



**Excel Driver Services School Policy:
Transcript/Diploma/Certificate Financial Hold Exemption**

Date Adopted: 7/25/2024

Date Revised: 8/19/2024

A. Purpose

This policy is in response to Colorado HB22-1049.

B. Scope

This policy applies to all current and former students, excluding foreign students as defined in C.R.S. 23-1-113.5., who have an outstanding debt for tuition, room and board, or other financial aid funds owed to the school and request a transcript, diploma, or certificate. This policy also describes when a student may be subject to a registration hold.

C. Policy Transcript or Diploma Holds:

1. Individuals may be subject to a transcript, diploma, or certificate hold when such individual owes certain debts to the School for tuition, room and board fees, or financial aid funds. Individuals will be subject to such a hold when school tuition is not paid when school starts. If an individual is subject to such a hold, their transcripts, diplomas, or certificates will not be released unless an exemption applies as outlined in section 2 of this policy.
2. Exemptions are granted for individuals who can demonstrate that the transcript/diploma/certificate request is required for one of the following reasons:
 - a. Job application
 - b. Transferring to another postsecondary institution
 - c. Applying for state, federal, or institutional financial aid
 - d. Pursuit of opportunities in the military or national guard
 - e. Pursuit of other postsecondary opportunities

3. Process and Procedure for Exemptions: Upon submission of a transcript/diploma/certificate request and documentation to verify an exemption, the School will review the request and make a determination regarding whether or not an exemption exists, as outlined in section 2, above. If it is determined that the individual has a valid exemption, the School will release the requested transcript/diploma/certificate. If the School determines that the individual does not meet the exemption criteria, the School will provide a written explanation of the denial of the request within seven business days.
4. Registration Holds: Individuals will no longer be able to register or enroll for courses/classes until tuition can be paid.
5. Individuals have the option to establish a payment plan for an outstanding debt. An individual who wishes to establish a payment plan for a debt owed to the School should contact: accounting@exceldriverservices.com or accounting department 303-942-8002
6. Complaints pertaining to HB22-1049 may be submitted to the Colorado Student Loan Ombudsperson via email to CSLSA@coag.gov.

D. Obtaining a Transcript or Diploma:

1. **Request Process:**
 - Students must submit a written request to the school administration to obtain their transcript or diploma.
 - Requests can be made in person, via email, or through the school's online portal.
2. **Processing Time:**
 - Allow up to 10 business days for the processing of transcript or diploma requests.
3. **Issuance Conditions:**
 - Transcripts and diplomas will be issued only if the student has successfully completed their training program and met all academic requirements.
 - All financial obligations to the school must be settled before a transcript or diploma is issued.



Circumstances Under Which a Transcript or Diploma May Be Withheld:

1. Outstanding Balances:

- If a student has any unpaid tuition fees or other financial obligations, the school reserves the right to withhold the issuance of transcripts and diplomas until all debts are cleared; Unless the student qualifies for an exemption described under point 2 of this policy.

2. Incomplete Training:

- Transcripts and diplomas will not be issued to students who have not completed their training program or met the necessary academic requirements.

3. Training Paid by a Third Party:

Transcripts and diplomas will not be issued directly to students whose tuition is covered by a third party. Instead, these documents will be released to the entity that made the payment.

Payment Policy:

1. Down Payment:

- Students are required to pay a down payment to secure their spot for training. This downpayment is non-refundable.

2. Final Payment:

- The final payment for the training program must be paid on the first day of class or before the training starts.
- Failure to make the final payment on time may result in the student's spot being forfeited and transcripts or diplomas being withheld.

By adhering to these policies, Excel Driver Services ensures a fair and transparent process for all students in obtaining their transcripts and diplomas.