

AGREEMENT

The Diamond Council of America educational courses are subsidized by my DCA Member store:

(DCA Member Store Name)

I fully understand that certificates, awards, and other DCA materials may not be displayed in a non-member store and remain the property of my DCA Member store should I resign or be terminated, either with or without cause.

Further, I understand that in the event I resign or am terminated, I am entitled to a formal letter of completion from DCA mailed within thirty days of my resignation or termination to the home address listed in this application, provided that I have successfully completed all required coursework.

I also understand that in the event I am employed in the future by another DCA Member store, I may request a certificate under that member's name without re-enrolling in the courses previously completed.

I agree to the above conditions and indicate same by my signature below.

This _____ day of _____, _____
(month) (year)
in _____, _____
(city) (state)

(Print Student's Legal Name)

(Student's Signature)

Witness (DCA Member Store Owner or Manager)



The Diamond Council of America is accredited by the Distance Education Accrediting Committee, which is recognized by the U.S. Department of Education (USDE) and the Council for Higher Education Accreditation (CHEA)

TERMS AND CONDITIONS OF ENROLLMENT

1. **Time Limit:** The DCA course must be completed within one year from the enrollment date. If the student fails to complete the course within the required time, he/she must re-enroll in order to complete the course. The re-enrollment fee is \$135 if the student requires a new set of printed course materials, or \$75 if the student does not require new printed materials. The re-enrollment fee for Beginning Jewelry Sales is \$45.
2. **Academic Limit:** The minimum grade target for the Final Examination is 75%. The grade is a percentage based on correct versus total number of answers. If the student's grade is less than 75%, he/she may retake the exam once. If the student does not reach or exceed the target on the second attempt, he/she must re-enroll in order to complete the course.
3. **Re-Enrollment Policy:** If the student does not meet the time limit or academic limit for course completion, he/she may re-enroll in and retake the same edition of the course once, provided that the re-enrollment occurs within one year. After one course retake or one year without re-enrolling, the student must enroll in the latest edition of the course.
4. **Tuition:** Tuition for the Diamond or Colored Gemstone course is \$125 for the online version only, or \$135 for the book (print version) with online access. Tuition for Advanced Jewelry Sales is \$125 and for Beginning Jewelry Sales it is \$100 (both courses are only available online). Tuition amounts for all courses include a registration fee of \$75 that is non-refundable if the enrollment is not cancelled within five days of submitting this application.
5. **Payment:** Payment for the course must accompany this enrollment application.
6. **Student Integrity and Academic Honesty:** The student must complete all coursework him or herself, under the conditions set for that work. If signs of cheating or other academic misconduct are detected, DCA will notify the sponsoring Executive or Associate Member, which will evaluate the evidence and determine the consequences.
7. **Copying Course Materials:** The student may not copy DCA course materials or make course materials available to other persons, except for the student's own use in sales presentations.
8. **Displaying Certificates:** Certificates or awards issued by DCA may be displayed only on the employer's premises and at the employer's discretion.
9. **Progress Reports:** DCA will provide reports on coursework progress to the student's employer.
10. **Teach-Out Commitment:** If a DCA course is discontinued, DCA guarantees that all students enrolled in the course will be allowed to complete their instruction at no additional cost.
11. **Credit Transfers:** Acceptance for transfer of academic credit for DCA coursework will be determined by the receiving institution.
12. **Privacy Protection:** DCA will take all appropriate steps to protect the privacy of any information provided by the student, and will not disclose such information or allow access to it to anyone except instructors and other staff members who need it in order to assist with the student's coursework or to improve the course's content, presentation, or administration.
13. **Complaints Policy:** DCA will review in a timely and fair manner any complaint it receives from a student. Complaints may be about any aspect of DCA's program, services, operations, staff, or management. They may be submitted verbally (in person or by phone) or in writing (via email, fax, or mail). DCA will review within five business days complaints that do not directly involve staff or management personnel. For other complaints, the review will be made within ten business days in order to allow the staff or management member sufficient opportunity to provide a response to the complaint. DCA will notify the student in writing of the results of the review, and will take any necessary follow-up action. DCA will also inform the student about where and how he/she may file a complaint with DCA's accrediting agency or other appropriate agencies.

Accrediting Agency:

Distance Education Accrediting Commission (DEAC)
 1601 18th Street, N.W., Suite 2
 Washington, D.C. 20009
 Phone: (202) 234-5100
 Fax: (202) 332-1386
 Website: www.deac.org
 Information: info@deac.org
 Complaints: <http://www.deac.org/Student-Center/Complaint-Process.aspx>

Better Business Bureau Online for Consumers:

Council of Better Business Bureaus
 4200 Wilson Blvd, Suite 800
 Arlington, VA 22203-1838
 Phone: (703) 276-0100
 Fax: (703) 525-8277
<https://www.bbb.org/consumer-complaints/file-a-complaint/get-started>

14. Cancellation Policy: Enrollment may be cancelled within five days of submitting this application for a full refund.
 (Please return any printed course materials to DCA, postage due.)

- A request for cancellation may be conveyed in any manner (in person, by phone, e-mail, letter, or fax).
- Due to the unique relationship DCA has with its members and students, refunds will be issued to the party, student or employer, who actually paid for the course.
- Refundable tuition for the Diamond, Colored Gemstone, Advanced Jewelry Sales, or Beginning Jewelry Sales course is the full course price (\$135, \$125, or \$100) minus the registration fee (\$75).
- Beyond five days, and prior to the end of the enrollment period, the course may be cancelled and a refund requested. Refunds are a percentage of refundable tuition and are based on the percentage of Learning Evaluations (course section tests) that have been completed. Each course includes four Learning Evaluations.

Refund Example: If a student enrolls in the Diamond Course online only, completes two Learning Evaluations, and then cancels his or her enrollment, the refund is \$25. This is because the tuition (\$125) minus the registration fee (\$75) equals \$50, and the two completed Learning Evaluations equal 1/2 – or 50% – of the total number of four evaluations included in the course. (The table below lists the full breakdown of completion percentages and refund amounts.)

Percentage of Exams Graded	Refund for Diamond or Gem Course Online Only (Tuition \$125)	Refund for Diamond or Gem Course Book with Online (Tuition \$135)	Refund for Advanced Jewelry Sales (Tuition \$125)	Refund for Beginning Jewelry Sales (Tuition \$100)
None	\$50	\$60	\$50	\$25
25%	\$38	\$45	\$38	\$19
50%	\$25	\$30	\$25	\$13
Over 50%	No refund	No refund	No refund	No refund

Student Initials: _____ Date: _____

Mail Completed Application to:
Diamond Council of America
3212 West End Avenue, Suite 400
Nashville, TN 37203

Or Fax to:

615-385-4955

Payment must accompany this application.

For DCA office Use Only

Application and Agreement accepted _____
 date

 Lissa Roussel, DCA Director of Operations