



REFERENCE GUIDE

What is it?

The Program Warranty represents our System's commitment to the quality of our technical programs. It assures employers that our graduates have the knowledge and skill sets needed to successfully perform the job functions for which they were trained.

What does the Program Warranty cover?

The program warranty covers retraining only for graduates who are unable to perform one or more of the competencies described as a program outcome in effect at the time of graduation or completion. The retraining is provided at no cost to the graduate and employer.

Who is eligible for the Program Warranty?

Beginning in fall 2018, graduates of A.A.S. degree programs and completers of credit-bearing diploma programs and technical certificates are eligible.

How long is the program warranty coverage available?

The program warranty is valid for one year immediately following the student's graduation/completion date. How is a warranty claim/request redeemed?

The graduate's employer submits a warranty claim form available at tbr.edu/warranty. Program Once eligibility is verified, a retraining plan is developed with the student, employer and the college.

How is retraining conducted?

Program Warranty retraining is conducted by the college that issued the original degree, diploma or certificate. In extenuating circumstances, as determined by the Chancellor, the graduate may be retrained by a college that did not issue the original credentials. In this circumstance, the college delivering the retraining is reimbursed for costs incurred by the college granting the original degree/diploma/certificate.

Can any exceptions be made to the Program Warranty?

Any exceptions to the program must be approved by the Chancellor.

How is the Program Warranty communicated to graduates?

Technical program graduates receive a warranty program wallet card and a letter from their college.

Are any additional resources available to answer questions?

- Refer to TBR Policy 2:03:01:10 – Warranty of Competency of Graduates of Technical Programs available at tbr.edu/warranty
- Visit [**tbr.edu/warranty**](http://tbr.edu/warranty)



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