Appeals	Valencia College Accelerated Training Programs
Purpose	To provide operational guidance and written procedures for essential grant personnel on the appeals process for students in Construction Trade Training Programs.
Scope	The duration of the program from application to closeout of the program.
Authority	State of Florida, Department of Economic Opportunity-Community Development Block Grant Workforce Recovery Training Program (WRTP) Subrecipient Agreement
Responsible Party	Recruitment/Implementation Coordinator

Definitions

AST Inquiry/Application Form - the intake/application form that each AST student must complete. Students will also be required to complete the DEO application form.

FLDEO WRTP Online Application-the required application for all students funded through the WRTP Program.

Recruiter/Implementation Coordinator - responsible for helping the student from point of interest through job placement. This is based on the Case Management Model.

Application Intake Process - A process whereby the Recruiter/Implementation Coordinator will ask a series of questions to ensure the student has a clear understanding of job and program requirements and expectations.

Eligibility Criteria- The determination of requirements for entry into the program.

Procedure:

1.	Throughout the application and intake process, the Recruiter/Implementation Coordinator will regularly communicate with students about their registration and acceptance process to minimize any confusion and misunderstandings. If students have questions about their progress, the Recruiter/Implementation Coordinator will respond to those questions in 24 hours.
2.	Once a student has been enrolled in a program, on the first day of class, all students are given a list of program contacts in case they have a question or want to appeal a program determination. During the first day of Orientation, students are introduced program contacts listed, and are informed on the process should the student want to submit an appeal, question, or concern.
3.	Program contact information is posted in classrooms and is also located inside their CANVAS (Learning Management Tool) course for each program. Multiple contacts are provided so that students have many opportunities to connect with a team member. These contacts also include specific information about who can help them with certain areas, such as Career Placement or Support Services.
4.	If a student raises a concern, this concern is brought to the leadership team for that program. The team decides how best to address the concern, and how to communicate and support the student. The leadership team contacts the Recruiter/Iimplementation Coordinator to include them in the communication process.
5.	If there is a concern, it is logged on the Appeals Log, all with any resolution details.

Applicable College Policy	

Form #	Record/Form/Activity Name	Satisfies Clause
Required by Standard		

Effective Date	Revision #	Prepared by

Review Date	Reviewed by
April 24, 2023	Carolyn McMorran