



## NEO CLOUD TECHNOLOGIES – ADMISSION POLICY FOR CLIENTS, TRAINEES, INTERNS AND MENTEES

This information is for Neo Cloud Technologies learners and other training partners regarding our admission guideline, refund, cancellation, and deferment policy.

Read and understand the admission guideline thoroughly. Identify how this admission guideline applies to your specific training, internship, or mentorship program.

Strict compliance is expected as any default or non-compliance will be dealt with as deemed appropriate by **NEO CLOUD TECHNOLOGIES** disciplinary Department.

1. **Proof of Enrollment:** Following your course payment, you'll receive a receipt via email for your reference. This receipt serves as confirmation of your enrollment and is required for attending classes and collecting your certificate at Neo Cloud Learning Institute.
2. **Guaranteed Payment Processing:** For your peace of mind, all receipts are generated through our secure Neo Cloud Billing system and sent directly to your registered email address. To safeguard your payment and ensure proper credit. Please direct all payments to the official Neo Cloud Technologies account only. Remember, the account name should clearly display "**Neo Cloud Technologies**". This helps prevent any delays or complications.
3. **Respectful Conduct:** All students at Neo Cloud Technologies are responsible for behaving in a manner that fosters a learning environment where the rights, dignity, and freedom of all members of the academic community are respected.
4. **Minimizing Disruptions:** Please respect your fellow students' right to learn and refrain from talking or engaging in other disruptive behaviors during class.
5. **Mobile Devices:** Please silence your cell phones for the duration of the class.
6. **Etiquette:** Remember, Neo Cloud Technologies is a place of learning and professional conduct is expected at all times.

7. **Punctuality:** Punctuality is essential. Regular and timely attendance is mandatory.
8. **Certificate Eligibility:** To be eligible for a course certificate, you must attend at least 70% of the total class time.
9. **Certificate:** Please be advised that effective April 1, 2024, only certificates bearing the signature of the Principal Consultant, Neo Cloud Technologies, will be considered valid. All certificates issued prior to this date will remain in good standing.
10. **Lateness:** Lateness exceeding 15 minutes without prior notification to the faculty is discouraged.
11. **Project Submission:** All projects must be submitted on time and as instructed.
12. **Food and Drink:** Food and drinks are not permitted in learning facilities.
13. **Strictly prohibited:** Smoking or vaping in any NEO CLOUD TECHNOLOGIES facility.
14. **Professionalism:** Wait patiently for your turn and avoid interrupting ongoing conversations. Use appropriate language and gestures at all times.
15. **Consideration:** Do not loiter or disrupt the learning environment.
16. **Communication:** If you have a complaint or concern, express it in a calm and professional manner.
17. **Attendance:** Missing more than two weeks of class without notice may result in program termination and ineligibility for a refresher class.
18. **Equipment Care:** Treat all learning equipment, furniture, and fittings with respect.
19. **Rescheduling:** NEO CLOUD TECHNOLOGIES reserves the right to reschedule classes as needed.
20. **Outstanding Balances:** All outstanding program fees must be cleared two months prior to the program end date.

21. **Downgrading:** Downgrading to a different course will forfeit the difference in fees. No refunds are available after payment.
22. **Media Use:** NEO CLOUD TECHNOLOGIES reserves the right to use photographic or film recordings of trainees, interns, or mentees for promotional and/or commercial purposes without any compensation.
23. **Image Rights:** Trainees, interns, or mentees grant NEO CLOUD TECHNOLOGIES all rights, titles, and interests they may have in any media containing their name, image, voice, or likeness.
24. **Program Termination:** NEO CLOUD TECHNOLOGIES may terminate a student's enrollment at any time for violating the program guidelines or bringing disrepute to the company's name.
25. **Employee Transactions:** NEO CLOUD TECHNOLOGIES is not liable for any commercial or financial transactions between its employees and clients, students, or mentees without the prior knowledge and approval of the Principal Consultant.

### **Additional Information**

The Faculty reserves the right to postpone classes if the minimum enrollment for smooth operation is not met. This will not incur additional fees.

### **Program and Training Cancellation**

#### **Payment Schedule**

- Prior to the course start date, you are required to pay a first installment of 70% of the total fee.
- The second installment is due one month after the first payment. For two-year courses, the second installment is due six months after the first payment.

## **Course Cancellation Policy**

- You have the right to cancel your course by requesting a "course cancellation" in writing at least 5 working days before the scheduled course start date. Course start dates are clearly communicated to all students.
- Students who register and pay for a course within 5 days of the start date cannot cancel their course once the class has begun.

## **Rescheduling**

- Neo Cloud Technologies reserves the right to reschedule a course due to unforeseen circumstances. We will communicate any rescheduling at least a day before the commencement of the originally scheduled class.

## **Cancellation After Program Start**

- Cancellation of a course after the program and training have begun will not be eligible for a refund. Students who cancel after the start date are obligated to complete the program.

## **Course Changes and Deferment**

### **Changing Courses**

- Students can only request to change to a different course with approval from the Neo Cloud Academic Team.
- **Before the course start date:** Students can request a program change up to 5 days before the class begins.
- **After the course start date:** Approval for a course change can only be granted up to 1 day before the training starts.

- **Important:** If a course change is approved, the new course must be paid for in full before a refund is processed for the original course.

### **Deferring Your Program Start**

- Students who are unable to begin a program as scheduled can request to defer to the next cohort.
- **Deferral Limitations:** Deferment is only allowed to the immediate next cohort. For example, if you register for the February Data Science program but cannot attend, you can only defer to the March cohort. Deferring beyond the next cohort is not allowed and will result in forfeiture of the program fee with no refund.

### **Refunds**

#### **How to Request a Refund**

- To request a refund, learners must submit a written request via email, explaining the reason for cancellation.
- Upon receiving your request, you will be sent an email with a refund form to complete.

#### **Refund Eligibility and Processing Time**

- Refunds are only granted for cancellations requested at least 5 days before the course start date.
- Course cancellation refunds: Processed within 10-15 working days.
- Erroneous or overpayment refunds: Processed within 5 working days.
- Please send your payment information to [support@techneo.ng](mailto:support@techneo.ng)



### **Program Access**

Students have access to the Neo Cloud Student Portal for 1 month(s) after program completion. After 1 month, all rights and access to the portal will be removed.

Students who request a refund or cancel their program after the class starts will be immediately removed from the portal and lose access.

**For further inquiries regarding payments or any other concerns, please contact our support desk at 0704-455-9944.**