



Opportunity Lives Here

## Southern Virginia Higher Education Center Policy

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**Policy # 1108**

**Policy Title: FEE REFUND**

**Responsible Oversight Director: Chief Finance and Operations Officer (CFOO)**

**Date of Creation: May 27, 2014**

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### A. PURPOSE

The purpose of this Southern Virginia Higher Education Center (SVHEC) policy is to establish guidelines for requesting, approving and issuing fee refunds to students who enroll in SVHEC programs which are fee-based.

### B. AUTHORITY

[Virginia Code Section 23-231.24-29](#), as amended, grants authority to the Board of Trustees to establish rules and regulations for the institution. Section VIII (E) of the [Board of Trustees Bylaws](#) grants authority to the Executive Director to implement the policies and procedures of the Board relating to the SVHEC operations.

The policies of the SVHEC fall within the following framework and hierarchy and, therefore, are subject to compliance with laws and regulations instituted by higher levels of authority:

1. Federal laws and regulations
2. State laws and regulations
3. Board of Trustees policies
4. **SVHEC policies**
5. Departmental policies and procedures

In the event of a conflict between different levels in 1 through 5 above, the lower numerical heading shall take precedence over higher numerical heading.

## C. DEFINITIONS

Program – Any class, course, workshop or training offered by SVHEC to enrolling students.

Registration Deadline – The last day a student may register.

## D. SCOPE

This policy applies to all students and businesses, including SVHEC staff and departments who enroll in fee-based programs offered by the SVHEC. SVHEC policies and procedures are applicable to all members of the SVHEC community unless a specific policy states otherwise. Matters pertaining only to the internal procedures of a given department or office are not considered to be within the scope of this policy. For the consideration of the SVHEC policies, the website, <http://www.svhec.org/svhec-policies>, is the official location of SVHEC policies.

## E. POLICY STATEMENT

Students who enroll in a SVHEC class/training/programs may be required to pay a fee.

SVHEC Fee Refund Policy is that **no fee will be refunded except for the following reasons:**

1. If the class is cancelled, fee is automatically refunded 100% to the registered student.
2. If a class is not cancelled then the fee refund policy below will apply:
  - a. The student may request 100% refund if the student withdraws prior to the registration deadline.
  - b. The student may request 50% refund if student withdraws after registration deadline, and before the first class meeting.
  - c. If the student drops the class after the first class meeting, there will be no refund.
  - d. If an installment payment plan is available and utilized, no refund will be given for installment payments..

If the student wishes to have an exception to the above fee refund policy, the student must complete and sign a Fee Refund Request Form, and submit it to the Program Coordinator who will forward it for consideration to the Chief Finance and Operations Officer (CFO). Exceptions will only be considered if the student has dropped the class “for reasons beyond the student’s control”, such as for a verified incapacitation, illness, injury, or military reservist called to active duty. Before a refund can be processed, the CFO must approve the Fee Refund Request Form. All appeals of the CFO’s decision will be presented to the Executive Director for final decision.

## F. RELATED INFORMATION

**POLICY HISTORY**

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**Director Policy Review Committee & Policy Responsible Oversight Director - Approval to Proceed:**

Patricia M. Nelson  
Responsible Oversight Director's Signature

11/25/14  
Date

**Executive Director – Provisional Approval of Policy:**

Beth A. [Signature]  
Executive Director's Signature

11/25/2014  
Date

Date of Presentation to Board of Trustees:

Date of Approval by Board of Trustees:

Default Approval Date (if necessary):

**Board of Trustee – Approval of Policy:**

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Chairman's or Designee's Signature

\_\_\_\_\_  
Date

**Policy Revision Dates: November 10, 2014**

**Scheduled Review Date: May, 2019**