



The Texas A&M University System
The Texas A&M Engineering Extension Service

Standard Administrative Procedure

SAP 26.01.99.N0.01 – Participant Refunds

Approved: September 5, 2007

Revised: April 8, 2020

Revised: August 12, 2020

Revised: June 1, 2021

Revised: October 27, 2021

Revised: December 20, 2021

Next Scheduled Review: December 20, 2026

Summary

This document provides the procedures for issuing refunds to participants who attend a TEEX training event (does not apply to technical assistance activities). When a refund schedule is specifically stated in a contract, the division will follow the procedures outlined in the contract.

Definitions

Administrative Withdrawal – The withdrawal of a participant initiated by TEEX due to the participants inability to meet course completion requirements (e.g., attendance).

Avocational Course – A course designed for professional development and enhancement.

Cancellation – A participant who does not attend class after registration, but does provide a notification that he/she will not be attending prior to the course.

Contract Course – A course delivery to a specified audience; not an open-enrollment course.

Date of Determination – The date the participant notifies TEEX of his/her withdrawal, or the date that TEEX dismisses or administratively withdraws the participant.

Dismissal – The removal of a participant initiated by TEEX due to the participant's failure to meet one or more of TEEX policies.

Enrolled Status – A participant that has completed the TEEX registration process for a class and paid tuition in full.

eToken – A form of payment for eLearning courses that allows participants to use a pre-paid payment code rather than a credit card number.

Force Majeure Event – An event which is outside of the participants reasonable control and prevents him/her from attending a course. These events typically include action by government, mass public health crisis, or natural disaster in the location in which the participant resides.

Immediate family member – This includes a spouse, parent, siblings, or children (includes children who the participant is appointed legal guardian).

Last Date of Attendance – The final date a participant attends class.

No Show – A participant who never attends class after registration and does not inform TEEEX that he/she will not be attending prior to the course start date.

Period of Financial Obligation – The portion of a program which the participant is legally obligated to pay.

Prospective Status – A participant that is holding a seat in a class, but has not completed the registration process nor paid entire tuition.

Transfer – A participant is unable to attend or complete a course delivery and requests to be placed in a future course delivery, or TEEEX administratively transfers a participant to a different delivery to support business operations (e.g., adjusting the number of participants in a particular class).

Vocational Course – A course/program designed to prepare participants for gainful employment in a recognized occupation.

Withdrawal – A participant who attends a portion of the course, but elects to remove themselves from the course/program prior to completion.

Requirements

1. General

- 1.1 All participants that are eligible for refunds must be provided a refund calculation.
- 1.2 This refund schedule is to be strictly enforced and applied equitably to all participants. Exceptions to this refund policy may be granted for avocational courses only under the following extenuating circumstances: participant has been called to assist with disaster response, participant has been called to active military duty, death of an immediate family member, major medical issues or injury, or a force majeure event. Participants requesting one of these exceptions must provide documentation to support their request; documentation must be retained in the course delivery records. Exceptions to the policy that may be granted include: full refund of tuition, full refund of fees, or enrollment in a future class without paying the tuition.

2. Vocational Courses

2.1 General

- 2.1.1 Vocational programs must explicitly itemize any non-refundable charges in the course catalog, during the registration process, and/or the enrollment agreement. Non-refundable charges must be limited to those materials that are distributed and attributable to the portion of the program attended by the participant. This will be unique to each vocational program and must be

documented in the applicable enrollment agreement and course catalog information.

2.2 Cancellation

2.2.1 Enrolled Participant Cancellation Prior to Start of the Academy / Program

2.2.1.1 TEEX will retain the non-refundable application fee of \$75 (per TEEX SAP 11.99.99.N0.02 *Participant Registration*) and charge an additional \$125 processing fee for a total of \$200.

2.2.1.2 Enrolled participants who cancel prior to the academy/program start date will receive their refund, less applicable fees, within 45 calendar days of the date of cancellation.

2.2.2 TEEX Cancels an Academy/Program

2.2.2.1 Participants can be transferred to another delivery of the academy/program, without another application fee, and must sign a new enrollment agreement for the new delivery. If the transferred academy/program price is less, a partial refund will be issued to the participant.

2.2.2.2 If TEEX cancels an academy/program prior to start of class, the participant will be refunded all monies, including the application fee, within 45 days of the date of cancellation.

