



Student Handbook



VERSION 2023
MAIN CAMPUS: 3660 MAIN STREET 4TH FLOOR
FLUSHING, NY 11354
TEL: (718) 661-9771
BRANCH CAMPUS: 545 8TH AVE. SUITE 1210
NEW YORK, NY 10018
TEL: (212) 868-5990
WWW.ACS.EDU
TRAINING@ACS.EDU

Institutional Mission and Vision

Alliance Computing Solutions

MISSION STATEMENT

"ACS mission is to provide unmatched levels of excellence in vocational and educational training; assuring that our Graduates will maximize their potentials through the knowledge and skills learned to achieve their career objectives"

VISION STATEMENT

In an ever-changing world, it is our goal to keep abreast with new cutting edge technologies and paradigms. We provide our students with the latest knowledge and skills that keeps them at par with any changes in their careers. Hence, the students will always be able to cope up with the changes and deliver services according to the current needs.

We will do our best to hone the skills of our students so they may become the best.

Alliance Computing Solutions

Alliance Computing Solutions (ACS) is a leading provider of vocational training and consulting. The school was founded in 1998 by a group of highly experienced experts in the IT industry, branching from their initial school, Alliance Computing Solutions, Inc. (ACS), located in Flushing, Queens which can provide its services to students conveniently nearby public transportation.

ACS provides a wide range of courses, beginning with introduction to computers to the highest level of certifications in the industry. Our curricula is nationally approved and recognized as being up-to-date and highly competitive. In addition to having a very competitive program, ACS also prides in the high quality of certified instructors we employ. The instructors range from full-time instructors to senior level experts in their fields.

ACS's state-of-the-art computer labs are accessible to all students for individual lab sessions during operating hours. All training rooms are setup according to industry standards, in order to provide students with the best and most successful training experience possible.

We are experienced in providing unmatched levels of excellence in information technology and other professional career training throughout the industry. The training you will receive from us, combined with your desire to pursue your goals, will result in one of many success stories we have helped in producing time and time again. There are several reasons why you should join ACS today some of the many reasons include:

- Licensed by NY State Department of Education
- Hands-on Instructor Led Classes
- Authorized Testing Center
- Provide Job Placement Assistance
- Financing Available
- Nights, Weekends, and Evening Classes
- Certified Instructors
- Multi-Method Learning
- High Quality Industry Standard Curricula
- State-of-the-Art Classrooms and Open-Access Labs

In the absence of academic degrees, certificate programs are now the benchmark for professional training in the information technology (IT) industry. Due to this fact, we provide certification courses that are required to succeed in the industry. Gaining a career in IT is not only exciting but also very rewarding, both financially and personally.

Why study with ACS?

- NY State licensed instructors with industry and teaching experience.
- Small classes with more than one computer for each student.
- Extensive use of the Computer Lab assisted by full-time trainer
- In-house Job placement: Our job placement consultants refer you to entry-level job openings.
- Authorized under federal law to enroll non-citizen students.

Disclosure Statement

Please be advised that some of the information in this catalog may change without notice. It is recommended that students considering enrollment check with the school director to determine if there are any changes from the information provided in the catalog. Please be advised that the New York State Education Department separately licenses all teaching personnel and independently approves all courses and curricula offered.

REGISTRATION

ACS is a licensed Registered Private Business School by the New York State Education Department.

FACULTY

All Faculties at ACS are experienced in their field of training and are licensed by the NYS Education Department. Please refer to the faculty listing in for specific details

CLASS SIZE:

Maximum Theory Classes Ratio: 1 teacher to 30 students Maximum Laboratory Classes Ratio: 1 teacher to 20 Students

CLASS INSTRUCTIONAL HOUR:

ACS courses and programs are defined in Instructional Hours. An Instructional Hour is fifty minutes (50) in length.

TERMS

The school reserves the right to make such changes in regulations, curriculums, and charges as it deems necessary without previous notice and with the approval of the appropriate licensing agency. Students should review the school catalog for factual information.

HOURS OF OPERATION

You are cordially invited to visit our facilities. Please call or write our admissions department for an appointment. Hours of operation may be adjusted to best meet the needs of students and faculty.

