



Policy & Procedure No. AA-004 Northshore Technical Community College

Title:	Day One Guarantee Policy
Effective Date:	06/01/2015
Last Revision Date:	N/A
Office:	Academic Affairs

Day One Guarantee

Purpose

In accordance with the Louisiana Community and Technical College System's Day One Guarantee (LCTCS) Policy, Northshore Technical Community College is dedicated to providing highly skilled, trained workforce and free retraining for any graduate not meeting the employer's needs. The College is responsible for ensuring the Day One Guarantee promise: *"If one of our graduates educated under a standard program, or his/her employer, finds that the graduate is deficient in one or more competencies as defined in the standards, the community or technical college will retrain the employee at no cost to the graduate or the employer."*

The College has developed curriculum standards for its occupational programs with the direct involvement of business and industry employers. These standards serve as the industry-validated specifications and allow the College to offer business and industry partners this guarantee. The procedures for ensuring the Day One Guarantee are specifically outlined in this memorandum.

Scope and Applicability

This policy and procedures memorandum applies to graduates/completers, beginning in Fall Semester 2008, of all degree, certificate, technical diploma, and technical competency area (TCA) occupational programs.

Program Requirements

The College guarantees that all graduates/completers of its degree, certificate, technical diploma, or technical competency area (TCA) occupational or technical programs will have the competency in the identified skills represented in the required courses in the major for the program. In the event a graduate/completer is not able to demonstrate the expected basic, entry-level skill competencies for the required courses in the major to his or her employer, the student will be retrained at no additional cost, subject to the following conditions:

- The coursework for the degree, certificate, technical diploma, or TCA must have been completed at Northshore Technical Community College.
- This guarantee applies to all required courses in the major that applied toward the degree, certificate, technical diploma or TCA and were successfully completed no more than three years prior to graduation or completion.



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- The graduate/completer must be employed in his or her first full-time job that directly relates to his/her program of study within one year of graduation from the occupational or technical program.
- The employer must verify in writing within 90 days of the graduate/ completer's initial employment in a full-time job that directly relates to his/her program of study that the graduate/completer lacks competency in specific technical skills, as represented in the required course(s) in the major of the degree, certificate, technical diploma, or TCA.
- The employer must identify and verify to the occupational or technical program's Division Dean, the specific competencies of the required course(s) in the major in which the graduate/completer is deficient.
- The retraining is a one-time only opportunity for the graduate/completer, and it does not apply to those graduates/completers who have been industry certified or professionally licensed in their field.
- The retraining must be limited to courses regularly offered by the College. In the event the course(s) or program is no longer offered, the nearest equivalent course(s) will be offered.
- The retraining must be completed within two consecutive semesters [includes fall or spring semesters, but summer sessions may be permitted if course(s) are offered].
- To fulfill the requirements of the retraining agreement, the student must earn a "C" or better in the designated course(s). The last grade earned by the student will stand as the final grade for that course.

Review Process:

X	Reviewing Entity	Review Date	Effective Date
X	Chancellor	02/06/2015	06/01/2015
X	College Leadership Committee	02/05/2015	06/01/2015
X	Academic Affairs Committee	02/04/2015	06/01/2015

Distribution:

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