2.2.3 Applicant ineligible to enroll

2.2.3.1 If TEEX determines that an applicant is ineligible to enroll or if a prospective international participant has their visa application denied, a full refund of all monies paid will be made to the applicant, less the application fee of \$75.

2.3 No Show

2.3.1 TEEX will retain the non-refundable application fee of \$75 (per TEEX SAP 11.99.99.N0.02 *Participant Registration*) and charge an additional \$125 processing fee for a total of \$200.

2.3.2 Enrolled participants who no show will receive their refunds, less applicable fees, within 45 calendar days of the first scheduled day of the academy/program.

2.4 Transfers

2.4.1 Participants that are unable to attend an academy/program may contact the training program representative prior to the start date to transfer to another delivery. If the other academy/program delivery has a price difference, participants must pay the difference or will be refunded the difference, as applicable.

- 2.4.2 Participants, regardless of their enrollment status, that transfer prior to the start date of the class will pay the \$75 application fee for each transfer and must have a new signed enrollment agreement in place.

2.5 Withdrawal/Dismissal

- 2.5.1 After the first day of the academy/program through 50% of the academy/program, the refunded amount to participants that withdraw or are dismissed is prorated based on the portion completed, plus TEEX will retain the \$75 non-refundable application fee and 10% of the unused tuition for the period that was not completed, up to a maximum of \$1,000.
- 2.5.2 Participants who begin the academy/program and withdraw (or are dismissed by TEEX) prior to 50% of academy/program completion are subject to refund amounts based on last day of attendance and be issued the refund within 45 calendar days from the documented date of determination. Refund amounts, and non-refundable items, are delineated in the program enrollment agreement.
 - 2.5.2.1 If a participant provides advanced notice of withdrawal such that the 45 calendar day window for refund processing ends before the Last Date of Attendance, the refund must be paid within 45 calendar days from the Last Date of Attendance.
- 2.5.3 Participants who withdraw or are dismissed after completing 50% of an academy/program are not eligible for refunds.
- 2.5.4 Participants who withdraw during an academy/program, due to an extenuating circumstance (participant has been called to assist with disaster response, participant has been called to active military duty, death of an immediate family member, major medical issues or injury, or a force majeure event) will be refunded according to the withdrawal/dismissal policy outlined in 2.4.1-2.4.3. Training programs may provide participants with extenuating circumstances the option to be enrolled in a future class following the guidelines established in SAP 13.99.99.N0.05 *Participant Withdrawal, Dismissal, Transfer, and Leave of Absence*.

3. Avocational Courses

3.1 Cancellation

- 3.1.1 Enrolled Participant Cancellation Prior to Start of Class
 - 3.1.1.1 Participants that cancel within 14 calendar days of start of class or classes with a tuition that is \$50.00 or less will not receive a refund. For classes with a tuition over \$50.01, participants will be charged a \$50.00 registration fee or 10% of the class tuition, whichever is greater, not to exceed \$500.00.
 - 3.1.1.2 Participants that cancel prior to 14 calendar days of the class start date will receive a full refund.

3.1.1.3 Participants who cancel prior to class start will receive their refund, less applicable fees, within 45 calendar days of the date of cancellation.

3.1.2 TEEX Cancels Class

3.1.2.1 If TEEX cancels a class, the participant will be refunded all monies.

3.1.2.2 Participants can be transferred to another class. If the transferred class price is less, a refund for the difference will be issued to the participant within 45 calendar days of the date of cancellation.

3.2 No Show

3.2.1 Participants considered no shows for classes with a tuition that is \$50.00 or less will not receive a refund. For classes with a tuition over \$50.01, participants will be charged a \$50.00 registration fee or 10% of the class tuition, whichever is greater, not to exceed \$500.00.

3.2.2 Participants who no show will receive their refund, less applicable fees, within 45 calendar days of the last scheduled day of class.

3.3 Withdrawal/Dismissal

3.3.1 Avocational Courses less than 300 clock hours

3.3.1.1 Participants who begin a class and withdraw before the completion of the class are not eligible for refunds.

3.3.1.2 Participants who begin a class and are dismissed by TEEX before the completion of the class are not eligible for a refund. A dismissal may be appealed in accordance with TEEX SAP 13.99.99.N0.04 *Participant Complaint and Appeal Process*.

3.3.2 Avocational Courses 300 clock hours or more

3.3.2.1 After the first day of the class through 50% of the class, the refunded amount to participants that withdraw or are dismissed is prorated based on the portion completed.

