



NCCAP Student Course Policy Handbook

National Certification Council for Activity Professionals

Effective Date: March 1, 2026

This handbook outlines the policies that apply to all students enrolled in **NCCAP educational programs**, including **Live Instructor-Led Courses and On-Demand Courses**.

By registering for an NCCAP course, students acknowledge that they have read and agree to the policies outlined in this handbook.



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1. Course Enrollment Requirements

Students must either:

- Pay the course **in full**, or
- Sign and agree to the **NCCAP Payment Plan Promissory Note**

before course access will be granted.

Students with **pending payments or incomplete documentation** will not receive access to the NCCAP online learning platform.

2. Payment Plan Policy

NCCAP understands that some students may require flexibility when paying for their course.

NCCAP offers a **Payment Plan option** that allows the remaining balance to be paid in **two (2) or three (3) monthly payments**.

The Payment Plan includes:

- A **\$50 processing fee**
- A signed **Promissory Note**
- Authorization for NCCAP to charge the payment method on file

Students must remain **current on all scheduled payments**.

If a scheduled payment is missed, the student will have **ten (10) business days** to submit payment before being dropped from the course.

NCCAP reserves the right to **suspend or revoke course access** for any student who fails to remain current on their payment plan or initiates a chargeback.



3. Live Course Policies

Non-Refundable Deposit

All live courses require a **\$300 non-refundable course deposit** at the time of enrollment.

Attendance Policy

Attendance is mandatory for all scheduled class sessions.

Students who miss **more than two (2) class sessions** will be **automatically dropped from the course** and are not eligible for a refund.

Withdrawal and Refund Policy

Students may withdraw from the course **before the third (3rd) class session**.

If a student withdraws before the third class session:

- The student may transfer to another live course, or
- The student may request a refund excluding the **\$300 non-refundable deposit**

After the third class session, **all course payments become non-refundable**.

Course Cancellation

If an instructor cancels a course and the student chooses not to enroll in another course, the student will receive a **full refund minus the \$90 resource book fee**.



4. On-Demand Course Policies

Course Access

Students will receive access to the course once:

- **Full payment has been received, or**
- The required **course deposit and payment plan documentation** has been completed.

If payment is pending, **course access will not be granted.**

Refund Policy

The **\$300 paid at the time of enrollment is a non-refundable course fee.**

Because on-demand courses provide **immediate access to digital materials:**

- Any payments made after the course deposit become **non-refundable once the student has opened Module 1**
- If a student voluntarily disenrolls from the course, payments made **more than three (3) days after enrollment are non-refundable**

5. Course Completion Requirements

Students have **one (1) year from the course enrollment date** to complete all course requirements.

To successfully complete the course, students must:

- Complete all required coursework
- Achieve a **minimum passing score of 70%**
- Pass the **NCCAP National Exam**

If the course is not completed within one year, the student must **re-enroll as a new applicant.**



6. Course Transfers

Students may request to transfer:

- From **Live to On-Demand**
- From **On-Demand to Live**
- From **Live to another Live course**

Students are limited to **one (1) transfer per enrollment period**.

Transfers must occur **within one (1) year of the original course start date**.

7. Facility-Paid Enrollments

If a facility or employer pays for a student's enrollment:

- The facility may be required to provide **documentation verifying payment**
- Enrollment may be transferred to another employee **only if the course has not been accessed and Module 1 has not been opened**

If the course has been accessed and Module 1 opened, the enrollment is considered **activated and assigned to the student**.

Changes in employment status **do not qualify for a refund**.



8. Course Materials and Account Use

All NCCAP course materials are provided for **individual student use only**.

Students may not:

- Share login credentials
- Allow another person to complete coursework
- Copy or distribute NCCAP course materials

Violations may result in **course termination without refund**.

9. Chargeback Policy

Students who initiate a **payment dispute or chargeback** may:

- Have their course access **immediately revoked**
- Become **ineligible for future NCCAP courses or certifications**

until the dispute is resolved.

10. Administrative Dismissal

NCCAP reserves the right to remove or dismiss a student from a course without refund for:

- Academic dishonesty
- Harassment or inappropriate conduct
- Sharing course materials
- Falsified documentation
- Failure to comply with course policies



11. Certification Ownership

NCCAP certification is awarded to the **individual student**, even when a facility sponsors the course.

Certification **cannot be transferred to an employer or facility.**

12. Right to Refuse Enrollment

NCCAP reserves the right to deny or revoke course enrollment, certification eligibility, or participation in NCCAP programs at its sole discretion.

This may occur in cases including:

- Repeated chargebacks
 - Policy violations
 - Academic misconduct
 - Harassment or inappropriate conduct
 - Misrepresentation of credentials
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13. Policy Agreement

By registering for an NCCAP course, students acknowledge that they have read, understood, and agreed to the **NCCAP Student Course Policy Handbook**.