

Patrick Henry Community College
Workforce, Economic, and Community Development
Workforce Credential Grant Programs Policies/Procedures

Withdrawal from WCG Programs: Students who are enrolled before or on the first day of classes may withdraw from the program during the first 15% of the program without grade or financial penalty. For purposes of enrollment reporting, the following procedure shall apply:

1. If a student withdraws from the program prior to the termination of the withdrawal period (15% of the program), the student is removed from the class roster and no grade is awarded.
2. After the withdrawal period, a student who withdraws or is withdrawn from the program shall be assigned a grade of "U" (Unsatisfactory) and will be held to the WCG terms and conditions as documented in the signed Agreement.

Refunds for the Cost of WCG Programs: During the first 15% of a WCG program, students may drop the program without financial penalty. After the withdrawal period, a student who withdraws or is withdrawn from the program shall not receive a refund and will be held to the WCG terms and conditions as documented in the signed Agreement. Exceptions to this policy will be considered on the merits of the individual case.

Repeating a WCG Program: 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 program cost to the community college where the student is now enrolling.

If a student provides documentation of satisfactory completion of a course(s) that is part of a certification program, the student will not be required to repeat that course(s) of the program.

If a student has previously enrolled and not successfully completed a WCG training program at PHCC and wishes to receive funding assistance, the student must submit an appeal for re-admission with any supporting documentation to the Fast Forward Coach. The appeal will be reviewed for approval/non-approval by the WECD Student Success Committee.

Completion of Program, including Student Notification: Criteria for successful program completion are outlined in the course syllabi as provided to students by instructors at the beginning of each program course. Upon successful completion of each course in the program, students will receive a Certificate of Completion from Patrick Henry Community College. Upon successful completion of the entire WCG program, students will be awarded a WCG Program Certificate of Completion at the Workforce Programs Graduation.

Payment Policies: Payment in full for the student's appropriate tuition amount is due by the first class session to ensure enrollment in the program. If the student does not successfully complete the WCG program, the student must pay 1/3 of the tuition as required in the WCG terms and conditions as documented in the signed Agreement. Payment is due immediately once the balance becomes an outstanding debt to the student. Students are invoiced three times, every 30 days until balance is paid in full. Delinquent accounts that are 90 days or more past due are sent to a collection agency and to the Department of Taxation debt setoff program.

Satisfactory Proof of Completion of a Workforce Credential: Patrick Henry Community College validates that an individual received a workforce credential as a result of completing an approved noncredit workforce training program. Validated sources include: (1) a copy of the workforce credential, (2) a credential identification number that can be searched and validated by an individual through a website link or written confirmation from the organization that issues the credential or (3) a record match from the designated entity authorized to issue the workforce credential.

Complaint Process for Students: The purpose of the student grievance procedure is to provide an equitable and orderly process by which students at Patrick Henry Community College may resolve grievances. A grievance is a difference or dispute between a student and an administrator, faculty member, or member of the classified staff with respect to the application of the provisions of the rules, policies, procedures, and regulations of the college or the Virginia Community College System as they affect the activities or status of each student. The student at all times has the right to counsel, to present evidence, and to review any materials presented against the student in the course of the grievance procedure.

Step I. The student with a grievance shall first discuss the grievance with the administrator, faculty member, or member of the classified staff involved. It is stressed that every reasonable effort should be made by both parties to resolve the matter at this level. Recognizing that grievances should be raised and settled promptly, a grievance must be raised within twenty (20) working days from the time the student reasonably should have gained knowledge of the occurrence. Working days are defined as those days the administrator, faculty member, or member of the classified staff involved is employed and on duty at the college. The student should consult with a counselor or faculty advisor (Fast Forward Coach) for direction in following the proper procedure. The role of the counselor or faculty advisor (Fast Forward Coach) shall be limited to explaining all steps of the grievance procedure to the student emphasizing the importance of the time element.

Step II. If the student is not satisfied with the disposition of the grievance at Step I, a written statement of the grievance shall be sent to the administrator, faculty member, or member of the classified staff within five (5) working days of the discussion at Step I. This statement shall include the current date, the date the grievance occurred, an explanation of the grievance and a statement presenting the student's recommended action to resolve the grievance. The administrator, faculty member, or member of the classified staff must respond in writing within five (5) working days.

Step III. If the student is not satisfied with the written response obtained in Step II, or the administrator, faculty member, or member of the classified staff fails to answer the grievance, the student shall contact the immediate supervisor within five (5) working days. A copy of the original written grievance and the reply (if available) should be given to the supervisor. Within five (5) working days of receipt of the student's notification, the supervisor shall schedule a conference with all involved persons in an attempt to resolve the grievance. Notification of the supervisor's decision will be given in writing within five (5) working days after the conference.

Step IV. If the student is not satisfied with the disposition at Step III, a written appeal may be made to the appropriate vice president within five (5) working days of hearing of the disposition at Step III. The student has the option of presenting a conference with the appropriate vice president (or president, if appropriate), or the student may present the case before a selected panel. Should the student elect the conference with the vice president that decision would be binding. If the student selects a panel, that disposition will also be binding. If selected, the panel will include the vice president, three students and

three persons from the appropriate administrative, faculty or classified ranks. Selection of panel members will be made by the Student Affairs Advisory Committee, with the approval of the president. Final notification of the action taken in Step IV will be presented in writing within five (5) working days of the termination of the conference or panel.

Placement of Records: If procedures go beyond Step II, a copy of the grievance and disposition shall be placed in the official personnel file of any involved administrator, faculty member, or member of the classified staff and in the permanent student folder of the complainant.