
Policy #5108

Title: SVHEC WORKFORCE TRAINING COURSE/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: April 2026

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 23.1-3122](#), 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

Alternative Payment Source - Any source of funds (other than a training student's personal funds) used to cover some or all of a SVHEC student's costs and 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 student may enroll independent of other courses making up the training program. Each SVHEC training program in which an SVHEC training program student enrolls will be listed on the student's Official Record of Training.

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

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

Program - A collection of courses that are designed to lead to a specific training outcome, such as a degree or a non- credit certification.

Installment Payment Plan Agreement - Agreement signed by a SVHEC Workforce training program student to establish a scheduled payment plan to assist with paying the program instructional costs. The Installment Payment Plan Agreement includes a schedule of payments. 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 students 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 costs 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 students, 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, 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 for Services

Program Training Costs: A schedule of the training program instructional costs and payments 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 student; (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 student 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 cost requires approval by the SVHEC Finance Department. Failure to pay the program or course costs according to published program deadlines may result in non-voluntary withdrawal of students from program enrollment and withholding of the student'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

A member of SVHEC's Finance Team may work with the program director for the respective SVHEC Workforce training program to establish installment payment plans to assist program participants with paying the program instructional costs and fees. Students who elect to utilize an installment payment plan must sign an Installment Payment Plan Agreement that includes a schedule of payments. A new Installment Payment Plan Agreement is required for each course in which a student enrolls. The full amount of the program instructional cost must be paid thirty days 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 Students: Workforce training program students who elect to utilize an Installment Payment Plan must pay the full amount of the program costs charged thirty days 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, students will not be

allowed to proceed to the next course until any outstanding balance is paid. Students 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 a member of SVHEC's Finance Team 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 cost paid in part or in full will be refunded to the enrolled student or alternative payment source.
- B. Voluntary Withdrawal by Program Students Prior to Course Start Date:** If the program or course in which the student is enrolled is not cancelled but the student wishes to withdraw prior to the stated course start date, the student may request a full refund. Program instructional cost 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 Students After Course Start Date:** A Workforce training program student may request a refund of program instructional costs 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 student withdraws from the program within 1 to 7 days of the course start date, a full refund of program costs 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 student withdraws 8 to 14 days following the course start date, a refund of up to 50% of the program costs 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 paid if requested by the student or his/her authorized representative. The percentage of program costs 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 paid by an alternative payment source will be refunded to the alternative payment source. Documentation of the student's active-duty status must be provided.

- D. Non-Voluntary Withdrawal:** Students 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 not paid at the time of the non-voluntary withdrawal.
- E. Appeals:** If the program student 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 D. Simon-Owens
Revisions Author's Signature

2/21/2019
Date

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

2/21/2019
Date

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

Betty 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

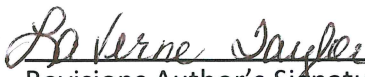
4/19/19
Date

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

This Revision Date: **February 2019**

Scheduled Review Date: **February 2024**

POLICY HISTORY (Revision of Policy)

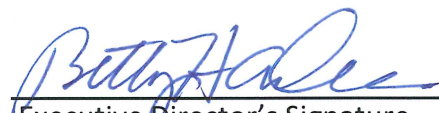

Revisions Author's Signature

01/04/2024
Date


Responsible Oversight Director's Signature

02/06/24
Date

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


Executive Director's Signature

02/29/24
Date

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

☐ Yes

☒ No


PRC Chairman Signature

2/24/2024
Date

Policy Creation Date: **October 2016**

This Revision Date: **February 2024**

POLICY HISTORY (Revision of Policy)

Robert Taylor
Revisions Author's Signature

05/13/2025
Date

Brenda King
Responsible Oversight Director's Signature

5/13/25
Date

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

[Signature]
Executive Director's Signature

06/10/25
Date

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

☐ Yes

☒ No

[Signature]
PRC Chairman Signature

6/20/2025
Date

Policy Creation Date: **October 2016**

This Revision Date: **February 2024**

POLICY HISTORY (Revision of Policy)

RaVerne Taylor
Revisions Author's Signature

07/16/2026
Date

Brenda Jemy
Responsible Oversight Director's Signature

7-17-26
Date

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

[Signature]
Executive Director's Signature

07/23/24
Date

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

☐ Yes

☒ No

[Signature]
PRC Chairman Signature

5/7/26
Date