Monday through Sunday from 9am to 6pm.

ADMISSION REQUIREMENTS & PROCEDURES

1. To apply for admission to ACS, call or write for a personal interview. If you are under the age of 18, a parent or guardian should be present during the initial interview.
2. Graduation from high school or a high school equivalency certificate. Students will be required to present evidence of graduation or of receiving a GED.
3. Students enrolling in individual courses must be at least 17 years of age and meet any specific requirements stated in the course descriptions, which appear in this catalog.
4. Students may register for courses at any time up to one week (5 days) prior to the start date.
5. Please bring the following with you:
 - o Photo Identification (driver's license, birth certificate or passport)
 - o High School Diploma or GED
 - o Initial payment for registration fee and tuition fees (we accept cash, Certified checks, Money order and Bank draft) Students receiving financial assistance or who have a student loan should bring documentation of such when registering.
 - o If applicable, approval letter from Dept. of Labor (WDP/DTE/WIA).

Note: ACS is an equal opportunity institute. Any information based on sex, race, ethnic origin or religion would not affect admission or placement.

ENROLLMENT AND START DATES:

New Students may enroll at anytime. Classes start at frequent intervals. Consult an Admissions Representative for the dates of the next starting class.

TRANSFER CREDIT /ADVANCED STANDING

At the discretion of the School Director, advanced standing may be given for prior education. Students will be required to provide an appropriate transcript. Advanced standing approval must be given prior to enrollment.

ACS does not permit currently enrolled students to transfer between classes. If a student wants to transfer to another program they must enroll as a new student. Any tuition paid to the school is non-transferable.

The Institution allows transfer students to enroll in the programs, demonstrating completed program requirements from a different licensed or registered school or a registered program at a degree-granting Institution. Courses similar to courses being offered at Alliance Computing Solutions that were taken at another institution and were completed with a grade of "C" or higher are counted toward the program in which a student enrolls. Therefore, a student is only required to complete the remaining required courses necessary to graduate. An evaluation of the transfer courses from a different Institution will be made upon receipt of an official transcript from that Institution

FINANCIAL ASSISTANCE

ACS does not participate in federal or state financial aid programs but accepts State Grants funded through WIA, VESID and the GI Bill. However, the school has other tuition payment plans available for students. A plan tailored to meet your needs while attending school can be arranged at the time of registration with the bursar

ATTENDANCE

Students are expected to be in class for the prescribed number of hours for which they have enrolled. All students must be present for at least 70% of offered hours in order to graduate. Continuous absences, which, in the opinion of the faculty and administration, hinder educational objectives and result in unsatisfactory achievement, may lead to termination of the student's enrollment. Absences for acceptable personal or medical reasons will not lead to termination although the student's projected date of graduation may have to be revised. Excessive lateness and leaving early will be counted as absences. Keeping good attendance in school will benefit you both in your training and in employment.

MAKE-UP WORK

Classroom work missed because of an absence can be made up through arrangement with the School Director. Make-up work, however, does not remove an absence. Absences exceeding 20% of instructional hours must be made up in supervised work, documented by faculty, in order for the student to receive credit. Attendance at make-up sessions will be permanently recorded in an attendance register maintained by the instructor.

LEAVE OF ABSENCE

A Leave of Absence may be granted if the reason is determined to be valid by school officials. A written request for the leave must be submitted prior to the leave of absence. A leave of absence cannot exceed thirty days. Only one leave of absence may be granted to a student in any 12-month period. All requests for a leave of absence should be addressed to the School Director. Upon return from an approved leave of absence, the student will be evaluated to determine re-entry skill level. This evaluation may result in transfer to another section in order to reestablish that necessary level of skill. It may result in an extension of the student's projected graduation date. There are no additional tuition charges to a student who returns from an approved leave of absence within the prescribed time.

