and are types of fraud.



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Plagiarism is an act of taking someone else's words or ideas and using them or representing them as one's work. This includes not properly citing the source of the words or ideas. When students use direct quotations, they must use quotation marks and cite the relevant sources. When students paraphrase material, quotation marks are not used, but the sources still must be cited. Students must also cite sources for any use of language, ideas, theories, data, figures, graphs, programs, electronic information, or illustrations.

Cheating is an act of breaking the rules of honest and original work. Cheating includes purchasing essays, copying another person's assignment, posting assignments online asking for solutions, or paying someone to do one's work. It also includes sharing one's work, with another person or organization by allowing them to copy all or part of one's paper. Students are not permitted to share one's student username and/or password with others or an organization. Students are not permitted to receive, knowingly give, or attempt to give any unauthorized assistance in the preparation of any work required to be submitted for credit as part of a course.

NAI has the right, at its discretion, to review any exams/assignments that have already been graded and to change the grade if plagiarism is found.

The result of the investigation may lead to the following disciplinary action that can include but is not limited to:

Warning

- Documented counseling by staff
- Attend training workshop, write a paper on academic integrity
- Revision and resubmission of work with a possible grade penalty
- Submission of alternative assignment

Probation

- Documented counseling by staff
- Attend training workshop, write a paper on academic integrity
- Revision and resubmission of work with a possible grade penalty
- Submission of alternative assignment
- Fail the assignment
- Dismissed from course, suspended from the institution

Conditions for Dismissal

Students may be dismissed from the school for the following reasons

- Not adhering to the school's rules, regulations, policies, and code of conduct
- Not maintaining academic good standing and minimum grade point average
- Not meeting financial responsibilities to the school

An NAI graduate who is later found after graduation to have plagiarized, including allowing a student to copy his/her paper, may have his/her certificate revoked as per the Revocation of Certificate Policy.



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Re-entry Policy

Students that have been dismissed from NAI and are requesting re-entry must put their request in writing to the school director and outline the reasons for re-entry. The student will need to meet with a review panel before re-entering NAI. The decision of the review panel is final, and the students will receive a letter (or email) within seven (7) business days from the school stating the decision of the panel.

Credit for Previous Training

NAI is committed to helping students reach their educational goals as quickly as possible. However, technology changes rapidly and what was learned in an earlier program may no longer be applicable. To ensure that our students graduate with the skills necessary to achieve success in the workplace we will give recognition for previous training after the student has taken and passed a program proficiency test (verbal or written). The minimum passing grade is 75 percent proficiency on the tested information. Students wishing to receive recognition for previous training must show proof of previous training. There is a fee associated with administering the program proficiency test.

Unauthorized Access to Official NAI Materials

Students may not take, attempt to take, or in any unauthorized manner gain access to, alter, or destroy any materials pertaining to the administration of the educational process (including exams, grade records, answer keys, etc.). Unauthorized access includes sharing one's student username and/or password with another person or organization who is not authorized or enrolled as a student and is grounds for dismissal from the program.

Misrepresentation, Falsification of NAI Records or Academic Work

Students will not knowingly provide false information when completing NAI forms or applications (including admissions forms, enrollment agreements, use of false or counterfeit transcripts, etc.) or in any work submitted for credit as part of a course.

Malicious/Intentional Misuse of Computer Facilities and/or Services

Students are strictly prohibited from the malicious or intentional misuse of computer facilities and/or services. Violations of state and federal laws (including copyright violations, unauthorized access of systems, alteration/damage/destruction or attempted alteration/damage/destruction, use for profit, etc.) or NAI rules regarding computer usage (including account violations, damage or destruction of the system and/or its performance, unauthorized copying of electronic information, use of threatening or obscene language, etc.) will result in immediate disciplinary action including and up to academic dismissal.

Student Identification Numbers

Student numbers are issued to specific people to conduct NAI business. Any abuse of these numbers shall be cause for permanent dismissal from the NAI. Abuse includes but is not limited to obtaining student numbers, usernames, and/or passwords for malicious use or attempting to obtain for malicious use, false identification or attempted false identification, sharing student numbers with any other person or organization.



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Academic Honesty Appeal Process

Students have the opportunity to appeal Academic Dismissal decisions through the Academic Honesty Appeal process. Requests for appeal must be sent to the Academic Review Board within 10 days of receiving the academic dismissal. An appeal form will be sent to the student when they are advised of dismissal. The student's account must be current before any appeal review.

Submitting an appeal does not guarantee re-instatement. If the decision on the appeal is to deny re-instatement, then that decision is final, and no further appeal is allowed. If it is decided that the student will be re-instated, then the student will remain on Academic Probation until the necessary improvements are made in the student's academic performance. Failing to meet the NAI standard may result in a second academic dismissal from the program. After a second dismissal as a result of academic performance, a student will forfeit his or her right to an appeal and will remain dismissed permanently.

