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2024-25 Program Year School Catalog
Heavy Construction Equipment Operator
Heavy Construction Equipment Technology

3600 N. Grand River Avenue Lansing, Michigan 48906
517-321-8000

<http://www.aistraining.com/ais-technical-institute/>

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Catalog Purpose

This Catalog contains policies, procedures, and requirements that all members of AIS Heavy Equipment Technical Institute are to follow. When required changes to the Catalog occur, they will be communicated through catalog inserts and other means until a revised edition of the Catalog is published. (Up-to-date Catalog inserts are available upon request.)

Students who interrupt continuous enrollment will be subject to changes that have occurred prior to their re-admission. A printed Catalog is available for individuals who do not have access to the electronic version. An electronic version is available at <http://www.aistraining.com/ais-technical-institute>

Regulations Subject to Change

AIS Heavy Equipment Technical Institute reserves the right to change its regulations, requirements, or financial charges, and to cancel or change the course offerings published in this Catalog. Students are to familiarize themselves with current regulations, requirements, and changes.

Mission Statement

The Mission of AIS Heavy Equipment Technical Institute is to prepare students to become employable in the Heavy Construction Equipment Industry.

History

AIS Construction Equipment Corporation, in response to a shortage of qualified, industry trained heavy equipment technicians started the AIS Heavy Equipment Technical Institute in 2016. The AIS Training Center has been training its own employees since 1995. After becoming a Komatsu certified technical training center, the Training Center began training for dealers all over the United States. In 1996, the AIS Training Center branched into programs for both high school and college students.

Location

The AIS Heavy Equipment Technical Institute's Campus is located on the property of the AIS Construction Equipment Corporation's Lansing Branch. The address is: 3600 N. Grand River Avenue, Lansing, MI 48906.

Instructional Buildings

The AIS Heavy Equipment Technical Institute's classrooms and laboratories are in the Training Centers located on the AIS Lansing Branch. The Training Center consists of classrooms and laboratories for instruction and hands-on learning. Operators will train on equipment on our two-acre parcel called "The Hill."

Equipment

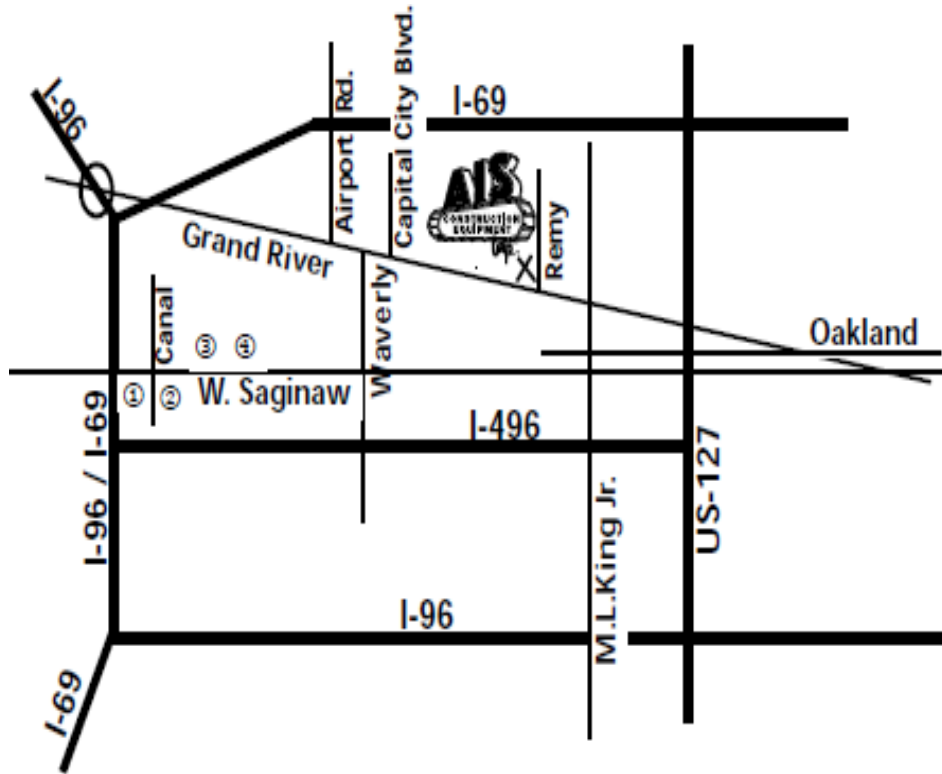
Because the AIS Institute is located at of one of Michigan's largest heavy equipment sales and service companies, "live" heavy construction equipment for operation and repair training is continually at the student's disposal. In addition to "live" equipment, the AIS Heavy Equipment Technical Institute has instruction and training aids and heavy equipment components in every one of the content areas offered.

