



STUDENT DISCLOSURE INFORMATION

(GRADING/RIGHTS/RESPONSIBILITIES/GRIEVANCE)

29. The school's grading or progress system.

Certification School Worldwide uses a decimal grading system for its courses. Failing grades are recorded on the transcript. No credit is earned for these courses. Once a grade has been posted, it may be changed upward but not downward unless the original posting was due to a clerical or technological error.

Transcripts

Official transcripts of all grades may be obtained by sending a signed, written request and \$10 to the Office of the Registrar and Financial Aid, by ordering online through the CSW website or portal, or by using the transcript request form available on Certification School Worldwide's website. For further information, please see "Transcript Fee" in the Finance Policy section of this catalog.

Student Receipt of Grades

Students can view and print a copy of their grades at any time by visiting the Student Portal at <http://www.cswpbc.com>, accessing their account in the Certification School Worldwide School Student Center, and then clicking on "My Academics" to view their unofficial transcript. All posted grades are viewable here.

Grade Point Average (GPA)

The GPA is computed at the end of each term, for both the individual term and cumulatively, for all CSW courses completed by that point. It is based solely on decimally graded courses taken at CSW. (Thus, grades of P and NP are not calculated into the GPA.) The GPA is determined by dividing the sum of quality points earned by the total number of CSW credits attempted. In the case of a repeated course, only the most recent grade earned is used when a student's cumulative (overall) GPA is calculated.

Forgiveness for Grades from a Previous Program

Upon request, the Readmissions Committee will review a student's previous academic record to consider a re-computation of the cumulative GPA. For example, a student who returns after a significant absence and changes academic programs may find that previously taken, low-grade courses are no longer applicable to the new academic program. In this circumstance, while the courses from the former academic program would remain on the transcript, both the grades and credits earned would be suppressed from the cumulative GPA.

Lesson Grade (%)	Letter Equivalent	Rating	Letter Equivalent
90-100	A	Excellent	A
80-89	B	Good	B
70-79	C	Average	C
65-69	D	Passing	D



Below 65	F	Failing	F
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30. The school’s standards and requirements for satisfactory progress and the course of action taken when the satisfactory progress is not met.

Satisfactory completion of a course requires a grade point average of 2.0 or higher from all of the graded course material. The grading system also officially includes the following alphabetical grades and progress status indicators:

- Abandonment -Student registered but never attended
- COVID-19 - Student course interrupted by COVID-19
- Incomplete - Student remains engaged but did not finish the course
- Successful Completion - Student met course completion requirements
- Unsuccessful Completion - Student completed the course but did not meet the course completion requirements
- Withdrawal - Student withdrew from the course
- Vanished - Student discontinued course attendance without explanation
- Unofficial withdrawal – Student stopped attending a course without officially withdrawing through the school’s formal process and left the course without permission or documentation. An unofficial withdrawal (UW) is treated as a failing grade for academic and financial aid purposes.
- Other - See notes

31. The school’s required grades or other criteria required for satisfactory completion of the program.

Good standing requires students to maintain a cumulative GPA of at least 2.0 throughout their enrollment at CSW to maintain good standing at the School. Students in “No Intended Certificate” status do not have their academic standing calculated, as they are not enrolled in a specific program.

32. A description of how and when students receive their grades or progress reports.

Certification School Worldwide monitors progress on a quarterly basis, consisting of twelve (12) week grading periods. Grades are issued within two weeks after the end of each grading period. Mid-quarter progress reports are also distributed each quarter to inform students of ongoing progress. Students will have access to their grades through the CSW Learning Management System.

33. Students’ rights, privileges, and responsibilities.

The status of “enrolled student” conveys certain rights and responsibilities. Policies based on U.S. law are applicable to all students at Certification School Worldwide.

It is the student’s responsibility to be familiar with the policies and practices of Certification School Worldwide, which are outlined in the institution’s annual catalog, a comprehensive compendium of all the School’s programs and policies, including the academic calendar. The Catalog is posted online on the Certification School Worldwide public website and the student portal. Paper copies are available at the appropriate School offices.



34. School procedure for handling student complaints/grievances.

A student complaint is any unresolved issue that a student feels should be addressed to the dean of student affairs. This process resolves differences within the institution; it is not a legal forum. Here are the steps for handling concerns and complaints:

Step 1 - Promptly discuss the issue with the office involved and act upon their suggestions towards resolution. Connect with the director of that office or your Certification School Worldwide director if necessary. Resolution of complaints or grievances usually begins with this informal discussion with the person or office immediately concerned. Your academic advisor, program director, center director, or the dean of student affairs can suggest the appropriate channel for resolving particular complaints and may assist you with the resolution.

Please make every effort to resolve the issue at step 1. Do not proceed to step 2 unless no adequate resolution has been achieved.

Step 2 - Students who want assistance with problem-solving are invited to contact the Office of Student Affairs:

Submit a Student Concern/Complaint Report to the Office of Student Affairs. Please fill out the report form completely, providing specific details. The dean of student affairs will then review the concern and facilitate further discussion towards a resolution. Certification School Worldwide will make its best effort to resolve issues in a way that is positive for both students and the institution. Or contact the dean of student affairs, who will serve as the mediator with school offices and administrators. Call 888-550-6529 or e-mail constituentservices@cswpbc.com. Please provide complete information about the complaint or concern, including:

1. Student name, ID# and contact information.
2. Date and nature of the concern.
3. Names of staff or faculty involved.
4. Narrative of correspondence with involved parties.
5. What resolution are you seeking?

If at any time you feel uncomfortable, frustrated, or need additional help in the resolution process, a student has the right to contact the dean of student affairs directly as the neutral third party to facilitate the process. However, Step 1 above is recommended first.

35. A statement indicating HELC is the agency of last resort in the grievance process.

Students enrolled in academic programs in the Certification School Worldwide should follow the student grievance procedures outlined in the Certification School Worldwide Course Catalog. Students who follow Certification School Worldwide grievance policies without resolution of their concern may, as a last resort, contact the Higher Education Licensure Commission (HELC) to file a complaint about the school at

Higher Education Licensure Commission
1050 First Street, NE, Washington, DC 20002
Phone: (202) 727-6436



**CERTIFICATION SCHOOL WORLDWIDE
COURSE CATALOG**

TTY: 711

Email: osse.elcmail@dc.gov

36. A statement that ensures student(s) will not be subject to unfair action and/or treatment by any school official as a result of the initiation of a complaint.

The Certification School Worldwide believes that its staff and students should be treated with dignity, respect, and fairness by all members of the community: managers, other staff, and other students. Discrimination is unfair and unacceptable to the Certification School Worldwide (and potentially unlawful) where an individual is treated less favorably than other persons on grounds of sex, marital status, sexual orientation, race, color or nationality, ethnic/national origin, age, or disability.