Revocation of Certificate Policy

If, after a certificate has been awarded, a certificate recipient is found responsible or involved in a violation of the Student Conduct Code involving academic dishonesty or fraud committed while a student, then NAI may impose, as a sanction, a revocation of the certificate, subject to the following procedures:

1. The Registrar will submit a recommendation of revocation of the certificate to the Academic Review Board.
2. A Notice of Intent to Revoke Certificate shall be sent to the student. This notice shall include the details of the alleged violation and the basis for the revocation.
3. The student may submit a written appeal in response to the Intent to Revoke Certificate to the Head of Academic Services within twenty (20) business days from the date of the Notice of Intent to Revoke Certificate. The imposition of the Revocation of Certificate will be deferred during such a statement is received and time has passed. If the student does not submit a statement within twenty (20) business days, the sanction of revocation of the certificate is final.
4. The Head of Academic Services will respond with a decision and send final documentation to the student. If the decision is to accept the appeal, the student's transcript will show no information of the revocation. If the decision is to not accept the appeal, the student's certificate will be revoked, and all student records permanently noted.



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Grading Policy

Each course is graded by taking the grade-weighted average of the grades received for the exams and/or assignments within the course. The following point totals correspond to the following grades:

Percentage	Grade Points	Standard
90-100	A+	Excellent
80-89	A	Good
70-79	B	Satisfactory
60-69	C	Poor
<60	F	Failing

Excellent

The student has demonstrated a thorough understanding of the content and skills presented in the course, consistently initiates thoughtful questions, and can see many sides of an issue. The student writes logically and clearly. He or she also integrates ideas throughout the course and, as appropriate, from previously completed courses in a program.

Good

The student is an excellent writer, maintains consistent performance, and demonstrates an understanding of course content that goes beyond the minimum requirements.

Satisfactory

The student demonstrates a minimal comprehension of the skills and subject matter included in the course and accomplishes only the minimum requirements while displaying little or no initiative.

Poor

The student's performance is barely acceptable. Assignments are late or missing and there is not even a minimal understanding or mastery of course content skills.

Failing

Quality and quantity of work are unacceptable.

Incomplete Grades

Incomplete grades are given when a student is unable to complete a course because of illness or other serious problems. An incomplete grade may also be given when through negligence or procrastination, students fail to turn in work, or take examinations. A student who misses a final examination must contact the instructor within twenty-four (24) hours of the examination to arrange for a make-up examination. If the student does not make arrangements to take missed examinations, then a failing grade will be given. Students who withdraw and are passing the program will be given a WP (withdrew passing). Students who withdraw and are not meeting the minimum grade point average will be given a WU (withdrew unsatisfactory grades).



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Academic Probation – Below Average Grades

Students who fail to maintain the minimum grade point average of 60% required for graduation will need to enter a probation period. The students will be given a chance to re-attempt with a make-up schedule. Students unable to increase their grades may be dismissed from the program. Refund will be given in accordance with the NAI's refund policy.

Exam/Assignment Retake Policy

Students are allowed two (2) attempts on each Quiz or Assignment. Students are not required to resubmit an exam if they are satisfied with the score received on their first attempt. The highest grade will be recorded as the final grade for the assessment.

For semester exams, the minimum passing score is 60 percent. Students who do not pass all sections of the exam may retake the failed exam or test once. All semester exam retakes must be completed within 30 days of the date of the original semester exam.

Student Evaluation Techniques

Quizzes/learning check points are administered throughout each module in the program. Each module has a final test to determine the amount of learning that has taken place. Test scores that are below 60% are an indication that the necessary skills for entry into employment were not acquired. Students should make arrangements for additional practice, independent study, or tutoring. Students are encouraged to contact NAI for further guidance and help. Tests are designed to evaluate students' skill set against industry standards. Other methods of evaluation may include individual projects.

Instructor and Course Evaluation Techniques

Instructor and course evaluations are conducted at the end of every single module through an online student survey. Surveys are reviewed by the director and used to improve instructor and course quality.

Withdrawal Policy

Students must fill out a withdrawal form and submit it to the school director. This document contains student ID, name, date, and reason for withdrawal. All financial obligations on the part of NAI and the student will be calculated using the official withdrawal date. It is the student's responsibility to withdraw officially from the school by submitting the form. Failure to withdraw formally may result in failing grades, breach of contract, dismissal, and additional financial obligations.

Conduct and Communications Policy

The NAI Conduct and Communications Policy refers to the respectful conduct of NAI staff, faculty, and students in any school communications including student's course assignments, test responses, and where applicable, threaded discussions and meetings. Respectful conduct also includes following all academic honesty policies that include, but are not limited to, protection of student IDs, usernames, and/or passwords, protection of course exams and assignments, responses to exams and assignments, and not sharing these with other persons, organizations, or websites. Violations of the NAI Conduct and Communications Policy will lead to disciplinary action up to and including dismissal from NAI.



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NAI provides students with different communication channels for communicating with its staff and faculty and responding to assignments and tests. Communication channels include e-mail, phone, mail, fax, chat rooms, and the Student Community. Other communications channels include the Student Portal or Brightspace, which are used for submitting course assignments, tests, threaded discussion responses, and communications to faculty.