Housing

AIS Technical Institutes has housing available to students while attending classes. No weekend stays are permitted without administrative approval. Contact the school director or indicate on your application if you are interested in student housing.

Students staying in The House will complete a separate Housing Agreement. Two weeks rent will be required before moving into The House.

AIS Heavy Equipment Technical Institute Lansing, Michigan



From Detroit:

- I-96 West to Grand River Ave. Exit #90
- turn right (East) for five miles.

From Grand Rapids:

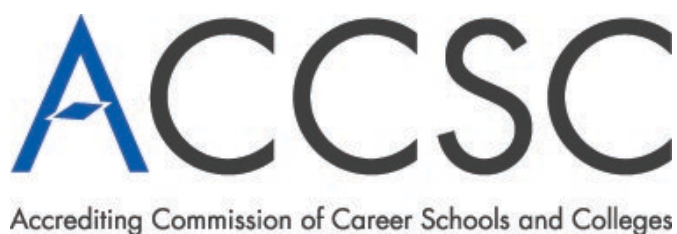
- I-96 East to Grand River Ave. Exit 90
- Turn left (East) on Grand River Ave. for five miles.

From Flint:

- I-69 West to Airport Road Exit 84
- Turn left (South) on Airport Rd.
- turn left (East) on Grand River Ave. for 1.5 miles.

**The AIS Heavy Equipment Technical Institute has the following
Accreditation, Approvals and Authorizations**

Accrediting Commission of Career Schools and Colleges.



National Center for Construction Education and Research (NCCER) for Operator Training.



Associated Equipment Distributors



Equal Employment/Educational Opportunity

AIS Heavy Equipment Technical Institute is an equal employment opportunity employer and educational provider and does not discriminate against any person because of race, color, religion, gender, national origin, age, disability, veteran status, sexual orientation or marital status or any other characteristic protected by law (referred to as "protected status"). This nondiscrimination policy extends to all terms, conditions, and privileges of admission to the School, enrollment in classes, student services, financial aid, and employment as well as the use of all School facilities and participation in all School-sponsored activities. AIS Heavy Equipment Technical Institute conducts its educational activities in accordance with provisions of Title VI and VII of the 1964 Civil Rights Act, Title IX of the Educational Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973 (P.L. 93-112). Harassment/discrimination will not be tolerated at AIS-Tech and is considered a violation of institutional policy.

Inquiries concerning these Equal Employment/Educational Opportunity policies should be addressed to Ralph Hansen, Education Director, 517-321-8000.

Admission and Enrollment Requirements and Procedure

Students wishing to attend the AIS Heavy Equipment Technical Institute must complete the following steps:

