

Procedure: 5.1.7p.

Warranty Claim Procedures

Revised: November 15, 2016; and April 23, 2001.

Last Reviewed: July 23, 2024; July 26, 2023; September 30, 2022; October 23, 2020; September 6, 2019; October 17, 2018; and October 30, 2017.

Adopted: September 5, 1996



I. PURPOSE:

The Technical College System of Georgia (TCSG) guarantees that graduates of its Technical Colleges have demonstrated proficiency in those competencies included in the approved state curriculum standards.

II. RELATED AUTHORITY:

O.C.G.A. § 20-4-11 – Powers of Board

O.C.G.A. § 20-4-14 – TCSG Established; Powers and Duties

TCSG State Board Policy 5.1.7. – Warranty of Degree, Diploma, and Technical Certificate of Credit Graduates

III. APPLICABILITY:

All work units and Technical Colleges associated with the Technical College System of Georgia.

IV. DEFINITIONS: N/A

V. PROCEDURE:

The Technical College System of Georgia [TCSG] guarantees that graduates of its Technical Colleges have demonstrated proficiency in those competencies included in the approved state curriculum standards. Should any student within two years of graduation not be able to perform one or more of the competencies contained in the industry-validated standards including failure to pass a state or national required licensing examination. TCSG agrees to provide specific retraining at any TCSG Technical College, offering the program to the graduate at no cost to the employer or graduate for tuition or instructional fees.

Implementation of a claim shall follow the procedures as outlined below:

1. The employer, in conjunction with a graduate, shall contact the Technical College to discuss the need for retraining.
2. The Technical College representative shall analyze the claim request, complete a KMS submission after consulting with the employer in conjunction with the graduate, and shall inform the employer and the graduate of the action to be taken.
3. Suppose the Technical College processing the claim is not the college from which the student graduated. In that case, the graduating college shall be notified of the warranty claim, the services provided, and the institutional costs incurred during the retraining.

4. TCSG will provide the Commissioner an End of Semester (EOS) Warranty Claim report.

VII. RECORD RETENTION: N/A