

Policies and Procedures

Completion and Non-Completion of a Program

Students will receive a certificate for program completion and will be recognized during a reception honoring their achievements.

If a student does not complete, electronic or written notification will be given.

Withdrawal From a Program

A student who wishes to withdrawal from the College is encouraged to meet with a Career Coach prior to withdrawal. If a student fails to withdraw from a class, he or she will receive a grade of “U” for that class. The student’s official date of withdrawal is considered to be the date upon which the student’s electronic or written notification of withdrawal is received by the Workforce Solutions Office.

Previous Enrollment

Students have not previously enrolled in and successfully passed this training program at a Virginia Community College. If a student has previously enrolled in and successfully passed this training program at a Virginia Community College, the student understands that they are not eligible to receive WCG funding for this training program and agree to pay an additional 2/3 of the total course cost to the community college where the student is now enrolling.

Payment Policies

Students who do not successfully complete the course by earning an “S” grade within thirty (30) days of the course end date, agree to pay an additional 1/3 of the total cost to Southwest Virginia Community College. IF a student earns an “S” grade within thirty (30) days of the program end date, they have no further financial obligations to the College for this course.

If a student must pay an additional amount, he/she understands and agrees to the following terms.

- A. Students agree to pay all the money owed to the College, although there may be reasons under the law that would reduce the amount owed. Students also agree not to claim that they do not owe the money to the College. This means that homestead and all other exemptions, presentations, demand, protest and notice of dishonor are hereby waived by the undersigned.
- B. If the College does not receive payment within the timeframe noted in the College policy, the student understands and agrees that the Commonwealth will take all actions, including debt set-off, to collect the money owed to the College.
- C. Students also agree to pay all associated collection costs and/or attorney’s fees if necessary to collect the money owed to the College.

The Business Office forwards a listing of persons with obligations to the College to the State Tax System Office for collection through the STARS System set-off debt collection process which captures any tax refunds or lottery winnings for persons who owe debts to state institutions.

Refunds for the Cost of the Program

Participants must withdraw from a non-credit class at least five business days before the class is scheduled to begin to receive a full refund. No refunds will be provided after this time. Refund requests must be made by mail, fax, phone or email. If a student has a financial obligation to SWCC, a refund will only be given after the financial obligation is satisfied. Refunds will be processed in a timely manner and may take up to several weeks to be received.

In the event the class is cancelled by Southwest Virginia Community College, a refund of the student's tuition will be processed in a maximum of 30 days if the student is not available to participate in the rescheduled or next scheduled class.

Completion of a Workforce Credential

Upon completion of a credential, the information (the credential name, date the credential was earned, and identification number) is entered into Track Credentials for the Virginia Community College Services.

Complaint Process

Students are encouraged to maintain open, direct contact with faculty, career coach, and others who work with them in achieving educational goals. Concerns or questions are best resolved by direct, positive contact with the individual(s) concerned. A Student Grievance Form, available on campus and on the College Website (Public Forms page), is required for each grievance and will need to be submitted to the appropriate party with a copy to the Dean of Workforce Solutions.