

## **Region VI Workforce Investment Board WIOA Refund Policy**

All Training Providers shall have a refund policy for participants who discontinue training prior to the scheduled completion of their training program. The policy must meet the following requirements:

1. Training Providers that are accredited by an accrediting council recognized by the United States Department of Education under the Higher Education Act of 1965, as amended, shall utilize their institutional refund policy in accordance with accrediting council criteria.
2. All other public Training Providers, including County vocational/technical schools and other public educational institutions, shall utilize the refund policy established by their governing board.
3. All other private Training Providers shall utilize the refund policy as mandated by the state of West Virginia in Title 131 Series 3 of the state code of regulations as stated below:

### 131-3-11. Cancellation and Refund Policies

11.1 To obtain a permit a school shall have a cancellation and refund policy that incorporates the following provisions:

11.1.1. A statement relative to the unused portion of tuition, fees, and other charges if the student does not begin classes, withdraws, or is dismissed.

11.1.2. All fees and payment remitted to a school by a prospective student shall be refunded, minus any stated application fee not to exceed fifty dollars (\$50), if the student is not admitted due to eligibility.

11.1.3 An admitted student applicant may cancel, by written notice, his or her enrollment any time prior to the first class day of the session for which the application was made, and the school shall refund all tuition paid by the student minus an application fee not to exceed fifty dollars (\$50).

11.1.4 For the purposes of refund calculations, an individual's status as a student shall be considered terminated by the school not later than seven (7) calendar days after the last day on which the student actually attended the school. Termination may be effected earlier by proper notification. A home study program of instruction shall be terminated if a school does not receive a lesson or an appropriate response from the student within six months after receipt of the last lesson, and the date of withdrawal shall be the date of the last lesson received. The date of withdrawal initiated by a student shall be the date of a letter is postmarked or proper notification is given. The school shall provide a receipt for the letter or withdrawal notice received.

11.1.5 Schools are required to submit refunds to individuals or the appropriate agency within twenty (20) days after receipt of a proper notification of termination from a student.

11.1.6 The student refund policy for withdrawals and termination for school not accredited by an accrediting agency recognized by the United State Department of Education must at a minimum comply with the following:

11.1.6.1 A student who begins a term and withdrawals after completing ten percent (10%) of the term is entitled to a refund of ninety percent (90%) of the charges less the application fee.

11.1.6.2 A student who begins a term and withdraws after completing more than ten percent (10%) through twenty-five percent (25%) of the term is entitled to a refund of seventy-five percent (75%) of the charges less the application fee.

11.1.6.3 A student who withdraws after completing more than twenty-five percent (25%) through fifty percent (50%) of the term is entitled to a refund of fifty percent (50%) of the charges less the application fee.

11.1.6.4 A student who withdraws after completing more than fifty percent (50%) of the term is not entitled to a refund.

11.2 Refunds shall be calculated for a specific term as defined in Section 2 of this rule, or the total cost of programs not exceeding one year. In the event that students are financially obligated for a year long program, the refund policy shall be on a weekly prorated basis through the first sixty percent (60%) of the program. The student's financial commitment shall not be for more than one year at any given time.

11.3 Those school that are accredited by a national or regional accrediting agency recognized by the US Department of Education, may use the accrediting agency's refund policy to meet the requirements in this section. However, student refunds must be made within (20) days after receipt of a proper notification of termination.

11.4 Those schools having their physical facilities located outside this state must comply with the cancellation and refund policies of their home state. If there is no state cancellation and refund policy in their home state, Section 11 of this policy must be followed.