WITHDRAWAL & DISMISSAL:

The school reserves the right to terminate a student for any of the following reasons:

- Unsatisfactory progress, attendance or behavior
- Noncompliance with rules & regulations of the institution
- Tuition Delinquency

In such an event, **ACS** will inform the student in writing of the effective date of expulsion. Tuition that results in an overpayment will be refunded within 30 days. If a student withdraws before a module ends without appropriate documentation, then all work done during that module is lost. Course credit and grades are given only for completed modules. The failure of a student to notify the director in writing of withdrawal may delay refund of tuition due pursuant to Section 5002 of the Education Law.

TARDINESS

Lateness to class disrupts the learning process, is unfair to the instructor and those students who arrive on time, and will not be tolerated. Students demonstrating a pattern of lateness will be asked to discuss this situation with the Student Advisor in an effort to solve this problem. Continued lateness may result in the student's probation or suspension.

EARLY DISMISSAL

Any student desiring early dismissal from class must have a valid reason and make his or her request in writing to the School Director. Early dismissal from class is granted at the sole discretion of the school's management staff.

STUDENT CONDUCT, DRESS AND RESPONSIBILITIES

All students are expected to observe acceptable standards of conduct and to behave in a mature manner. Behavior, dress, attitude and attendance must be consistent with the student's career objectives. Students are not permitted to wear shorts, torn, dirty or inappropriate clothing. The school prohibits radios, tape recorders or other devices that interfere with the learning environment.

APPEAL PROCESS

Any student who wishes to appeal a decision of administration must do so in writing. This written appeal must be made within five (5) days and addressed to the School Director. A committee appointed by the School Director will review the appeal. The Committee will notify the student of its decision within 5 days of the date on which the appeal was received.

RE-ENTRY

Any student who has withdrawn from the school and desire's re-entry must sign a new enrollment agreement for the hours remaining to complete the program. Any tuition due to the school will be determined and payment must be arranged before re-entry. Students will be charged at the hourly rate only for the hours that they need to complete the program. Students will be permitted to re-enter at the discretion of the School Director and after a review of their academic records. A student requesting re-admittance after failing to maintain satisfactory progress must remain out for one grading period. If reinstated as a regular student, he or she will be placed on academic probation until at least the following grading period.

STUDENT SERVICES

Student Service's department offers assistance, advice and feedback to our students regarding any problems, concerns, or questions relating to the successful completion of their program.

ORIENTATION

Prior to the start of classes an orientation will be given to all new students. The purpose of the orientation is to acquaint the student with the goals of the school, its rules, regulations and the objectives of their course of study.

PLACEMENT ASSISTANCE

The school maintains a full time placement assistance service for its graduates. Our placement assistance service provides assistance at the time of graduation, with entry-level positions. However, while placement assistance service may be provided, it is understood that the school cannot promise nor guarantee employment to any student or its graduates.

TRANSCRIPTS

Students requesting a copy of their transcript must do so in writing. ACS charges a fee of \$8.00 for the first transcript and \$8 per additional transcript copy. Please send a self-addressed, stamped envelope with any request for a transcript. The school reserves the right to withhold a transcript if the student's financial account is in the arrears.

TUTORIAL SERVICES

Tutorial services are available on an individual basis. Any student interested in attending a tutoring session should contact the School Director to make the necessary arrangements.

MARKING PERIODS

ACS conducts classes twelve months a year, with the exception of the holidays listed in the catalog. Terms or quarters organize each program. The course description section of the catalog gives the length of the program and distinguishes whether a course is a short-term program or is on a term or quarter basis. The refund policies of all courses are either a mini refund policy or divided into terms or quarters. Final grades are given and permanently recorded at the end of a program or at the end of a term or quarter of a program.

GRADING SYSTEM

A student must maintain a minimum a C grade in the program and attend at least eighty (80%) percent of the class hours offered and satisfy all financial obligations before he or she is eligible to graduate. The school then awards a certificate of completion for the program. The student is awarded the following grades based on a cumulative average of their class quizzes, midterm and final exam.

Score	Grade	Description
90-100	A	Excellent
85-89	B+	Very Good
80-84	B	Good
70-79	C	Fair
69 or Below	F	Fail

MAXIMUM PROGRAM LENGTH

The maximum program length is the maximum time period a student is permitted to complete a program. A student must complete the entire training program in no more than 1.5 times its standard program length. Failure to complete the program during the allotted time period will result in the student's termination.

