

Professional Conduct & Complaint Policy for Students

Policy: Any and all individuals attending an ASE program are expected to behave in an appropriate manner. Attendees may be dismissed if they do not comply with proper business etiquette.

Purpose: The purpose of this process is to ensure ASE's programs meet the standards set forth by ANSI/IACET 1-2013, State of Michigan Proprietary school, SHRM, HRCI and ensure all individuals are professional in their actions and are achieving the learning outcomes and expectations identified.

Responsibility: Director, Talent Development; Manager, Talent Development; Coordinator, Talent Development; Facilitators, Talent Development

Process/Procedures:

Any and all individuals attending a course offered by American Society of Employers (ASE) are expected to maintain a high standard of professionalism and comply with policy statements below. Any individual that does not adhere to these standards is subject to dismissal.

1. Attendance in class is critical to student academic success. To receive a certificate of completion for a course, participants must attend the training for the entire scheduled amount of time, i.e., neither late for class (tardy) nor leaving before the end of class (leave early), and adhere to lunch and break times.
2. ASE's goal is to offer programs that are of value to all participants and we greatly appreciate all feedback from individuals so we can continue to meet needs and exceed expectations.
3. ASE encourages participants to discuss any suggestions or concerns they have with the appropriate instructor or ASE staff. Suggestions or concerns should be directed to the appropriate individual as soon as possible to allow for early resolution.
4. If a concern has not been resolved satisfactorily after an informal discussion, participants should document complaint in writing and submit to ASE within five (5) business days. ASE shall further investigate the matter(s) and reply in writing within ten (10) business days.
5. If the participant is unable to resolve the complaint through ASE, the individual can file a complaint with State of Michigan Department of Licensing and Regulatory Affairs, Corporations, Securities & Commercial Licensing Bureau (CSCL). Complaint forms can be accessed online at <http://www.michigan.gov/pss>. The CSCL complaint form can be located after clicking on the Post-Secondary Student Complaints link that is under the Consumer Information Section towards the bottom of the webpage. The phone number where the Schools and Licensing Division can be reached is 517-241-9221 and the fax number is 517-373-2162. Email can also be received by the division at the following address: csclonline@michigan.gov