



Professional Training Institution

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PTI STANDARD POLICY

Privacy Policy

Professional Training Institution collects and maintains a private database containing personal, student information for the purpose of reporting course completions to the State Insurance Departments for licensing and continuing education. PTI does not share any personal information. When calling PTI to register for classes, payment information is collected and deleted immediately after processing is completed. All internet-based sales are processed through a secure payment gateway, which is PCI compliant. The PTI website uses a registered SSL for the checkout process.

Enrollment and Tuition

Students may enroll on our website or over the phone prior to their selected class date. Tuition must be paid at the time of registration. Pre-licensing courses will be removed from the website by noon the Wednesday prior to class. Continuing Education courses will be removed from the website by noon the day before the class. PTI's phone hours are Monday-Thursday 8:00am-Noon central time. Registration information left on PTI's voicemail does not guarantee course enrollment.

Life & Health Tuition	\$325 - Tuition & \$50 - Textbooks and Materials
Property & Casualty Tuition	\$325 - Tuition & \$50 - Textbooks and Materials
Life Only, Health Only, Personal Lines	\$275 - Tuition & \$50 - Textbooks and Materials
Self-Study Pre-Licensing All Lines	\$175 including Textbooks and Materials
3hr, 4hr, 5hr Continuing Education - \$50.00	7hr & 8hr Continuing Education - \$100.00

Pre-Licensing Refunds

Tuition is fully refundable if withdrawal from the course occurs prior to the first day of class. If a student begins a pre-licensing course and is unable to complete it, they will be allowed to return for a make-up class within 90 days at no extra charge. Tuition is not refundable for this situation. If a student fails his state insurance examination, or needs to review for the exam, the student may retake a regularly scheduled course at no extra charge while the certificate is still valid. If a student needs to be recertified, then a charge of \$175 will apply. Refunds are not issued for books and materials or Self-Study courses.

Continuing Education Refunds

Tuition is fully refundable if withdrawal from the course occurs prior to the day of class. Tuition can either be refunded or applied to another course within 12 months from the date of the canceled course. Refunds are not issued once the student has attended the webinar, even if certification is withheld for not properly completing the course.

Student Conduct

Students are expected to behave in a socially acceptable manner. Education of the student is of primary importance to PTI. If a student's behavior is deemed disruptive to the other students in class, there will be a private consultation between the student and the instructor to try to solve the problem before it escalates. If more than a reprimand is necessary, the president of the school will be consulted. If the problem persists, PTI reserves the right to separate or, if necessary, dismiss said student from the class. If dismissal occurs, a full and immediate refund of all monies will be issued, minus the cost of books. It should be made clear that Professional Training Institution is not interested in releasing any student and every attempt will be made on our part to offer complete and professional services.