

Hacienda La Puente Adult Education (HLP AE) maintains a fair and equitable refund policy that complies with the standards established by the Council on Occupational Education (COE). All refunds are initiated and processed by HLP AE and do not require a request from the student.

Refunds are issued automatically if a class is canceled by HLP AE, or when a student officially withdraws in writing prior to the fourth class meeting, regardless of whether any class sessions were attended. Additionally, if HLP AE determines that a student has withdrawn or is no longer in attendance, the appropriate refund will be calculated and processed without any action required by the student.

When a refund is due, HLP AE processes it within 45 calendar days of either the student's last day of attendance—if written notification of withdrawal was provided—or the date on which the institution determines that the student has withdrawn. Students should allow up to six weeks for the full refund process to be completed.

In cases where a student enrolls but does not begin class, HLP AE retains no more than one hundred dollars of any tuition and fees paid in advance, in accordance with COE regulations.

Certain fees and materials are non-refundable. These include missed classes, insurance fees, textbooks, materials and equipment fees, and uniforms. These items are considered the student's property once issued and cannot be returned for credit.

As a public institution, HLP AE adheres strictly to the refund policy adopted by the Council on Occupational Education.