

**Policy # 5108**

**Policy Title: SVHEC TRAINING PROGRAM PAYMENTS,  
REFUNDS, AND DELINQUENT ACCOUNTS**

**Responsible Oversight Director: Chief Workforce Development Officer**

**Date of Current Revision: February 2019**

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**A. PURPOSE**

The purpose of this Southern Virginia Higher Education Center (SVHEC) policy is to provide guidelines for payment of training program cost (including fees, if applicable); refund requests; and delinquent accounts for individuals who enroll in SVHEC training programs which are fee-based. *Effective October 1, 2016, this policy replaces SVHEC Policy #1101 REFUNDS (created 7/1/2013).*

**B. AUTHORITY**

Virginia Code [Section 23.1-3122](#), 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

**Administrative Fee** - Non-refundable fee applied each time an SVHEC training program participant/trainee elects to utilize a Program Payment plan with scheduled installment payments to pay for a course.

**Alternative Payment Source** - Any source of funds covering some or all of a SVHEC training program participant/trainee's training program costs and fees and any other related expenses payable to the SVHEC OTHER THAN the enrolling SVHEC training program participant/trainee's personal or family funds. Examples of alternative funding sources include grant programs; a Workforce Development Board payment via the Workforce Innovation and Opportunity Act (WIOA) or other public workforce funds; employer; and scholarship awarding entity.

**Application Deadline** - The last day on which an individual may apply to enroll in an SVHEC training program.

**Course** - A subset of a program of training for which an applicant may enroll independent of other courses making up the program. Each SVHEC training program course in which an SVHEC training program participant/trainee enrolls will be listed on his/her Official Record of Training.

**Delinquent Account** - Any SVHEC training program participant/trainee account which is past due according to the terms of the program payment agreement.

**Non-voluntary withdrawal** - Termination of SVHEC training participant's enrollment in an SVHEC program, as decided upon by the program coordinator for due cause.

**Program Payment Plan Agreement** - Agreement signed by SVHEC training program participant/trainee to establish an installment payment plan to assist with paying the program cost and fees. The Program Payment Plan Agreement includes a schedule of payments and a non-refundable, one-time administrative fee.

**SVHEC Training Program** - Any workforce training course, class, workshop or set of multiple courses, classes, and workshops for which SVHEC training program participant/trainee enrolls with the Southern Virginia Higher Education Center. This does not include programs, classes, courses, or workshops for which a SVHEC training program participant/trainee is enrolled via an SVHEC education or training partner.

**SVHEC Training Program Participant/Trainee** - Individual who enrolls in an SVHEC training program.

**Syllabus** - Each course will have a syllabus that provides written information about the goals and requirements for the course, the nature of the course content, and the methods of evaluation including attendance. The course syllabus is a general plan for the course. Any deviations will be announced to the class by the instructor as necessary

**Training Program Fees** - Expenses allocated for books, supplies, tools, and computer access which much be paid in addition to the training program cost for those items are required for the program AND are not specifically covered in the training program cost as stated in the program-specific materials.

**Training Program Cost** - The program charge and any associated fees paid by the SVHEC training program participant/trainee directly or via an Alternative Payment Source.

**Voluntary Withdrawal** - Leaving a program by choice before completion of the program.

#### **D. SCOPE**

This policy applies to all members of the SVHEC community (SVHEC Board members, SVHEC staff and instructors, SVHEC education and training partner staff and instructors, SVHEC partner-enrolled students, SVHEC training program participant/trainees, and visitors) unless a specific policy states otherwise, and specifically to all individuals, including SVHEC staff, who enroll in fee-based training programs offered by the SVHEC. The website, <http://www.svhec.org/svhec-policies>, is the official location of SVHEC policies.

#### **E. POLICY STATEMENT**

Individuals who enroll in a SVHEC training program or class will be required to pay program costs and fees, where applicable.

##### ***Payment of Program Cost and Fees***

A schedule of the training program cost and fees and payment due dates for each SVHEC training program is disclosed in the program's specific enrollment guidelines found in the SVHEC Training Program Information Packet. Program enrollment is not confirmed until one of the following occurs: (i) payment is made in full by the applicant; (ii) payment is made in full by an SVHEC-approved alternative payment source; (iii) a letter of "intent to pay" is received from an SVHEC-approved alternative payment source; or, (iv) an installment contract is signed by the applicant and the initial installment is paid in full. Use of alternative payment sources such as grants, WIOA funds, and/or scholarships to pay the program costs and fees requires approval by the SVHEC Finance Department. Failure to pay the program costs and fees according to published program deadlines may result in non-voluntary withdrawal of participant/trainee from program enrollment and withholding of the participant's Official Record of Training

##### ***Installment Plans***

SVHEC Budget and Finance Administrator may work with the program coordinator for the respective SVHEC training program to establish installment payment plans for participants to assist with paying the program cost and fees. Participants/trainees who elect to utilize an installment payment plan for a course in which they have enrolled must sign a Program Payment Plan Agreement that includes a schedule of payments and a non-refundable, administrative fee. A new Program Payment Plan Agreement and administrative fee are required for each course in which a participant enrolls. The full amount of the program cost and fees must be paid prior to the end of the program.

