



Handyman Training School, LLC.

845 Main Street Stone Mountain, Ga. 30083

Telephone: 678-935-9505

Email: Thehandymantrainingschool@gmail.com

Web: Handymantrainingschool.com

Highlights of School Policies

This section is not to be an end all in our school's policies but to provide a quick overview of some of the policies that the student needs to adhere too. This is not a complete list of policies and procedures that the school has in place. **ALL policies and procedures are outlined in the Entrance Handbook** that can you receive. In addition, a copy of that document is located in the school's library area of the school. Each student is held accountable for ensuring that all policies and procedures have adhered too.

Academic Integrity:

Handyman Training School, LLC expects students, faculty, and administrators to maintain the highest of professional standards. Established policies of conduct and behavior are outlined in detail in the Entrance Handbook, and each student has received a copy during orientation. Persons associated with this school, students and staff, are expected to adhere both to their professional code of ethics and the policies and procedures outlined in the Entrance Handbook.

Attendance Policy:

We strongly recommend that each student attend each training class. However, we recognize that on some occasions this may not be an option. When students fail to attend scheduled session will not receive attendance credit for that session. A class sign in sheet will be maintained and an individual attendance roster will be kept. Poor Attendance will affect the students' progress in the class.

The following are some guiding principles:

- Students **are not** able to receive credit for work completed prior to the start of the class or after the class ends.
- Class ends when the student completes their 10-week program.
- Students are required to sign in and out personally.
- Students who have two days of absent t will be administratively withdrawn from the course.
- If a student is tardy for class, the late times will be calculated into an absence. **Please see Tardy Policy** for further information.

- The ability to make-up work missed due to absence is at the sole discretion of the instructor.
- Making up work does not count as attendance in the class missed.
- It is solely the student's responsibility to maintain contact with the instructor to request the opportunity to engage in make-up work.

Cancellation Policy:

Individuals and or agency will need to contact Andre' Knight, founder, in writing, indicating that you would like to cancel the training. This correspondence needs to be submitted within **three days** from the date the program starts in order to receive a full refund. The student or agency will need to review our refund policy to determine IF they are entitled to a refund and the amount of that refund, for any cancellations requested after 3 days.

Communication Guidelines:

The school expectations regarding faculty/student communications responses to email are three (3) days as a reasonable time limit to respond to email inquiries.

In person, communication needs to be done during a time that does not take away from the other students learning the process. If a student feels they need to speak with the instruction, they should schedule a time before or after class that meets both persons schedule. It is our goal to have open communication with students.

Communication Policy

It is essential that our records are correct, inaccurate or out of date information may affect communication with you regarding the program or services you may need including emergencies support. You **must** contact us in writing immediately if any of your information changes. As a reminder, the following information will need to be updated and correct in case of an emergency.

- Name
- Home address
- Telephone number
- Emergency contact person
- Emergency contact person's TN
- Email address

Personal data will only be used to communicate with you regarding information and services offered by **Handyman Training School, LLC**.

Complaint/Grievance Procedures

We want to address any concerns that the students have as quickly as possible. When a concern is raised all efforts will be made to address. It is preferred to have a productive outcome. The grievance should be resolved as close to the date the individual raised the the concern. When this is not the case the student will need to file a formal complaint using the following procedures

below to ensure a swift and fair resolution. For the student's convenience, the processes are posted on the bulletin board in the resource room.

Step 1: A student who has a grievance, should raise the matter with the organizations ombudsman immediately in writing within seven days from the event . The ombudsman should meet with the student and try to resolve the concern within 2 working days. The response will be provided in a full written explanation to the aggrieved. The Ombudsman will give a complete written statement of the decision and who to appeal to if still aggrieved. The Ombudsman will refer to policies and procedures to support decisions.

In most instances, **Handyman Training School, LLC** would expect the Ombudsman's decision to be final and for the matter to come to a close. However, in some circumstances the student may remain aggrieved and can appeal against the decision to the Founder.

Step 2: Appeal to Founder

The appeal to the founder must be made in writing and done within three business days from the date of the letter from the Ombudsman's. A meeting must be done within three days to determine concerns. The founder will have five days to respond after meeting with the aggrieved. A full explanation of the decision will be provided in writing to the aggrieved within five business days from the meeting from the founder.

If the aggrieved still have concerns they have an option to move to step 3.

Step 3: Appeal to GNPEC

If the aggrieved is still not satisfied they have an option to file an appeal to GNPEC TN 770-414- 3300 located at 2082 East Exchange PI Suite 220 Tucker, Ga. 30084. The aggrieved will need to follow their guidelines outlined on their website www.gnpec.georgia.gov

Late Assignments:

Students are responsible for tracking their own course deliverable including deadlines and status.

Orientation:

Each student is required to attend an orientation session. This session will take place after the fees are paid and prior to the start of the class. Date, time and location will be provided to students when they pay for classes. Students can expect, at minimal, the following:

- Student will get an opportunity to meet the staff and ask questions.
- Students will get an opportunity to visit the site and tour the facility.
- All policies and procedures will be reviewed and discussed.
- Students will be required to sign off that they have read, understand the policies and willing to follow all policies. Furthermore, students will understand the consequences when violated.
- Emergency Contact information will be prepared for each student and kept for review of instructor.

Refund Policy:

Refund are determined based on the proration of tuition and percentage of completed at withdrawal, up to 50% of the program. The refund will be processed in full within 45 days.

Tardy Policy

Tardiness is destructive to the learning environment. Any student arriving after the start of class will be considered tardy. In addition, students entering to class late after breaks and/or leaving before the end of the course are also regarded as tardy. When this happens, students are responsible to obtain lecture notes, assignments and project requirements that they may have missed. Their tardiness can affect their grade. If a student is tardy four (4) times (either at start of class or lunch or break) they will be considered having a 1- day absence. Eight tardy incidents will result in the student being dismissed from the program.