

Policy #5108

Title: **SVHEC WORKFORCE TRAINING PROGRAM PAYMENTS, CLIENT SERVICES FEES, REFUNDS, AND DELINQUENT ACCOUNTS**

Responsible Oversight Director: Chief Finance and Operations Officer

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

Date of Current Revision: **February 2024**

A. PURPOSE

The purpose of the Southern Virginia Higher Education Center (SVHEC) Workforce Training Program Payments, Client Services Fees, Refunds, and Delinquent Accounts policy is to provide guidelines for payment of Workforce training program costs and fees; payment for SVHEC service fees; refund requests; and reporting of and managing delinquent accounts.

B. AUTHORITY

Virginia Code [Section 23.1-3120 through 23.1-3124](#), 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 elects to utilize an installment payment plan with scheduled installment payments to pay for a course.

Alternative Payment Source - Any source of funds (other than a training program participant's personal funds) used to cover some or all of a SVHEC training program participant's training program costs and fees and any other related expenses payable to the SVHEC. (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 funding; and scholarship awarding entity).

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

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

Delinquent Account - Any SVHEC Workforce training program participant's or SVHEC client's account which is past due according to the terms of the payment agreement.

Non-Voluntary Withdrawal - Termination of SVHEC Workforce training participant's enrollment in an SVHEC program, as decided upon by the Program Coordinator for due cause.

Installment Payment Plan Agreement - Agreement signed by a SVHEC Workforce training program participant to establish a scheduled payment plan to assist with paying the program instructional costs and fees. The Installment Payment Plan Agreement includes a schedule of payments and a non-refundable, one-time administrative fee. Installment payment plan agreements are not available for SVHEC clients for services rendered (e.g. ProductWorks clients) or for facility rental fees.

Registration/Enrollment Deadline – The last day a student may register/enroll in a scheduled training program.

SVHEC Training Program - Any Workforce training course, class, workshop or set of multiple courses, classes, and workshops for which SVHEC Workforce training program participants enroll with the Southern Virginia Higher Education Center.

SVHEC Training Program Participant - Individual who enrolls in an SVHEC Workforce training program.

Syllabus – A general plan for the training program course. It contains written information about the goals and requirements for the course, the nature of the course content, and the methods of evaluation, including attendance. Any deviations will be announced to the class by the instructor as necessary.

Training Program Fees - Expenses required for the program in addition to the program instructional costs. This includes fees for books, supplies, tools, and computer access, etc. Training program fees will be outlined in the course syllabus.

Training Program Instructional Costs - Program costs for instructional and laboratory time.

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 Workforce training program participants, visitors, and SVHEC clients) unless a specific policy states otherwise. SharePoint is the official location of SVHEC policies.

E. POLICY STATEMENT

Individuals who enroll in SVHEC Workforce training programs or courses will be required to pay all program/course costs and fees, as applicable. SVHEC clients will be required to pay all applicable fees for services as quoted or as stated in the signed services agreement.

Payment of Program Training Costs/Fees or Fees for Services

Program Training Costs: A schedule of the training program instructional costs and fees and payment due dates for each SVHEC Workforce training program is disclosed in the program's specific enrollment guidelines found in the SVHEC Workforce 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 payment plan agreement 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 from program enrollment and withholding of the participant's Official Record of Training.

Fees for Services: Fees for SVHEC services rendered through ProductWorks, facility rental agreements, etc. will be established during client negotiations. Fees are payable within 30 days of services provided or as stated in the contractual agreement. A written agreement or signed quote is required for all services provided.

Installment Payment Plans

SVHEC Budget and Finance Administrator may work with the program coordinator for the respective SVHEC Workforce training program to establish installment payment plans to assist program participants with paying the program instructional costs and fees. Participants who elect to utilize an installment payment plan must sign an Installment Payment Plan Agreement that includes a schedule of payments and a non-refundable administrative fee. A new

Installment Payment Plan Agreement is required for each course in which a participant enrolls. The full amount of the program instructional cost and fees must be paid prior to the end of the program. Installment payment plans will not be made available to SVHEC clients for services rendered or for facility rental agreements.

Delinquent Accounts

Workforce Training Program Participants: Workforce training program participants who elect to utilize an Installment Payment Plan must pay the full amount of the program cost and fees charged prior to each 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 will not be allowed to proceed to the next course until any outstanding balance is paid. Participants 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.