1. Complete and submit the program Registration Form and identify which training Session they would like to attend.
 - Registration Forms are available on our website at www.aistraining.com the school office, or one can be mailed to you by contacting the school office at 517-321-8000 Ext 2103. **There is no cost to complete the Registration Form.**
2. Upon receipt of the Request for Training form, students will be sent an Admission's Application. To be considered for enrollment in the Session indicated on the Registration Form, students must complete the Admission's Application, along with submitting the following documents. These can be submitted via email rhansen@aisequip.com or regular mail to **Ralph Hansen AIS, 3600 N. Grand River Ave., Lansing, MI 48906**, or **faxed to 517-886-5706**
 - High School Diploma, GED equivalent or high school certificate of completion
 - College transcript if applicable.
 - A home-study certificate or transcript from a home-study program that is equivalent to high school level and is recognized by the student's home state or a recognized on-line accredited high school diploma.
3. Upon receipt of your school Admission Application and supporting documents a program visitation will be scheduled for you to interview with school personnel, take any required tests and visit the school's facilities and to meet with the instructor.
4. After the program visitation, Applicants chosen for enrollment into the school will complete an Enrollment Agreement. Full tuition will need to be paid prior to the first day of class.
5. Students staying in The House will complete a separate Housing Agreement. Two weeks rent will be required before moving into The House.
 - Students who possess a high school diploma from a foreign non-English speaking country and wish to enroll must have the diploma translated by an approved agency and be equivalent to a U.S. High School Diploma.

TUITION REFUND POLICY:

- All monies paid by an applicant will be refunded if requested within three days after signing, an enrollment agreement and making an initial payment.
- Applicants who have not visited the school prior to enrollment will have the opportunity to withdraw without penalty within three business days following either the regularly scheduled orientation procedures or following a tour of the school facilities and inspection of equipment where training and services are provided.
- A student who chooses to withdrawal from the program after three days, will receive refunds of tuition based on the following percentage of program completed:
- If a student withdraws after 10 percent of the program but before 20 percent of the program has occurred a 70 percent refund is granted.
- If a student withdraws after 20 percent of the program but before 30 percent of the program has occurred a 50 percent refund is granted.
- If a student withdraws after 30 percent of the program but before 40 percent of the program has occurred a 25 percent refund is granted
- No refund is granted after 40 percent of the program is completed.

Housing:

- AIS Heavy Equipment Technical Institute has housing available for students enrolled in the Institute. The HOUSE is a 6 bedroom-15 bed residential house located on the school property.
- Enrolled students can stay in the house from Sunday night to Friday. There are no Weekend stays. Students will sign and abide by the Housing Policy of the Institute. Refusal to do so will result in Eviction from the house and possibly the school.
- Rent for staying in the house is \$150 a week and includes electricity, cable, internet, and water. The students will need to provide their own food, linen, and personal items. Common areas are cleaned each week. Inspections occur without notice.
- *Full payment of Tuition is due on or prior to the first day of class.
- *Two weeks Rent for Housing (if chosen) is required before moving in.

Housing Refund Policy:

Students who choose to withdraw from AIS heavy Equipment Technical Institute will no longer be allowed to stay in School housing. Refunds for housing rent will be calculated by week, or portions weeks that the student stayed in the House. Refunds will be granted for any weeks that have been paid ahead of time that the student did not spend in the House.

***All refunds will be made within 30 days of the withdrawal date.**

Program Descriptions:

Heavy Construction Equipment Operator HCEO

The AIS Heavy Equipment Technical Institute's Heavy Construction Equipment Operator (HCEO) Program will prepare you to secure entry level employment as a Heavy Equipment Operator. Students in the programs will receive classroom, laboratory and "live work" instruction from practicing NCCER Credentialed instructors and operators. Upon satisfactory completion of the program students will receive **the National Center for Construction Education Research Certifications and the AIS Certificate of Completion.**

HCEO 106—Six Week/240 Hour Heavy Construction Equipment Operator (Non-ACCSC Accredited)

During the Six Week Heavy Construction Equipment Operations course, students will learn introduction to earthmoving, machine inspections and safety, grades and elevations, soil characteristics and how to operate a **Utility Tractor, Front-End Loader, Mini Excavator, Skid-Steer, and Forklifts**, along with **First AID, CPR and OSHA-10** training.

Individuals enrolled in this course will receive 40-60 hours of in class instruction and 180-200 hours of combined "seat-time" on the four machines listed above. **NCCER nationally recognized certifications** will be awarded in the four machines for successful completion of this program.

HCEO 110—Ten Week/400 Hour Heavy Construction Equipment Operator (ACCSC Accredited)

During the Ten Week Heavy Construction Equipment Operations course, students will learn introduction to earthmoving, machine inspections and safety, grades and elevations, soil characteristics and how to operate a **Front-End Loader, Backhoe, Skid-Steer, Utility Tractor, Forklifts, Compactor, Excavators, Bulldozer and Off-Road Dump Truck**, along with **First AID, CPR and OSHA-10** certification.

