TITLE:	**Guarantee of Degree, Diploma, and Certificate Graduates in Technical Programs**
PROCEDURE NUMBER:	**3-2-2080.1**
RELATED POLICY AND PROCEDURES:	**3-2-2080 Guarantee of Degree, Diploma, and Certificate Graduates in Technical Programs**
DIVISION OF RESPONSIBILITY:	**Academic Affairs**
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June 3, 2019	**November 18, 2025**	**November 18, 2025**
Date Approved by President	**Date of Last Review**	**Date of Last Revision**

Administrative Responsibilities

It is the responsibility of the Vice President of Academic Affairs to review and revise this procedure.

Procedure

A. The College guarantees that a graduate has demonstrated the necessary knowledge and skills and can perform each competency as identified in the program and course student learning outcomes. Should any student within one year of graduation not be able to perform one or more of the competencies contained in the identified outcomes, PTC agrees to provide specific retraining to the graduate at no cost to the employer or graduate for tuition or instructional fees.

Implementation of a warranty claim should follow the procedures as outlined below:

1. The employer in conjunction with a graduate should file the Job-Ready Guarantee Claim Form.

2. This online Job-Ready Guarantee Claim Form will be routed to the attention of the Vice President for Academic Affairs who will arrange a meeting with the appropriate dean, appropriate instructional program personnel, the student, and the employer. During this meeting PTC personnel will assess the claim request, consult with the employer in conjunction with the graduate.

3. If a graduate is found to have a deficit in an outcome expected of a program graduate, the appropriate college personnel will work with the employer and the graduate to determine the most effective way to provide retraining. This retraining may include the following options: having the graduate attend an existing course credit or continuing education course offering, an independent study opportunity, or by some other appropriate means as identified by the College.

4. The VP for Academic Affairs (or designee) will draft a memorandum of agreement outlining the retraining commitment of the College and the responsibilities of the employer and graduate and respond to the employer within 10 days or less of receiving the claim form.

B. Each academic division will keep the Vice President for Academic Affairs and the President aware of the progress and results of retraining. Furthermore, it is the responsibility of each academic department to use any warranty claim as a program-improvement opportunity and to develop a plan for improvement through normal program improvement processes (Outcomes Assessment Reports (OARS), Operational Plans, Annual Program Performance Reviews (APPRs), etc.)

C. The Vice President for Academic Affairs shall make the President and the President's Leadership Team aware of all warranty claims. Periodically, the Area Commission will be provided information on warranty claims.

D. The College will develop and implement a plan to advertise the existence of the guarantee to employers, current students, and future students. In addition, the College will provide and maintain materials for student use in resumes, portfolios, or online networking sites that will assist them in differentiating themselves from graduates of other programs.