



Catalog Supplement
2021-2022 Catalog, Volume 14
Supplement Effective: September 3, 2021

Catalog, Page 20, Refund Policy

The following is added to the first paragraph of the refund policy:

All monies paid by an applicant will be refunded if requested within three days after signing an enrollment agreement and making an initial payment.

Catalog, Page 31, ALL FORMAL STUDENT COMPLAINTS SHALL BE HANDLED AS FOLLOWS:

Step One: A student should attempt to resolve the issue in question with the campus instructor or employee with whom they have experienced a problem. If the matter cannot be resolved one on one in this manner, the student should schedule a meeting with the supervisor of the involved department.

Step Two: If the supervisor is unable to resolve the issue, the student should arrange to meet with the Director of Education to resolve academic related issues or with the Executive Director to resolve non-academic issues.

Step Three: If the matter is not resolved to the student's satisfaction, the student must present a written complaint to the Executive Director. The Executive Director will respond to the student as soon as possible, pending any required investigation. Generally, the Executive Director shall respond within no more than ten (10) days from the date the written complaint was received. The Executive Director's reply shall include what, if any, corrective action has been proposed or accomplished. The Executive Director will take the necessary steps to ensure that any agreed-upon solution or other appropriate action is taken.

Step Four: If the complaint is not resolved by the Executive Director, the student may submit the complaint in writing to the College's designated officer at 11883 High Tech Ave. Orlando 32817. The designated official will respond to the student's complaint, generally within ten (10) days, specifying what action, if any, will be taken by the College to address the complaint.

Step Five: Students who feel a grievance is unresolved by the College after exhausting these steps may send their grievance in writing to the Executive Director, Commission for Independent Education, 325 W. Gaines Street, #1414, Tallahassee, FL 32399-0400. The phone number is (888) 224-6684. Additionally, schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to: Accrediting Commission of Career Schools and Colleges 2101 Wilson Boulevard, Suite 302 Arlington, VA 22201. Or (703) 247-4212, www.accsc.org, or complaints@accsc.org. A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at <https://www.accsc.org/Student-Corner/Complaints.aspx>.



Catalog, Page 43, Business Office Specialist

STC - Sanford is not currently enrolling into the Business Office Specialist Diploma program.