Individuals enrolled in this course will receive 80-100 hours of classroom instruction and 300-320 hours of combined "seat-time" on the machines listed. AIS Technical Institute certifications will be awarded in the machines listed above for successful completion of this program. Students will also receive First Aid, CPR and OSHA 10 Hour Certifications.

Cost of Attendance

Heavy Construction Equipment Operator (HCEO)

HCEO 106-SIX WEEK/240 HOUR PROGRAM: \$7,500

HCEO 110-TEN WEEK/400 HOUR PROGRAM: \$11,500

Fees include the cost of tuition, books, safety glasses, hard hats, safety vests and cost of certifications.

Heavy Construction Equipment Technology HCET (1008 Hours)

The AIS Heavy Equipment Technical Institute's Heavy Construction Equipment Technology Program prepares individuals for a career as a diesel equipment or truck technician. Graduates of the program will learn how to diagnose and repair most construction, farm and power generation equipment along with truck, bus and other on-road diesel engine operated vehicles. Enrolled students will attend classes for seven week intervals, four times a year, with five to six week intervals of work opportunities at their places of employment. **It is the students responsibility to secure employment during the non-classroom instruction portion of the program.** Each course will meet for two days, Monday & Tuesday or Wednesday & Thursday during this seven week term for 8 hours per day.

Course Descriptions

Introduction to the Heavy Equipment Industry (HCET 100) 112 Hours

This first half of this course covers the use of hand, electric, air, and hydraulic tools; lifting, cleaning and testing equipment; accepted and safe working practices in the shop and field, along with machine inspection and operation. The second half of the course involves using current technology for communicating and resourcing, awareness of dealership goals and policies, basic business practices, and the functions of the service department and how it fits into the business structure. **(This course may be waived based on previous work or educational experiences)**

Mobile Hydraulic Systems I (HCET 120) 112 Hours

This course covers the fundamentals of hydraulic principles, identification and operation of pumps, motors, valves, cylinders, and accumulators; fluids, fluid transfer, and filtering; as well as maintenance procedures. Hydrostatic systems and basic hydraulic schematic reading as well as basic diagnostics will also be taught.

Diesel Engines I (HCET 140) 112 Hours

This course covers the theory and operation, maintenance, and overhaul of modern diesel engines found in off-highway applications.

Mobile Electrical Systems I (HCET 110) 112 Hours

This course covers the fundamentals of direct current, Ohm's law, digital meter use, and components found in mobile heavy equipment. The fundamentals of starting, charging, lighting, and accessory circuits will be taught, as well as basic schematic reading.

Mobile Hydraulics Systems II (HCET 220) Pre-req HERT 120 112 Hours

This course is designed to advance the technician from Mobile Hydraulic Systems I by covering component repair and replacement, advanced schematic reading, understanding and troubleshooting more intricate hydraulic systems, as well as further comprehension of fluid cleanliness.

Mobile Electrical Systems II (HCET 210) Pre-req HERT 110 112 Hours

This course is designed to advance the technician from Mobile Electrical Systems I by covering more advanced and intricate circuits and schematics, understanding the CAN bus, and diagnosing these systems using hand-held testing equipment, laptops connected to the machine, and on-board diagnostics.

Diesel Engines II (HCET 240) Pre-req HERT 140 112 Hours

This course expands the knowledge of the student to teach them about the fuel systems, both mechanical and electronic, aftertreatment systems, component repair, and diagnostics of modern diesel engines found in off-highway applications.

Off-highway Power Trains (HCET 130) 112 Hours

This course covers the theory and operation of power train components found in heavy equipment operations such as torque converters, power shift transmissions, driveshafts, differentials, and final drives. Hydraulic and pneumatic braking systems as well as undercarriage systems will be taught. Power flow diagrams, troubleshooting, and failure analysis will also be covered.

