

## Policies

### School Policies Bad Weather Policy

In the event any scheduled classes are canceled due to inclement weather or emergencies, they may be rescheduled outside normal class times to make up for any missed classes. Students will be duly notified of any rescheduling.

### School Holidays Policy

Compusoft Training Center, Inc. is open all year round with the exception of the following holidays:

- Martin Luther King Day
- President's Day
- Spring Break (1 wk. in March)
- Good Friday
- Memorial Day
- Summer Break (2 wks. in June–August)
- Independence Day
- Labor Day
- Thanksgiving Day & the Friday after
- Christmas Eve through January 2nd

### Student Records & Academic Transcripts

Student records are maintained for a period of three years from the time of enrollment for all students who have graduated, withdrew or terminated. There is no charge for the first official copy of the Certificate of Completion but a fee of \$5.00 is charged for any additional copies. Computer Training Center, Inc. may release any information regarding a student's grades, attendance, accomplishment and other activities related to that student's period of enrollment to any third parties such as Employers who request for it. If you do not wish to have this information disclosed, you must notify the administrative office in writing expressing so.

### Student Complaint Policy

This school has a Certificate of Approval from the Texas Workforce Commission (TWC). The TWC-assigned school number is: S0929

The school's programs are approved by TWC,

Students must address their concerns about this school or any of its educational programs by following the grievance

process outlined in the school's catalog. Schools are responsible for ensuring and documenting that all students have received a copy of the school's grievance procedures and for describing these procedures in the school's published catalog. If, as a student, you were not provided with this information, please inform school management.

Students dissatisfied with this school's response to their complaint, or who are not able to file a complaint with the school, can file a formal complaint with TWC, as well as with other relevant agencies or accreditors, if applicable. Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website located at <http://csc.twc.state.tx.us/>.