3.3.2.2 Participants who begin the class and withdraw (or are dismissed by TEEX) prior to 50% of course completion are subject to refund amounts based on last day of attendance and be issued the refund within 45 calendar days from the documented date of determination.

3.3.2.2.1 If a participant provides advanced notice of withdrawal such that the 45 calendar day window for refund processing ends before the Last Date of Attendance, the refund must be paid within 45 calendar days from the Last Date of Attendance.

3.3.2.3 Participants who withdraw or are dismissed after completing 50% of a course are not eligible for refunds.

3.4 Transfers

- 3.4.1 Participants that are unable to attend a class may contact the TEEEX representative listed on the website course description up to the first day of a class to transfer to another delivery. If the other class delivery has a price difference, participants must pay the difference or will be refunded the difference, as applicable.

4. Veterans Affairs (VA) funding

- 4.1 Should participants receiving VA benefits for a class either no show, withdraw, or are dismissed by TEEEX prior to the completion of the class, the refund will be a prorated portion of the total charges for the class, minus a \$10 registration fee.
- 4.2 The prorated refund amount is based on the number of days/hour completed relative to the total hours of the class, as corresponded by the TEEEX Veteran Services office.
- 4.3 All refunds will be processed in accordance with the timeline designated by the VA.

5. Correspondence Courses

- 5.1 Refunds are not available for correspondence courses once TEEEX receives shipping confirmation that class materials have been delivered to the participant.
- 5.2 Correspondence courses cannot be transferred from one participant to another participant once a participant has started the program.

6. Elearning

- 6.1 Refunds are not available for eLearning courses once a participant has logged into the class or an etoken has been issued. Elearning courses cannot be transferred from one participant to another.
- 6.2 Participants who cancel the eLearning class prior to logging in will be refunded in accordance with the cancellation policy.

Quality Assurance Measures

1. Participant refunds that have been issued are verified during the course delivery records reconciliation process as identified in TEEEX SAP 21.99.99.99-1 *Delivery Records Procedures*.
2. The business office manager within each division will ensure a quarterly report is ran to identify the number of days needed to process refunds and identify any refunds that take longer than 45 calendar days to process.
3. The business offices within each division will run a quarterly report identifying refunds that have been flagged as exceptions to the policy. All exceptions should be reviewed to determine the validity of reasons for exceptions; refunds with an invalid exception result in counseling of personnel and/or additional training in refund processes.

4. Compliance to the quality assurance measures will be monitored by the SES Risk and Compliance office in accordance with the monitoring schedule.

Related Statutes, Policies, or Requirements

[TAMUS Policy 26.01 Tuition and Fees](#)

ACCET Reference: Standard III.B

[TEEX SAP 11.99.99.N0.02 Participant Registration](#)

[TEEX SAP 13.99.99.N0.04 Participant Complaint and Appeal Process](#)

[TEEX SAP 13.99.99.N0.05 Participant Withdrawal, Dismissal, Transfer, and Leave of Absence](#)