Mobile Air Conditioning / Heating (HCET 150) 112 Hours

This course covers the fundamentals of heat and refrigerants; the operation, servicing, testing, troubleshooting, and repairing of mobile air conditioning systems using R-134 refrigerant. The operation, components, and servicing of heating systems will be taught, as well as pressurized cabs.

Cost of Attendance

Heavy Construction Equipment Technology (HCET)

\$2,100 per course for the nine (9) courses to earn a HCET Certificate of Completion for a total of \$18,900.

- **Includes the cost of Tuition and Lab Fees**
- **Tools are provided for laboratory work.**
- **Students are responsible for the cost of textbooks and school supplies.**

Course Schedules

HCE0 106: 6-Week 240 Hour Heavy Construction Equipment Operator Program

Fall 2024 (9/23/24 to 11/01/24)

HCE0 110: Ten-Week 400 Hour Heavy Construction Equipment Operator Program

Spring (4/22/24 to 6/27/24)

Summer 2024 (7/8/24 to 9/12/24)

HCET: 1008 Hour Heavy Construction Equipment Technician Certificate Program (See Calendar)

Classes meet Monday & Tuesday (8am to 5pm)

Winter 2023 (12/7/23 to 01/26/24)

Spring 2024 (03/14/24 to 04/26/24)

Summer 2024 (06/10/24 to 07/26/24)

Fall 2024 (09/12/24 to 10/25/24)

Winter 2024 (12/12/24 to 01/31/25)

Spring 2025 (03/20/25 to 05/02/25)

Transfer Credit/Hours

The AIS Heavy Equipment Technical Institute will consider accepting transfer credit into the Heavy Construction Equipment Operator and Technician programs on a case-by-case basis.

Course Materials

AIS Heavy Equipment Technical Institute will provide students in the Heavy Construction Equipment Operator Program with textbooks, handouts, hard hats, safety glasses and safety vests. Students enrolled in the Heavy Construction Equipment Technology program will need to purchase their own textbook but will be provided with safety glasses and tools to perform laboratory exercises.

Dual Enrollment

Dual Enrollment is not an option for students attending AIS Heavy Equipment Institute currently.

Class Size

The Heavy Construction Equipment Operation Course has a maximum enrollment of 10.

The Heavy Construction Equipment Technology Course has a maximum enrollment of 14.

Grading and Assessment

At the completion of each course the student is assigned a grade based on homework, written assignments, and lab performance.

Grade	Average	Grade Point
A	95-100%	4.0
B+	90-94%	3.5
B	85-89%	3.0
C+	80-84%	2.5
C	79-75%	2.0
D+	70-74%	1.5
D	60-69%	1.0
E	0-59%	0.0
I	NA	NA
W	No Grade	NA

Satisfactory Progress

- Students not meeting Satisfactory Academic Progress (defined as maintaining a 70% in each of their units) will be required to meet with the instructor and Director of Education to discuss their progress and plans to improve their academic progress.
- AIS HETI requires students to have an 80% attendance rate to receive an AIS-HETI Certification in Heavy Equipment Operation and NCCER machine certifications.

Graduation/Completion Requirements (HCED)

To graduate and receive an AIS Heavy Equipment Technical Institute Certificate of Completion and Transcript, a student must:

- Satisfy all program instructional requirements.
- Complete the program with at least a 2.0 Overall Grade Point Average
- Not have a financial obligation toward the school.

Requests for Reasonable Accommodation

AIS Heavy Equipment Technical Institute is committed to providing qualified applicants with a disability an equal opportunity to access the benefits, rights and privileges of school services, programs, and activities in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. Students who believe they need accommodation should contact the Education Director at 517-321-8000.

Students will be responsible for their own transportation to the AIS Facility.

Students must be able to read and write, lift at least 40 lbs., and climb on and off equipment.

AIS reserve the right to dismiss any student that is regularly unsafely operating equipment, disrupting class, and/or intoxicated on alcohol or drugs.

