



## SFWIB Standardized Refund Policy

The Training Vendor shall follow the Refund procedures set forth herein for SFWIB participants enrolled in the Training Vendor’s training program(s):

### A. REFUND TYPES

1. **PRO-RATED REFUND:** For Training Vendors that currently use a pro-rata refund formula the following applies:

- a) In the event a SFWIB participant withdraws from the training within three (3) business days of signing the Training Vendor’s enrollment contract the Training Vendor shall refund all monies paid.
- b) In the event a SFWIB participant withdraws from the training after the third (3<sup>rd</sup>) business day of signing the enrollment contract but prior to the first day of class, the Training Vendor shall refund all monies paid with the **exception of the registration fee.**
- c) Where withdrawal occurs after classes have commenced, but prior to fifty percent (50%) completion of the training a pro-rated refund of tuition, **less the registration fee** is computed based on the following:
  - (1). Where the period of enrollment is computed on the basis of program-time elapsed, expressed in clock hours, the pro-rated refund of tuition computed on the number of hours completed to the total program hours.
  - (2). Where SFWIB pays for training per term, quarter, semester, the pro-rated refund of tuition is computed based on the number of hours completed per term, quarter or semester to the total hours per term, quarter, or semester.
  - (3). The guidelines listed below shall be followed by the Training Vendor when calculating the refund due SFWIB.

Percentage of Program	
Tuition Refund %Completion	Due to SFWIB
1 to 10%	99 - 90%
11 to 20%	89 - 80%
21 to 30%	79 - 70%
31 to 40%	69 - 60%
41 to 50%	59 - 50%
Over 50%	0%

After completing fifty percent (50%) or more of the program shall result in no refund, unless the school’s accreditation Board specifies a refund that is greater than 50%.

**2. DROP/ADD REFUNDS:** For Training Vendors that currently use drop/add the following applies:

- a) In the event a SFWIB participant withdraws from training within three (3) business days of signing the enrollment contract, the Training Vendor shall refund all monies paid by SFWIB.
- b) In the event a SFWIB participant withdraws from training after the third (3<sup>rd</sup>) business day of signing the enrollment contract but prior to the first day of class, the training vendor shall refund all monies paid with the **exception of the registration fee.**
- c) In the event a SFWIB participant withdraws from training on or before the first week of class (posted drop/add period) the training vendor will refund 100% of tuition paid. This does not include the registration fee.
- d) In the event a SFWIB participant withdraws after the posted drop/add period there is no refund due to SFWIB.
- e) In the event a SFWIB participant is withdrawn from a class due to a class cancellation, SFWIB is entitled to a full refund.

## **B. REFUND PROCESS**

1. **TERMINATION DATE:** For refund computation purposes, the last date of actual attendance by the participant shall be used.
3. The Training Vendor shall enter into SAMS the withdrawal date within five (5) days **of the SFWIB participant's termination from training** for the refund calculation.
4. The Training Vendor shall notify in writing within five (5) days, the SFWIB participant's career advisor at their career center that the participant has **been terminated/withdrawn from school** and that a refund is or is not due to SFWIB. The training vendor will complete the system generated drop/withdrawal form and indicate the reason for the drop/withdrawal and provide the refund calculation, reference **Attachment 1-A, Electronic Drop/Withdrawal Form.**
5. All refunds shall be submitted to SFWIB within thirty (30) days of the effective date of termination or withdrawal.