

# Procedure: 5.1.7p. (IV.I)

## Warranty Claim Procedures

**Revised:** November 15, 2016; April 23, 2001  
**Last Reviewed:** November 15, 2016; July 30, 2015  
**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 the Board  
O.C.G.A. § 20-4-14 – TCSG Powers and Duties  
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) If the technical college processing the claim is not the college from which the student graduated, the graduating college shall be notified of the warranty claim, the services to be provided, and the institutional costs incurred during the retraining.

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

**VII. RECORD RETENTION:** n/a