It is college policy that NAI staff, faculty, and students maintain respectful, professional, and polite conduct in all communications at all times. All staff, faculty, and students are expected to treat one another with respect. Negative emotions, rude language, and/or profanity have no place in any type of communication channels including phone, written, electronic, etc. Any staff, faculty, or student using irate, sarcastic, rude, harassing, or offensive language in any types of communication channels to any staff, faculty, or student at the college will be subject to disciplinary action up to and including dismissal from NAI.

To allow continuous communications with NAI students, it is required that students update NAI with any changes to the student's account information. Student account information can be accessed through the Student Portal or students can contact Student Services with any changes to the student's name, address, e-mail, or phone number.

NOTE: NAI official communications are sent by email or mail. Most official forms require electronic communication by e-mail, unless forms or directions state otherwise. Students are held responsible for official NAI communications sent to students. Students should check their email accounts regularly and respond, where needed, to any communications sent from NAI.

Student Rights & Responsibilities

While NAI is here to provide all students an opportunity to learn in an online environment that is functional and easy to use, students also hold a responsibility to NAI and their studies. All students are expected to:

- Respect their peers and instructors.
- Maintain good academic standing while at NAI.
- Understand and follow all NAI policies and understand the consequences of violations.
- Protect student username and/or password by not sharing with any other person or organization, this is grounds for dismissal.
- Follow all deadlines to ensure successful completion of courses.
- Complete all assignments and assessments.
- Grow academically and intellectually.

Maintenance and Confidentiality of Student Records Policy

It is the policy of NAI not to release educational or financial information to anyone other than the student if the student is age 18 or older. For NAI to release information to anyone other than the student NAI must have written consent from the student to do so.



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NAI's policy regarding confidentiality is in keeping with the Family Educational Rights and Privacy Act (FERPA), which affords students certain rights concerning their education records. This includes the following:

1. The right to inspect and review the student's education records within 45 days of the day NAI receives a request for access
2. The right to request the amendment of the student's education records that the student believes are inaccurate.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. School officials are individuals or entities working for or on the behalf of the educational institution. A school official has a legitimate educational interest if the official needs to review an education record to fulfill his or her professional responsibility. As allowed within FERPA guidelines, NAI may disclose education records without consent to officials of another school, upon request, in which a student seeks or intends to enroll.
4. The right to file a complaint with the US Department of Education concerning alleged failure by NAI to comply with the requirements of FERPA.

At its discretion, NAI may provide Directory Information in accordance with the provisions of the Family Education Rights and Privacy Act. Directory Information is defined as that information that would not generally be considered harmful or an invasion of privacy if disclosed. Students may withhold Directory Information by notifying Student Services in writing; please note that such withholding requests are binding for all information to all parties other than for those exceptions allowed under the Act.

Grade Challenge Policy and Procedures

NAI faculty members are experts within their fields of study and have the final authority for assigning grades except for grades that are found to be a result of arbitrary or capricious grading. If a student believes and can support with clear and credible evidence that capricious or unprofessional grading has taken place, a grade challenge may be initiated on an assignment or a final course grade.

The Grade Challenge Policy provides guidance on grades within an active course and governs course final grades. Grade challenges may be made to the faculty on an individual assignment basis or submitted to the NAI student support on a final course grade.

Challenges to individual assignments while a course is active

Individual lesson assessment grades are to be handled between the student and faculty while a course is in session. The student must initiate contact with the faculty within one (1) week for individual lesson assignments (threaded discussions, multiple-choice exams, essays, etc.). The student must discuss the grade concerns with the faculty member who issued the grade.



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Challenges to a final course grade after the course has been completed

The following policy and procedures apply to all final course grade challenges. The Grade Challenge Form is to be used only to challenge a course final grade.

1. If a student believes he or she received a final course grade based on capricious or unprofessional grading the student must discuss within seven (7) days of the final grade being posted the dispute with the faculty member who issued the grade. The correspondence must be tracked through verifiable means such as e-mail.
2. If a satisfactory solution cannot be found, the student may escalate the grade challenge to the NAI's Academic Advising team or designate. A Grade Challenge is initiated within 30 days of the final course grade posting date.
3. After reviewing the Grade Challenge and supporting documentation for completeness, the form will be forwarded to the academic advising team or designated representative. If supporting documentation or recommendation is missing, the student will be contacted for completion.
4. The academic advising team may consult with the faculty member in an attempt to resolve the dispute. The original faculty member who graded the assignment or a different faculty member may be notified of the challenge and asked for his or her perspective.
5. Grade challenges may not be appealed beyond the Vice President and Academic Dean. All documents submitted for Grade Challenge are entered in the permanent record of students and faculty.

It is the student's responsibility to provide the necessary information to support the challenge. The student's Grade Challenge Form must include all required information as well as written justification for the grade challenge to be considered. The burden of proof rests with the student to provide any additional supporting documentation. Examples of necessary information include medical verification if the exception is due to illness or copies of any documentation to substantiate the request being made.