Appendices

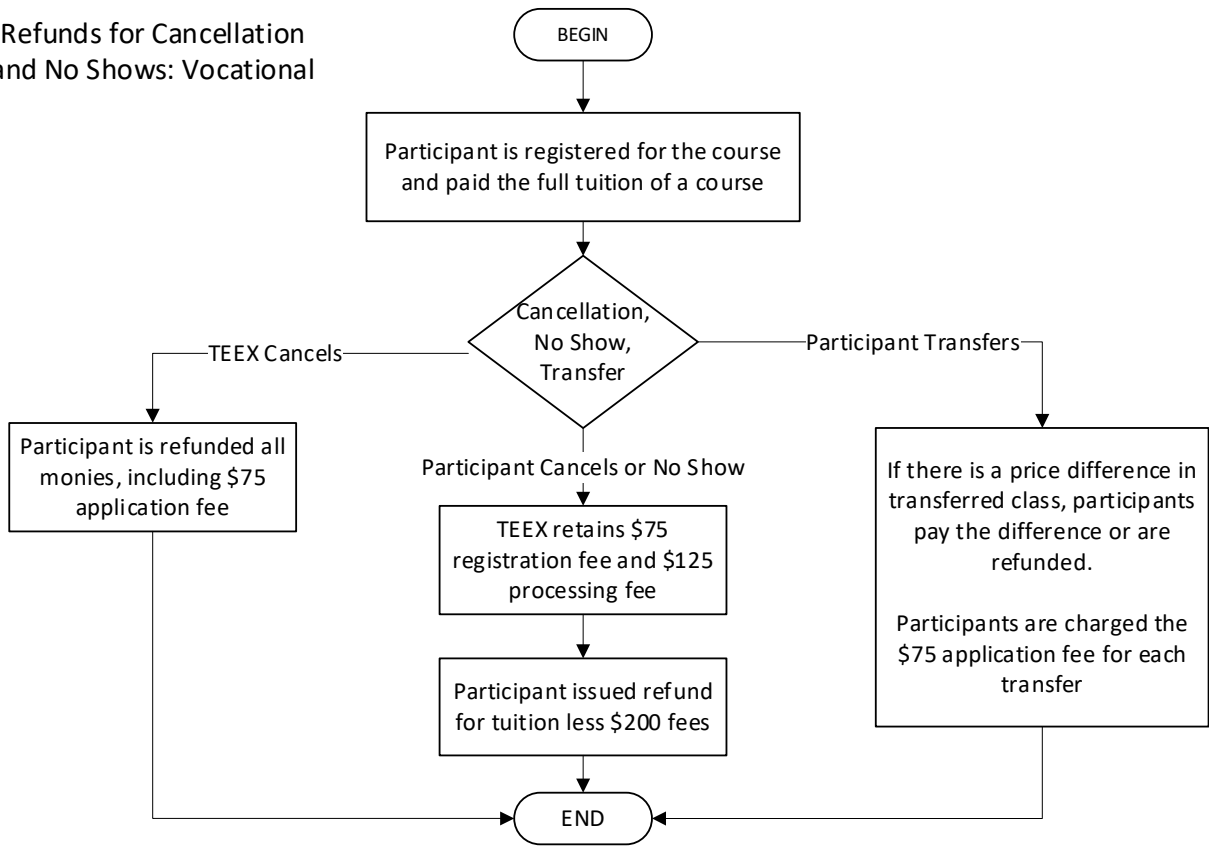
1. Refunds Workflow for Vocational Programs
2. Refunds Workflow for Avocational Courses
3. Refunds for Special Consideration Workflow (Avocational)

Office of Responsibility

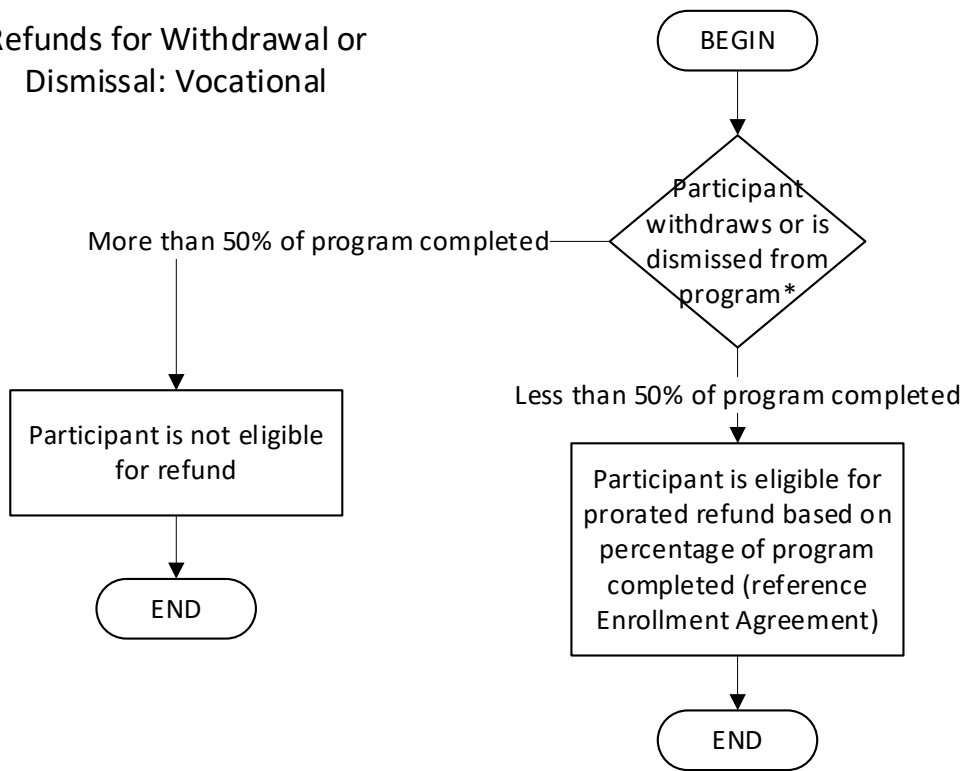
TEEX Strategic & Education Services Department
979-314-4843

