

# SRTC Procedure: Warranty of Degree, Diploma, and Technical Certificates of Credit Graduates

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Southern Regional Technical College (SRTC), in accordance with the State Board Technical College System of Georgia (SBTSG) Policy 5.1.7: Warranty of Degree, Diploma, and Technical Certificate of Credit Graduates and the Technical College System of Georgia (TCSG) Procedure 5.1.7p: Warranty of Degree, Diploma, and Technical Certificate of Credit Graduates, guarantees that graduates of the College have demonstrated proficiency in those competencies included in the approved in the State Curriculum Standards.

Within two years of graduation, should any graduate employee not be able to perform one or more competencies contained in the industry-validated standard or program guide, including failure to pass a state required licensing exam or national licensing examination, the College agrees to provide specific retraining to the graduate at no charge for instructional costs to either the employer or graduate for tuition or instructional fees.

All graduates of any Southern Regional Technical College degree, diploma, or technical certificate of credit are to be provided written notice of warranty. This notice is published on every syllabus. Additionally, the following items contain a copy of the warranty policy: New Student Orientation documentation, Reverse side of the Student Transcript, Employer Follow-up Survey, Graduate Exit Survey, and Graduate Follow-up Survey.

Implementation of a claim shall follow the procedure outlined below:

1. The employer, in conjunction with a graduate, or the graduate, shall contact the College to discuss the need for retraining.
2. The SRTC program faculty shall analyze the claim request, and shall inform the employer and/or the graduate of the action to be taken.
3. A Warranty Claims Form shall be completed by the program faculty and forwarded via e-mail to the Vice President for Academic Affairs (VPAA).
4. The VPAA will then complete the Warranty Claims report on the KMS website at the end of each term. If the College has no warranty claim students for the term, the VPAA will complete the report for the term indicating the “College has No Warranty Claims for [the] Selected Term.”
5. The Warranty Claim Forms will be kept on file in the office of the VPAA, along with a copy of the report entered in the KMS website.

## **Responsibility**

The Vice President for Academic Affairs has the overall responsibility for ensuring this procedure is implemented.

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## **Reference:**

[SBTCSG Policy 5.1.7: Warranty of Degree, Diploma, and Technical Certificate of Credit Graduates](#)  
[TCSG Procedure 5.1.7p: Warranty Claim Procedures](#)  
[SRTC Warranty Claims Form](#)

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