Student Complaint Policy – *(Please see Appendix A- Student Complaint Procedure and Form for detailed information)*

Student complaints should first be brought to the attention of the college by communication with academic advisors, student services advisors, instructors/faculty, or with a department or institutional representatives in question, who shall handle all student concerns with respect and concern. Many issues can be resolved informally once the college is made aware of the concern.

Should a student be unable to resolve the issue of concern informally, the student can submit a Student Complaint Form to the appropriate person as per the instructions on the form. It is important for the student to keep documents and records that provide evidence related to the issue of concern. This form is available through the Student Portal. If a student no longer has access to the Student Portal, the form may be requested to be sent by email or mail by contacting an NAI representative.



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To file a complaint with NAI, submit the Student Complaint Form, preferably via e-mail, within 15 days of the occurrence of the issue or event. The Student Complaint Form and supporting documents need to be directed to the appropriate channels as outlined in the complaint policy document and forms.

Upon submission of a complaint form and any supporting documents, the student will be notified of any outcome of an official review and determination within 30 days after NAI receives the complaint.

Student Complaint - Right to Appeal

Once a student attempts to resolve a complaint through the Student Complaint Policy and/or in conjunction with the resolution of a complaint through another channel such as phone, email, or mail and the student maintains the complaint as unresolved, the student is allowed to appeal the outcome. Appeals must be submitted within seven (7) calendar days of the receipt of the outcome. The appeal must be in writing using the Student Complaint Appeal Form and documentation related to the complaint and attempts to resolve the complaint must be attached. The Student Complaint process and appeal are located on the Student Portal or may be requested from a student representative. The appeal form must include a detailed description of the student's attempt to resolve the complaint, the steps taken to resolve the complaint, and the desired outcome of the appeal.

The student will receive in writing the outcome of any appeal within fourteen (14) days after NAI receives the Student Complaint Appeal Form and after school has received all requested information. Additional time may be needed as determined by the Head of Academic Services. Final institutional decisions are made by the Head of Academic Services. All documents will become a permanent part of a student's record.

"In the event of an unannounced school closure, students enrolled at the time of the closure must contact the Department of Labor and Workforce Development's Training Evaluation Unit within ninety (90) calendar days of the closure. Failure to do so within the ninety (90) days may exclude the student from any available form of assistance. Please contact the Training Evaluation Unit via email at trainingevaluationunit@dol.nj.gov."

Student Grievance Policy

A grievance may arise out of a decision reached or action taken by a member of the faculty, staff, or administration of NAI. A basic grievance is that the college has violated a published policy. It does not include grade appeals. The purpose of the Student Grievance Policy is to provide a process for an impartial review and to ensure that the rights of students are properly recognized and protected.

The first step to resolve a grievance is to ensure that all informal channels of resolution and the Student Complaint Policy have been exhausted. If the student believes that the resolution received was unsatisfactory, the student has a right to appeal. Please see the Right to Appeal information in this catalog. If the student is still not satisfied with the appeal results, the student may contact any of the below agencies. Please note that these agencies require that a complainant work with the institution first to exhaust all avenues for resolution.



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New Jersey State Agency:

New Jersey Department of Labor and Workforce Development
John Fitch Way, 6th Floor
PO_Box 955
Trenton, NJ 08625-0955

Better Business Bureau: BBB

BBB online contact at www.bbb.org

Grants, Student Loans, and Scholarships

NAI does not award grants or scholarships at this time. We do honor grants and scholarships that our students have been awarded from outside organizations. If applicable, we do assist our students with obtaining student loans.

NOTE: Students who have obtained a school-assisted loan and withdrawn from NAI or have had their enrollment terminated must notify the loan institution of their withdrawal. NAI will reimburse the loan institution for the balances due in accordance with the NAI's refund policy. The student will be responsible for any balances due on the student loan. Students are responsible for repaying their loans for received instruction.

It should be noted that student loans with the bank must be satisfied regardless of the success or lack of success at NAI. When a student is given a loan, he or she signs a promissory note with the bank. This loan is the same as any other loan and the student has full responsibility for managing the loan and its repayment.

Credit Disclaimer Statement

NAI is not approved to offer college or university credits. The academic credits obtained at NAI are not transferable to other programs at other institutions or colleges and universities.

Non-Discrimination Policy

NAI is committed to providing an environment that is free from discrimination based on race, color, national origin, sex, sexual orientation, or disability in its educational programs, activities, and /or employment practices. If any student, faculty, staff, or applicant has a question or concern regarding compliance with this policy, that person may direct the question or concern to the college director at info@neuageinstitute.com.

Students with Disabilities Act

NAI believes in opportunity for everyone. Therefore, the school strives to meet the needs of all students by providing instructional support and student services which will enable them to reach their maximum potential. The school does not discriminate based on race, color, gender, religion, national origin, age, or physical disability.