Student Consumer Information

The Student Consumer Information regulations of the United States Department of Education require colleges to provide students with access to information they are entitled to as a consumer. Our goal is to provide each student with complete and easy access to this information and to inform you annually of the availability of this information. This information may be requested from our campus staff to be provided in printed format. Any requests for information under this service should be sent to the Director of Education.

Attendance, Withdrawal and Leave of Absence

Developing and maintaining good program attendance is an important facet of each student's professional development. Students are expected to attend classes as scheduled, be on time and remain in classes for the scheduled duration. Although there are no excused absences, it is understood that a student may be absent from class because of illness or a family emergency. It is expected that students will notify their instructor if they are going to be absent and the reason for the absence. The student will be responsible for work that was missed.

Attendance recording, monitoring, and follow-up procedures are as follows:

- Attendance will be taken every day that class is in session.
- Late arrivals and early departures contribute to overall attendance.
- Satisfactory attendance is 80% overall.

Withdrawals

- A student choosing to withdraw/drop from the school or class without submitting a Leave of Absence Request, will adhere to the Refund Policy on page 9-10 of the school catalog.

Students who have not attended for four consecutive scheduled class days without requesting a leave of absence, or notifying the school of their intent to withdraw, will be considered withdrawn.

Leave of Absence

- If special circumstances arise, a student may request, in writing, a leave of absence; the leave of absence request should include the reason for the request, the date the student anticipates the leave beginning and the anticipated return date.
- Students may return from a leave of absence into the same program title at the next available opening, not to exceed 180 days from the date their leave was granted.
- If the student does not return from the leave of absence, students will be refunded their tuition based on the Refund Policy.

Make-up Work

Students are required to make up all assignments and work missed because of absences. The instructor may assign additional make-up work to be completed for each absence; this will be assigned as outside work. Make-up work will not be authorized to remove absence. Tests missed because of absence must be made up on the day the student returns to school unless other arrangements have been made by the instructor, with the School Director's approval.

Tutoring

Students experiencing academic difficulties may request tutorial assistance from an instructor outside of normally scheduled class time, on any regularly scheduled class day, by advance arrangement with their current instructor, or by appointment on an individual basis. If exceptions to this schedule are required, the Director of Education will attempt to provide an alternative schedule.

Student Conduct, Termination and Probation:

Students are expected to conduct themselves in a mature and socially acceptable manner. The staff and faculty are to be treated with respect. The staff and faculty will observe the same standards. **A student is subject to disciplinary action up to and including probation/termination for:**

- Acts of dishonesty, including but not limited to cheating on quizzes, tests, papers, hands-on homework documentation, or other assignments or plagiarism.
- Fraudulent activities including but not limited to willful misrepresentation by a student concerning qualification for admission, continuing eligibility as a student, eligibility for financial aid, current enrollment information, status, or position at AIS.
- Forgery, alteration or misuse of school documents, records, or identification.
- The unlawful possession, use, or distribution of illicit or prescription drugs on campus.
- Possession, use, intoxication, or being under the influence of alcohol while on campus.
- Possession of firearms or other weapons on campus.
- Gambling on campus.
- Any act or threat of physical assault or intimidation directed toward any member of the school community or any other individual on campus.
- Sexual harassment.
- Theft or attempted theft of School property, or any theft on campus.
- The defacing or destruction of School property and/or equipment.
- Use of indecent, illegal, disruptive language and/or actions.
- Insubordination in carrying out instructions of faculty or staff.
- Any refusal to abide with or violation of federal, state, or local regulations.
- Smoking in unauthorized areas. Smoking is not permitted in any school building, vehicle, or equipment.
- Students terminated from AIS Heavy Equipment Technical Institute for one or more of the above actions may apply for readmission one year after termination.

Campus Security

The AIS Heavy Equipment Technical Institute is committed to providing a safe and secure environment. Crime awareness and campus security are matters for which everyone must take personal responsibility. Student conduct policies strictly prohibit the possession of weapons and the use of alcohol, controlled substances, and drugs on school property or at school-sponsored activities. Violation of these rules or criminal acts of any kind may result in prompt disciplinary action, including dismissal.