Appendix 1: Refunds Workflow for Vocational Programs

Refunds for Cancellation
and No Shows: Vocational

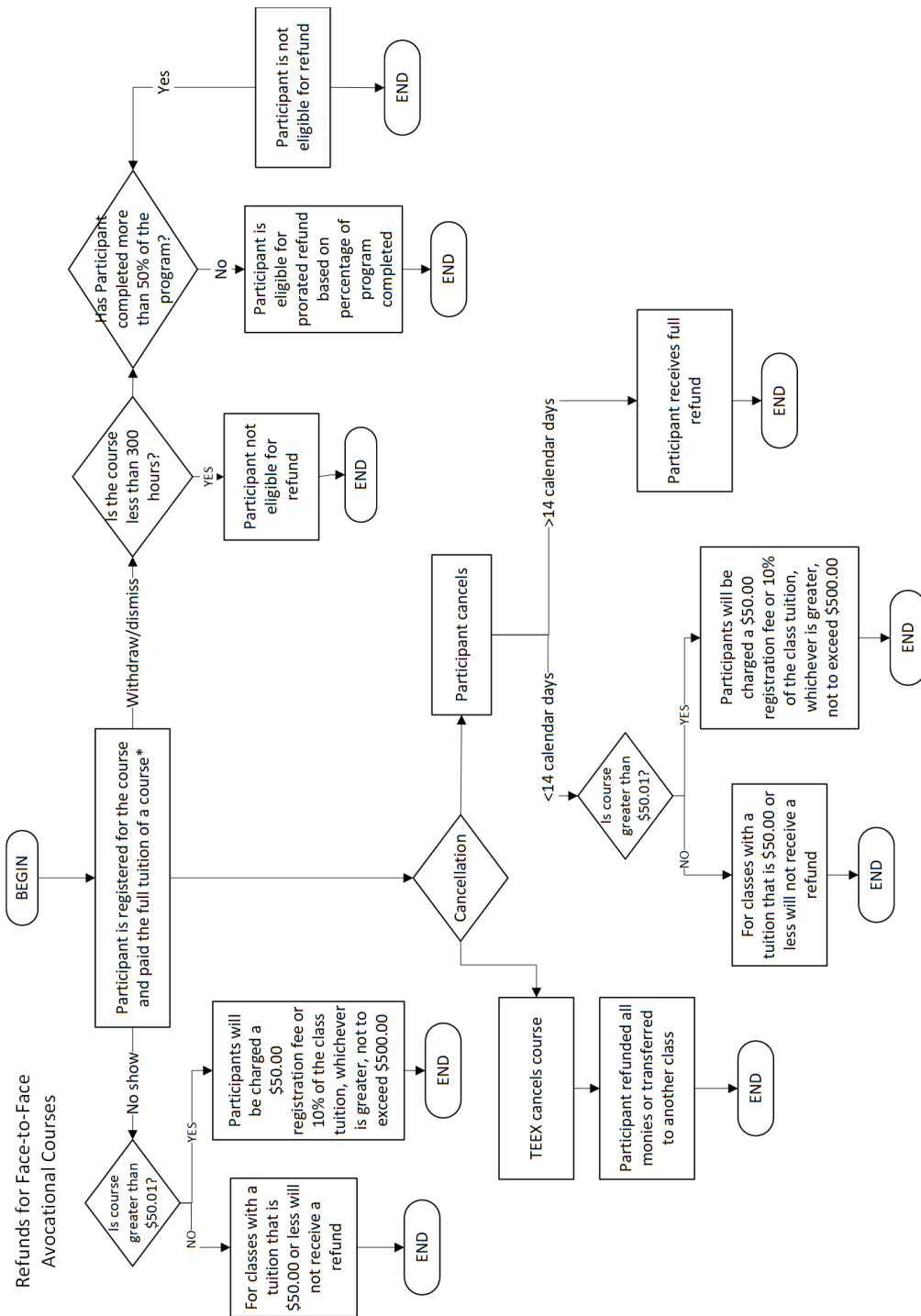


Refunds for Withdrawal or Dismissal: Vocational



**This workflow does not address extenuating circumstances identified in the SAP.*

Appendix 2: Refund Workflow for Avocational Courses



Appendix 3: Refunds for Special Consideration Workflow (Avocational)

