

SERVICE DELIVERY	Payment for Failed or Incomplete Courses
Classification:	Title I Adults, Dislocated Workers, Youth
Date Adopted:	11/18/15
Background:	On April 27, 2005, the board established a policy specifying the conditions under which LWDA2 will pay a second time for a single failed or incomplete course. The amendment, recommended by the staff on 1/20/08, modified and expanded the policy to cover more circumstances. It also clarified that the policy applies to all training providers, regardless of whether their academic year is divided into semesters, quarters, trimesters, or other periods. The amendment did not replace the section of the policy that allows for appeals to the Dean of Workforce Development in certain cases.
Policy:	<p>The Smoky Mountains Area Workforce Board authorizes the staff to withhold payment for training when the participants fail to successfully complete a required course, even if the participant remains in good standing with the training provider. This restriction applies to participants who fail to successfully complete:</p> <ol style="list-style-type: none"> 1. one or more courses, 2. a semester, trimester, quarter, or other academic-year period, or 3. an academic program. <p>The Dean of Workforce Development may approve an exception to this policy. Exceptions to the policy must be documented in the participant case files.</p> <p>Exceptions to this policy may be granted when students successfully complete a semester, trimester, quarter or other academic-year period of an approved program without LWDA2 funding or for other reasons that the dean deems sufficient. In such cases, LWDA2 may subsequently pay for a participant to complete a training program if there is clear evidence that the participant can be successful.</p>