NAI complies with Section 504 of the Rehabilitation Act of 1973 and the implementing regulations 34 CFR part 104 (barring discrimination based on disability), and the Americans with Disabilities Act (ADA) of 1990, and the implementing regulations in 29 CFR part 1630 (1991). The school will offer



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reasonable accommodation for any qualified student with documented disabilities provided the accommodation does not pose an undue hardship on the school or does not force the school to fundamentally alter the educational course, compromise its academic standards, or place the disabled individual in a better than an equal position with nondisabled students. Students must submit documented evidence of disability to info@neuageinstitute.com to be eligible for any accommodations. All completed requests for accommodations will be reviewed by NAI. Students will receive written communication outlining the decision of the committee.

Graduation Policy

Graduation Requirements

To be eligible for graduation, the student must be in good standing academically and financially:

1. successful completion of each module by obtaining at least 60% mark in each module
2. No overdue amount to the NAI

Personalized Career Services

NAI provides students with the tools needed to help students succeed; this includes helping students search for their dream job. Students receive exclusive access to personalized NAI Career Services.

The Career Services Department provides students with the services listed below.

- Provide resources and templates for writing resumes and cover letters
- Critique student resumes and covers letters with helpful feedback
- Provide recommendation letters for students seeking internships or externships
- Strengthen interview skills through mock interviews and strategy development
- Suggest NAI programs of study to enhance student's skillset
- Refer students to relevant career tools located in the NAI Learning Resource Center (LRC)
- Convey labor market information pertinent to student's residence
- Guide career questions posted by students

Career Guide

A Career Guide is provided to students as part of their program.

Documentation of Employment after Graduation

Per the requirement of regulatory agencies, the institute is required to collect and maintain graduate employment data. At or near graduation, graduates will be asked to provide the following information:

- Are you currently working?
- Employer name, address, telephone, your job title, start date, your job duties, and licensing passage status.
- Will you be on Active Military Service after graduation?
- Do you plan to continue your education at an accredited institution? If so, where, when, and what program do you plan to start? Your employment, military, continuing education, and licensing status may be verified by NAI and/or an outside third party.



NEUAGE INSTITUTE

Compliance with Copyright and Intellectual Property Law

Anyone who believes that any faculty, staff, or student at the College has infringed on their rights as a copyright owner should contact the Head of Academic Services with the following information:

- Complete name, mailing address, email address, phone, and fax numbers.
- Information about the copyrighted material (URL, book title, etc.).
- The URL of the College site which has the infringing material; and
- Any other information supporting the claim.

NAI will apply measures to protect against unauthorized access (e.g., limiting transmission to students enrolled in a particular course) and requires that only lawfully acquired copies of copyrighted works are used.



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A Student's Guide to Avoiding Plagiarism

Plagiarism is a violation of the Academic Honesty Policy. Whether it is intentional or not, plagiarism is cheating; it is both illegal and a breach of academic conduct. This guide briefly addresses definitions and examples of plagiarism and provides instructions on how to avoid plagiarism in your assignments.

As a student, you will often need to present the ideas and opinions of professionals in your own words. Your instructor/grader expects you to use the work of others in your responses; there is no way to avoid this. However, to avoid plagiarism, simply cite the work of others correctly in APA format, every time. You should refer often to the APA Guidelines as well as to a printed or online APA style manual.

The following suggestions can help prepare your responses.

1. As you take notes, mark the material that is directly copied or paraphrased in a significant way, perhaps by using a different colored font or by changing the background color of the information (highlighting the information). When you finalize your paper, you can easily check to be sure that you have cited this information.
2. When you are paraphrasing information, read the information and then write it down from memory. This will help you to avoid using the sentence structure and words of others. Remember that a paraphrase must still be cited.
3. When quoting directly, copy the person's name that you are quoting into your notes next to the quote as you take notes and put quotation marks around the exact words that you copied. Use very few quotes in your papers, quoting only when the exact phrasing of the information is as important as the information itself.
4. Always put quotation marks around any direct statement from someone else's work (or indent and single-space extended quotations). Always give a footnote, endnote, or another form of citation for this quotation.
5. Cite any paraphrase or another writer's ideas or statements.
6. Cite any thoughts you obtained from a specific source in your reading.
7. Cite any material, ideas, thoughts, etc., you received from your reading that can't be described as general knowledge.
8. Cite any summary (even in your own words) of a discussion from one of your sources.
9. Cite any charts, graphs, tables, etc., made by others or any you made using other's information.
10. Cite any computer algorithm you incorporate into a computer program if you did not write or create the algorithm yourself. (Excerpt from the Logger, 1995, p.12. 9).
11. Consult your instructor if you have any questions regarding issues of plagiarism and academic honesty.



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Appendix A: Student Complaint Procedure

NeuAge Institute (NAI) is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and NAI. The “Student Complaint Procedure” is designed to provide students with both an informal and formal process whereby a student may request the review and resolution of a concern if a satisfactory resolution has not been reached by way of the daily problem-solving activities between staff and students which, in most cases, result in immediate resolution. The student has the right to present his/her case and be accompanied by an individual of his/her choice at all times during the process who can make an oral or written presentation on the student’s behalf.