Crime Awareness

AIS Heavy Equipment Technical Institute faculty and staff are concerned that all students and employees experience a safe and secure environment while at our school. It is the responsibility of every student and employee to be aware of safety and security matters and to promptly report any crime to school officials and to the local police.

Safety

Safety-toed leather work shoes are required to avoid foot injury. Clothing worn should be that expected of the heavy equipment technician profession. No Shorts! Safety glasses and hard hats are required for all activities where danger of injury exists. Refusal to comply with safety rules is a reason for dismissal from school.

Financial Aid

AIS Technical Institute is currently approved for the following Financial Aid options:

Employer Assistance: Many employers provide tuition assistance programs to their employees to assist with education goals. Check with the human resources department or benefits manager to see if an educational assistance program is available at your place of employment.

Private Aid: AIS Heavy Equipment Technical Institute's students may also seek private education loans from any lender of their choice. Eligibility and application processes for private education loans are provided by the private lenders.

Michigan Works!: A student who may qualify for benefits funded through the U.S. Department of Labor should contact the local Michigan Works Agency.

State Aid: Qualified applicants may also receive educational benefits administered under the state's Employment Commission or Vocational Rehabilitation.

Student Services

Personal Assistance:

Instructors and School personnel will assist students with part-time jobs, ride share, student conflict resolutions, and any area which will assist students in completing their program.

Academic Assistance:

Students experiencing academic difficulties in any course should discuss their difficulties with their instructor. AIS Heavy Equipment Technical Institute will provide students with content experienced individuals that will work with students either one on one or in small study groups.

College Expenses and Budgeting:

So that students can focus on college success, AIS Technical Institute staff are available to assist students with college expenses and setting a college budget. Less time spent worrying about paying for college expenses will translate into more time spent on studies.

Career and Employment Services

AIS Technical Institute, as part of the AIS Construction Equipment Corporation, maintains relationships with area employers from each of our six branch locations. AIS technical staff will assist students by developing interview skills, résumé preparation, and guidance on how to conduct a successful job search.

Although **graduates cannot be guaranteed employment** or a starting salary, AIS Heavy Equipment Technical Institute will aid in finding training-related employment for graduates and part-time jobs for actively participating students.

Students approaching completion of their program should meet the Education Director to begin the career search process.

Each Successful graduate of the program will have the option of posting their resume on the AIS Technical Institute's website at www.aistraining.com. Business and industry contacts have access to posted resumes of our graduates.

Student Complaint Policy and Procedure

Academic concerns should be discussed with the student's instructor first. If the matter is not satisfactorily resolved, the student may bring the matter to the attention of the Director of Education. Further resolution may be sought by discussing the matter with the Director of Education, but only after exhausting the matter with the instructor and/or Program Coordinator.

Non-academic concerns/complaints should be taken to the Director of Education, Ralph Hansen, who is able to draw upon a variety of resources addressing a wide range of issues. **He can be reached at: 517-321-8000 Ext. 2103 or email: rhansen@aisequip.com**

The AIS Training Director is the final source of assistance on campus for issues unable to be resolved by the Program Coordinator or Director of Education. Students desiring to file a complaint concerning sexual harassment, discrimination, policies and procedures, or any item of concern, may direct written correspondence to the Training Director.

Steve Higgins, Training Director AIS Corporation
3600 N. Grand River Ave Lansing, MI 48906
517-321-8000

Or email to: shiggins@aisequip.com

Complaints must be in writing, including signature and date of submission. The AIS Heavy Equipment Technical Institute will strive to keep all complaints confidential but cannot guarantee confidentiality. Under some circumstances, a release may be needed in order for a complaint to be properly investigated and resolved in a timely manner.

Anonymous complaints will not be acted upon. If an issue cannot be resolved within AIS Heavy Equipment Technical Institute, the following complaint/grievance procedure is available.

Complaints not resolved at this level, may be taken to Jon Hoffman, AIS Corporate Vice President for Service. Mr. Hoffman can be contacted at 517-321-8000 Ext. 7301.

STUDENT COMPLAINT PROCEDURE ACCSC Accredited Schools

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org