



NHA has enhanced our experience for customers who provide course material to their learners by improving how institutions manage their course material inventory.

With these updates, if material/product is out of inventory, all remaining enrollments will be in a pending status until inventory is added, or when an institution user approves request for enrollment once materials have been purchased by the institution.

How is the enrollment process changing for courses?

If there is sufficient inventory, there is no change to the process for users, other than more visibility into the inventory available.

If you are out of inventory, learner enrollment will be in pending status until sufficient inventory is added. Once the inventory is added, the learner will automatically gain access to the course and inventory will be deducted.

In pending status, learners will be unable to access **any** materials/products (regardless of payment type) in a course until inventory is added, or institution approves request for enrollment with sufficient inventory.

If you have a student with multiple products in the course that are Inventory Pay, their application will remain as pending until all of the materials have sufficient inventory.

What happens if an administrative user invites more learners to a course than they have in inventory? Will this then default to prompt the learners to pay for their own materials?

Administrative users can invite learners regardless of inventory numbers, but inventory is deducted upon enrollment (if invited) or the request to the course enrollment is approved by an institution user.

If a product is out of inventory, all remaining invites will be in a pending status until sufficient inventory is added, or an institution user approves the course request to the course enrollment once the sufficient inventory has been purchased by the institution and loaded into the account.

Institution users will be able to review Inventory and manage pending enrollments in course rosters within Cert Portal.

Products will no longer switch to candidate pay if your institution is out of inventory.

Does all of my material have to be the same payment type?

No, your payment type is based on the product. Work with your NHA Representative if you have questions on the payment type that is best for you and your program.

What does it look like for learners who have requested enrollment to a course when the institution is out of inventory?

If a course is out of inventory, learners will be in a pending enrollment state for the course. Learners will be unable to access **any** materials/products (regardless of payment type) in a course until there is sufficient inventory, or institution approves enrollment with sufficient inventory.

If a learner is invited to a course, enrollments will automatically continue to be processed when there is sufficient inventory.

If a learner has requested enrollment, the institution user will still need to approve the request before being enrolled in the course and receiving access to course materials.

If I use inventory pay and for some reason need a learner to use candidate pay, can they be approved and go to payment?

If you have a candidate who needs to pay out of pocket, the institution will work directly with the candidate to have the payment occur between the institution and the candidate, and not through NHA. If you have questions about what payment methods are right for your program, please connect with your NHA representative.

Can an institution user change their payment methods for different courses with the same material?

No, payment methods are set at the institution level for each material or product. This configuration is at the material/product level and spans across courses. Please contact your NHA representative if you would like to make changes to your payment model.

Please remember that if one product is out of inventory, learners enrolling in a course will be unable to access **any** of the materials/products (regardless of payment type) until there is sufficient inventory, or institution approves enrollment with sufficient inventory.