Students are encouraged to address any concerns immediately; please do not let a minor problem develop into a major one. Should you have any problems or concerns during your training period, we encourage you to discuss them promptly with the staff member directly involved. Should the resolution to your issue require further involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including the NAI Director as part of the NAI *formal complaint procedure*.

Formal Procedure

1. In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion approach recommended above, the student can request that a formal complaint procedure is launched. To do so, a student must complete and sign a Student Complaint Form (*sample attached*) within fifteen (15) days of the incident occurring, recording the concern and documenting the student's desired resolution. Once signed, a copy is submitted to the NAI administration office which in turn forwarded to the director - NAI.
2. NAI Director will arrange to meet with the student within seven (7) working days of the date of the written complaint. If a satisfactory resolution is achieved during the meeting, the resolution plan is implemented, and the director will follow up to ensure the resolution plan satisfactorily resolves the concern.
3. The director will meet briefly with the student to close the concern and record in Part B of the original Student Complaint Form a description of the mutually satisfactory outcome of the resolution. The student and the director will sign the declaration at the bottom of Part B. The original form will be given to the student and a copy will be filed in the student’s academic file.

Review Process

1. Where a concern has arisen that cannot be resolved through the formal procedure above, the student will be asked to complete and sign Part C (Request for a Review) of the original Student Complaint Form setting out the reasons why the formal procedure resolution was unsatisfactory. The student will again keep the original form and a copy will be submitted to the NAI Admission office.
2. NAI Admission office and NAI Director will form a Student Complaint Committee to investigate the student's concern and meet again with the student within two (2) working days of the request for a review to discuss a resolution. The committee consists of a minimum of 3 people



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from the following areas: the academics department, student representative, and college administrator.

3. The Committee will report to the student by completing and signing Part D of the Student Complaint Form within five (5) days of the conclusion of its resolution investigation process. The written report will include a summary of the investigation findings and the committee's complaint resolution decision including the reasons for arriving at the decision.
4. The student is given the original signed copy of the form. A copy of the form will be retained in the student's academic file and a copy will be placed in the Campus Student Complaint Binder, where it will remain for a minimum period of three (3) years.
5. NAI Admission office will maintain this binder on site.
6. The maximum allowable time between the date of complaint and a final decision is 30 days. Student complaints need to be closed within 30 days of the initial date of the complaint.
7. After attempts to resolve student's complaints have been completed at the school level, the student may submit to the New Jersey Department of Education & Labor and Workforce Development at the address below:

New Jersey State Agency:

*New Jersey Department of Labor and Workforce Development
John Fitch Way, 6th Floor
PO_Box 955
Trenton, NJ 08625-0955*

8. "In the event of an unannounced school closure, students enrolled at the time of the closure must contact the Department of Labor and Workforce Development's Training Evaluation Unit within ninety (90) calendar days of the closure. Failure to do so within the ninety (90) days may exclude the student from any available form of assistance. Please contact the Training Evaluation Unit via email at trainingevaluationunit@dol.nj.gov."



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Student Complaint Form

Section 1

Instructions:

- Complete all the required sections
- Ensure you have the complete and correct contact information as AAPS will need to contact you if additional information is required
- Sign completed part A
- Submit a copy of this form to NAI. Keep the original for yourself

PART A (to be completed by the student)

i) Personal Information

Last Name:	First Name:
Student No.:	
Street Address (number and street name):	
City/Town:	Province:
Country:	Postal Code:
Home Phone#:	Work Phone#:
Mobile Phone#	
E-mail Address (please print clearly)	

ii) Complaint Details

Complaint Description (if you need more space for any of the questions please attach a separate sheet.)



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What would you like the college to do to resolve this complaint?

Describe the formal and informal steps you have taken to resolve the complaint

By signing this form, I, _____ declare the information provided by me in Part A to be true and accurate.

Signature

Date (dd/mm/yyyy)



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PART B (to be completed by NAI)

i) Resolution and Follow up

Describes the complaint resolution and monitoring plan implemented by NAI

ii) Complaint Closure

This part is to be signed by both the student and the college when a mutually satisfactory resolution has been achieved.

We (student name) _____ and (NAI Representative) _____

Declare that the resolution described above has worked to our mutual satisfaction and agree to close this complaint,

Student Signature

Date (dd/mm/yyyy)

College Staff Signature

Date (dd/mm/yyyy)



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Section 2

Request to Review Resolution and Follow up plan outline in PART B

Part C: To be completed by the student when requesting a review

Reasons for unsatisfactory Resolution and Follow up plan

Student Signature

Date (dd/mm/yyyy)

Part D: To be completed by NAI

Findings of Student Complaint Committee

Outline the Student Complaint Committee's resolution decision and reasons for the decision

NAI Signature

Date (dd/mm/yyyy)



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Appendix B: Non-Discrimination and Non-Harassment Policy

It is the policy of NAI to provide a working and learning environment free from sexual harassment and sexual violence. All members of NAI, regardless of their sexual orientation or their gender or gender expression, or gender identity, have the right to engage in their education, work, and other activities free from all forms of sex or gender-based discrimination or harassment, including sexual misconduct. By state and federal law, sexual harassment, or sexual violence by members of the school community against members of the school community are considered unlawful sex discrimination and are strictly not allowed. Sexual harassment or sexual violence by others against members of the school community should be reported immediately for suitable action.