## ***Delinquent Accounts***

Participants/trainees who elect to utilize an installment payment plan must pay the full amount of the program cost and fees charged prior to the first course end date if the program has multiple courses, or prior to the program end date if the program includes only one course. For programs having more than one course, participants/trainees will not be allowed to proceed to the next course until any outstanding balance is paid. Participants/trainees who have an outstanding balance due at the end of a program will not be allowed to participate in the completion ceremony and other end of program activities including job fairs, and may be subject to withholding of training program records.

The SVHEC Finance Department staff will notify the program coordinator regarding a participant whose account is delinquent and will meet one-on-one with the participant/trainee in an effort to bring the account up to date. With regards to collection of delinquent accounts, Virginia CAPP Topic 20505

Accounts Receivable, will apply as it pertains to collecting delinquent accounts.

([http://www.doa.virginia.gov/Admin\\_Services/CAPP/CAPP\\_Topics/20505.pdf](http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Topics/20505.pdf)). After all collection efforts outlined in Virginia CAPP Topic 20505 have been exhausted, outstanding account balances will be forwarded to the State Comptroller's Debt Setoff program for further collection efforts.

## ***Refunds***

SVHEC Training Program Cost and/or Fee Refund Policy is that **no payments of program cost or fees will be refunded except as follows:**

1. If the program in which the participant/trainee is enrolled is cancelled, the cost and fees paid in part or in full are automatically refunded 100% to the enrolled participant/trainee or alternative payment source.
2. If the program in which the participant/trainee is enrolled is not cancelled, the following fee refund policy will apply:
  - a. The participant/trainee, except those electing the installment payment plan option, may request 100% refund if he/she withdraws prior to the stated enrollment deadline.
  - b. Any participant/trainee, except those electing installment payment plan option, may request 50% refund if he/she withdraws after the stated enrollment deadline, and before the day of the first class session; those electing installment payment plan option will receive no refund on payments made. *However, in the event that a US Military veteran, spouse, surviving spouse, or child fails to enter the program, the unused portion of the charges (including program cost and fees) paid by the participant must be refunded within thirty (30) days after the participant's enrollment status changes.*
  - c. If the participant/trainee withdraws from the program on or after the day of the first class meeting, there will be no refund. *Exception: In the event that a US Military veteran, spouse, surviving spouse, or child withdraws from the program any time prior to completion, the unused part of the charges (including program cost and fees) paid by the participant must be refunded within thirty (30) days after the participant's*

*enrollment status changes. The unused portion will be pro-rated as a ratio of the total number of days completed by the participant to the total number of days of instructional days in the program.*

- d. For participants/trainees electing the installment payment plan option, no refund will be given for installment payments made prior to and up to the date of withdrawal.
- e. If a participant/trainee's active military-duty status requires withdrawal or prolonged absence from a program, he or she may be eligible for a refund of program cost and fees paid if requested by the participant or his/her authorized representative. The percentage of funds to be refunded will be a pro-rated amount based on the percentage of the course completed. Documentation of the participant's active duty status must be provided.
- f. Participants/trainees who leave the program due to non-voluntary withdrawal are not entitled to a refund and are responsible for any remaining program costs not paid at the time of the non-voluntary withdrawal.
- g. Participants/trainees requesting refunds will be required to complete a Commonwealth of Virginia Substitute W-9 form.
- h. All refunds will be paid by check.

If the participant/trainee wishes to have an exception made to the above program cost and/or fee refund policy, he or she must complete and sign the *SVHEC Program Cost and/or Fee Refund Request Justification* form, and submit it with documentation supporting the request to the program coordinator who will forward it for consideration to the Chief Finance and Operations Officer (CFOO).

Before a refund can be processed, the CFOO must approve the refund and sign the *SVHEC Program Cost and/or Fee Refund Justification Request* form. All appeals of the CFOO's decision will be presented to the Executive Director for final decision.

### 3. RELATED INFORMATION

SVHEC Policy #5101 *Code of Conduct*;  
SVHEC Policy #5105 *Training Program Enrollment*;  
SVHEC Policy #5106 *Training Program Progression*;  
SVHEC Policy #5107 *Training Program Completion Policy*;  
For program-specific information: [www.svhec.org](http://www.svhec.org);  
Virginia CAPP Topic 20505

<sup>1</sup>Procedures are not a part of the policy document. They are maintained separately.

**POLICY HISTORY**

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

*Nettie A. Simon-Owens*

Responsible Oversight Director's Signature

10/1/2016

Date

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

*Betty A. Adams*

Executive Director's Signature

10/1/2016

Date

**Date of Presentation to Board of Trustees: December 6, 2017**

Board Action:  Approve the Policy

Reject the Policy

*Matthe M. Cowan*

Chairman's or Designee's Signature

12/6/2017

Date

**Policy Creation Date: October 1, 2016**

**Last Revision Date:**

**Scheduled Review Date: October 1, 2021**

**POLICY HISTORY (Revision of Policy)**

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Nettie A. Simon-Owens  
Revisions Author's Signature

2/21-2019  
Date

Nettie A. Simon-Owens  
Responsible Oversight Director's Signature

2/21-2019  
Date

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

Patricia Adams  
Executive Director's Signature

April 19, 2019  
Date

**Does this policy need to go before the Board for this 2019 revision approval?**

Yes

No

Brenda Semy  
CFOO Signature

4/19/19  
Date

**Policy Creation Date: October 1, 2016**

**This Revision Date: February 2019**

**Scheduled Review Date: February 2024**