SVHEC Clients: SVHEC clients (who have contracted with SVHEC to provide specific services or who have entered into a facility rental agreement) must pay all balances in accordance with the negotiated agreement.

Reporting of Delinquent Accounts: SVHEC may report delinquent accounts to the State Comptroller or other outside agency for collection. (See Commonwealth of Virginia CAPP Topic 20505).

Refunds

Refunds of SVHEC training program costs or service fees must be approved in advance by the Budget and Finance Administrator and are subject to the following criteria:

- A. Program or Course Cancelled:** If the program or course in which the participant is enrolled is cancelled (prior to the stated course start date), the instructional costs and fees paid in part or in full will be refunded to the enrolled participant or alternative payment source.
- B. Voluntary Withdrawal by Program Participant Prior to Course Start Date:** If the program or course in which the participant is enrolled is not cancelled but the participant wishes to withdraw prior to the stated course start date, the participant may request a full refund. Program instructional costs/fees paid by an alternative payment source will be refunded to the alternative payment source. Refund requests must be submitted at least 48 hours prior to the course start date.
- C. Voluntary Withdrawal by Program Participant After Course Start Date:** A Workforce training program participant may request a refund of program instructional costs/fees paid if he/she withdraws after the stated course start date. This is applicable to courses with a duration longer than one week.
 - **Program Withdrawal 1 to 7 Days Following the Course Start Date:** If the participant withdraws from the program within 1 to 7 days of the course start date, a full refund of program costs/fees paid may be requested. The course start date is

considered day 1.

- **Program Withdrawal 8 to 14 Days Following the Course Start Date:** If the participant withdraws 8 to 14 days following the course start date, a refund of up to 50% of the program costs/fees paid may be requested. The course start date is considered day one.
- **Program Withdrawal 15 Days or More Following Course Start Date:** No refunds will be issued after the course has been in session for 15 days regardless of the reason for withdrawal.
- **Exception - Active Military Duty:** If a participant's active military-duty status requires withdrawal or prolonged absence from a program, he or she may be eligible for a refund of program instructional costs and fees paid if requested by the participant or his/her authorized representative. The percentage of program costs/fees to be refunded will be pro-rated as a ratio of the total number of days completed by the participant to the total number of instructional days in the program. Program costs/fees paid by an alternative payment source will be refunded to the alternative payment source. Documentation of the participant's active-duty status must be provided.

D. Non-Voluntary Withdrawal: Participants who leave the program or course due to non-voluntary withdrawal are not entitled to a refund and may be responsible for any remaining program instructional costs or fees not paid at the time of the non-voluntary withdrawal.

E. Appeals: If the program participant wishes to appeal or request an exception to the refund policy, he/she may submit a written request (along with appropriate supporting documentation of the extenuating circumstances) to the Chief Finance and Operations Officer for consideration. Extenuating circumstances include a major medical emergency, extreme financial hardship, or death of an immediate family member (parent, sibling, spouse, or child).

All refunds will be issued based upon the original form of payment used. All refunds will be issued within 30 days of program withdrawal. Participants requesting refunds by check will be required to complete a Commonwealth of Virginia Substitute W-9 form.

RELATED INFORMATION

Request for Tuition Refund Form

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](#);

[Virginia CAPP Topic 20505 – Accounts Receivable](#)

For program-specific information: www.svhec.org;

¹Procedures are not a part of the policy document. They are maintained separately.

POLICY HISTORY

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



Responsible Oversight Director's Signature

10/1/2016
Date

Executive Director – Provisional Approval of Policy:



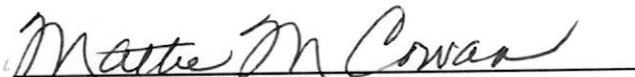
Executive Director's Signature

10/1/2016
Date

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

Board Action: Approve the Policy

Reject the Policy


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)

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:

Brette H. 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

POLICY HISTORY (Revision of Policy)

Beverne Taylor
Revisions Author's Signature

01/04/2024
Date

Brenda Seng
Responsible Oversight Director's Signature

02/06/24
Date

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

Betty Hale
Executive Director's Signature

02/29/24
Date

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

Yes

No

[Signature]
PRC Chairman Signature

2/24/2024
Date

Policy Creation Date: **October 2016**

This Revision Date: **February 2024**