This policy broadly encompasses the operation of the Institute's educational programs and activities occurring on the online campus, and during events and situations over which the school exercises substantial control such as externship sites, graduation/pinning ceremonies, and during other school-related events. This also encompasses the work environment of all NAI personnel. NAI is committed to ensuring that this zero-tolerance policy is effectively observed in all the Institute's endeavors and that every complainant receives appropriate support, respondents are treated as responsible only after receiving due process and fundamental fairness, and school officials serve impartially without bias for or against any party.

Title IX of the 1972 Higher Education Act (20 U.S.C. 1092) applies to schools, colleges, and universities that receive any amount of federal funding. Title IX allows the U.S. Department of Education to investigate complaints, order remedies, and withhold funding from educational institutions in violation of sexual harassment under the Act. Enforcement of Title IX is administered by the Department of Education's Office of Civil Rights. The Violence Against Women Reauthorization Act of 2013 amended the Clery Act (34 CFR §688.46) to further hold schools responsible for providing awareness and prevention campaigns and reporting crimes related to sexual assault, domestic violence, dating violence, and stalking. Enforcement of the Clery Act is administered by the Department of Justice through local and state law enforcement agencies.

Any student who feels that they are being discriminated against for ANY reason may contact the Director's Office or may call NAI's Complaint and Dispute Resolution line and remain anonymous. Additionally, any student experiencing discrimination or harassment should follow the Institute's Student Grievance Policy. Students are also advised that recourse can be sought through the Equal Employment Opportunity Commission (EEOC), the Office of Civil Rights (OCR), the NJ State Division of Human Rights, or the Courts or other remedies allowable by law.



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Appendix C: Non-Disparagement Policy

1. **Consideration.** In consideration for delivery of the programs and other good and valuable considerations, the receipt and sufficiency of which is hereby acknowledged by all current NAI students ("Students"), the Students agree to abide by NAI's Non-Disparagement Policy.
2. **Definition.** "Disparagement", for the purposes of this Agreement, shall generally refer to negative remarks which are made maliciously or recklessly about NAI, including all of those persons covered under this Non-Disparagement Policy (hereinafter the "Policy"), or without taking reasonable steps to verify the truth of such remarks before having made them.
3. **Students bound.** Subject only to Federal and State of New Jersey? law held to be applicable in), the Students shall be bound by and shall familiarize themselves with this Policy, which shall be posted around the campus. Adhering to the Policy is an ongoing condition of enrollment.
4. **Purpose of Policy.** NAI has a reputation for excellence in the delivery of pharmaceutical-related programs. NAI is therefore committed to maintaining high standards in teaching and in ensuring that the value of an NAI credential remains strong and is relatively uncompromised by Students who seek to disparage the College, its programs, its instructors, or its graduates.
5. **Social Media.** With the popularity of social media (Facebook, YouTube, Twitter, LinkedIn, etc.), Students and alumni of NAI can communicate in ways they have never done before. NAI applauds the fact that Students and alumni have new opportunities to network for employment in their chosen vocation and can communicate with each other socially. NAI is confident that this will contribute to NAI's long-standing reputation in the marketplace. However, Students expressly acknowledge that disparaging postings and communications through social media can, and without limitation:
 - a. Compromise NAI's corporate and scholastic/academic reputation in the global community.
 - b. Compromise the value of a Student's credential as a future "alumnus" of the school.
 - c. Compromise specific individuals (Students, former students, faculty, employees, and others) who are the subject matter of the postings.
 - d. Expose the party posting such communications to sanction and scrutiny immediately, and for many years to come.
6. **Corporation Reputation and "Alumni".** Reputation is a two-way street. Students derive significant benefit from being an alumnus of NAI. At the same time, NAI is ultimately "defined" by the "quality" of its graduates i.e., where they end up working, how they put their skills to use in the workforce, and whether they are happy with their chosen vocation. NAI and its Students have a common interest in preserving and protecting the integrity and image of NAI.



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7. **Specific Undertakings of Students:** With the above in mind, Students shall undertake to do the following:
- a. Refrain from making any public statement(s), through social media or otherwise, about NAI, that would be considered inaccurate, unduly critical or derogatory, or libelous, or which may unfairly injure the reputation of NAI.
 - b. Refrain from making any public statement(s), through social media or otherwise, that would be considered inaccurate, unduly critical or derogatory, or libelous, or which may unfairly injure the reputation of another (and without limitation) existing or former student, instructor, or staff member of NAI.
 - c. Report to NAI immediately the publication of any unduly critical, derogatory, or libelous statement(s), or statement(s) which may unfairly injure the reputation of NAI, through social media or otherwise. Such reporting shall include the author(s) of such publication and all other specifics known to the reporting Student.
 - d. Report to NAI immediately, the publication of any inaccurate, unduly critical or derogatory, or libelous statement(s) that may unfairly injure the reputation of another (and without limitation) existing or former student, instructor, or staff member of NAI. Such reporting shall include the author(s) of such publication and all other specifics known to the reporting Student.
 - e. Refrain from disparagement of NAI in any other form that would reasonably be considered to bring NAI, and without limitation, its faculty, staff, or alumni, into disrepute.
 - f. Familiarize themselves with any other policies that bind them while Students, including but without limitation, NAI's Non-Harassment and Non-Discrimination Policy.

Discipline for Non-Compliance. Discipline, including expulsion or other sanctions as appropriate and consistent with NAI's Student Discipline Policy, may result from non-compliance with this Policy.



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Appendix D: REFUND POLICY

NeuAge Institute adheres to the following policy in determining refunds of tuition and fees paid in advance or sums due to the institution when a student withdraws or is terminated from the institution before the completion of the program. All refunds, when due, are made without requiring a request from the student and are made within 10 days (1) of the last day of attendance if written notification has been provided to the institution by the student, or (2) from the date the institution terminates the student or determines withdrawal by the student.

NeuAge Institute policies comply with New Jersey refund and cancellation policy requirements. If tuition and fees are collected in advance of the start date of a program and NeuAge Institute cancels the program, 100% of the tuition and fees (including fees identified as non-refundable) collected are refundable. Such refunds, when due, will be made within 10 business days of the planned start date.

PARTIES RIGHT TO CANCEL

NeuAge Institute applies the following cancellation policy to all applicants:

(1) If the applicant's enrollment agreement is rejected by the school, all tuition and fees paid by the applicant will be returned within 10 business days of the date the applicant's enrollment agreement is rejected, excluding the registration fee.

(2) Applicants that enroll in a program at NeuAge Institute may cancel their enrollment in person or in writing via email. If the applicant cancels or terminates the enrollment agreement with the school within 5 business days after signing the enrollment agreement but not before classes begin, all tuition and fees - excluding the registration fee - paid by the applicant will be returned within 10 business days of the date the institution receives the cancellation request.

INSTITUTIONAL REFUND POLICIES FOR STUDENTS WITHDRAWN OR TERMINATED AFTER THE FIRST DAY OF CLASS

The following institutional refund policies apply to all students who withdraw or are terminated for any reason, by either party, including the student's decision, course or program cancellation, or closure of the school after the beginning of the program. The period of obligation is defined as the term or payment period billed in which the student withdrew or was terminated from school. Students are responsible for any balances due to the school for unpaid institutional charges. The official withdrawal or termination date is the postmark date on written notification from a student, or the date the school is notified in person, or the date the school notifies the student via email of the student's termination. The unofficial withdrawal date is the student's last date of attendance. If a student withdraws from enrollment after the first day of class, any refund owed, when due, will be paid to the student within 10 business days of any notice of withdrawal or the date the school determined that the student officially or unofficially withdrew or was terminated. The amount of any refund owed will be determined in accordance with the charts below.



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NON-REFUNDABLE COURSE FEES, EQUIPMENT FEE, EXTERNSHIP FEE, AND TEXTBOOK FEES

Amounts billed for all course fees, kit fees, and externship fees, as well as textbooks, are not included in tuition; these separately billed fees are non-refundable for students that withdraw or are terminated after the first day of class. Amounts billed for all fees are not included in the institutional refund calculation charts shown below.

INSTITUTIONAL REFUND AMOUNTS FOR STUDENTS WITHDRAWN OR TERMINATED AFTER THE FIRST DAY OF CLASS.

Students who withdraw or are terminated after the first day of class will have their tuition refund calculated as follows:

Time of Withdrawal or Termination during Period of Obligation	Refundable Amount	Amount Owed by Student: Registration Fee +
Week 1	90% of Tuition	10% of Tuition
Week 2-3	50% of Tuition	20% of Tuition
Week 4 to 25% Point in Program	55% of Tuition	45% of Tuition
Between 25% & 50% Program	30% of Tuition	70% of Tuition
Over 50% of Program	No Refund	100% of Tuition

* The first week of the period of obligation is defined as seven consecutive calendar days starting on the date the term of instruction begins; all subsequent weeks follow thereafter.



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Appendix E: DISABILITIES ACCOMMODATION POLICY

NAI is readily accessible to disabled students and complies with the Americans with Disabilities Act (ADA) and guidance from the Equal Employment Opportunity Commission (EEOC) and the Office of Civil Rights (OCR). Reasonable accommodations, including appropriate auxiliary aids and services, can be available upon request for individuals with disabilities.