MINIMUM STANDARDS OF ACADEMIC PROGRESS

A student must meet the following minimum standards of academic achievement to successfully complete the program while enrolled at ACS.

- Passed all required courses at the end of the first 25% of the program
- Passed all required courses by the midpoint of the program.
- Completed all course requirements by the maximum program length.

PROBATION

Any student, who is absent more than 20% of the total number of instructional hours offered during the first half of the program, excluding approved leaves of absences, may be given a second chance by being placed on probation for one grading period. Students who fail to pass the program as stated above may also receive probation for one grading period. Those placed on probation will be notified in writing. A student on probation is considered a regular student making satisfactory progress. A student is removed from probation when he or she has met all requirements of satisfactory progress. If satisfactory progress is not achieved at the designated time, the student will be dismissed.

GRADUATION

A student must have passed all required courses in the program, attended at least eighty (80%) percent of the class hours offered and satisfied all financial obligations before he or she is eligible to graduate. The school awards a certificate of completion for all courses.

CANCELLATION AND REFUND POLICY:

The institution's policy on refund is appropriate according to standards. These standards measure equivalent in the state's standards, which we are following. Students must read and sign an agreement prior to registration. The Institution's refund policy published in the catalog is uniformly administered:

- The non-refundable registration fee will be refunded in full if the school rejects the applicant. If the applicant cancels his/her application within seven (7) calendar days of signing the application for admissions all monies will be refunded without written request from the candidate except the non-refundable fee that does not exceed more than \$ 100.00.
- Students may cancel the Enrollment Agreement at any time prior to the start of classes.
- ACS reserves the right to request the withdrawal of any student if his or her scholarship or conduct (including but not limited to using derogatory/foul language) or does not conform to the standards of the school.
- Students may be dismissed from the school if: They do not adhere to the school's rules, regulations and policies; Miss more than 20% of instruction time due absences; Do not maintain a minimum grade point average; Do not meet their financial responsibilities to the school. Students will be notified by the director in writing regarding the reasons of the student's dismissal.
- ACS reserves the right to reject any applicant for admission.
- While placement service may be provided, it is understood that the school cannot promise or guarantee employment to any student or graduate.
- All monies to be refunded shall be returned in the form of a corporate check. If tuition was paid through a Loan Program, monies will be refunded directly to the issuing loan institution. No exceptions will be solicited under any circumstances.
- All refunds to students will be made without the need for the students to request the refund.
- The maximum time frame shall not exceed 1.5 times the normal duration required to complete the Program.

Quarter Refund Policy

An applicant may cancel this agreement by notifying the school in writing within seven (7) days after midnight on the day on which this agreement was signed provided the applicant has not commenced the course. The applicant will receive all monies paid to the school with the exception of the non-refundable fee, within thirty (30) days from the date of cancellation.

1. The non-refundable registration fee plus,
2. The cost of any textbooks or supplies accepted plus,
3. Tuition liability as of the student's last date of physical attendance.
4. Tuition liability is divided by the number of quarters in the program. Total tuition liability is limited to the quarter during which the student withdrew or Was terminated, and any previous quarters completed

First Quarter Refund Policy

If Termination Occurs School May Keep

Prior to or during the first week	0%
During the second week	25%
During the third week	50%
During the fourth week	75%
After the fourth week	100%

Subsequent Quarters

If Termination Occurs School May Keep

During the first week	25%
During the second week	50%
During the third week	75%
After the third week	100%

Term Refund Policy

An applicant may cancel this agreement by notifying the school in writing within seven (7) days after midnight on the day on which this agreement was signed provided the applicant has not commenced the course. The applicant will receive all monies paid to the school with the exception of the non-refundable fee, within thirty (30) days from the date of cancellation.

Thereafter, a student will be liable for

1. The non-refundable registration fee plus,
 2. The cost of any textbooks or supplies accepted plus,
 3. Tuition liability as of the student's last date of physical attendance.
 4. Tuition liability is divided by the number of terms in the program. Total tuition liability is limited to the term during which the student withdrew or Was terminated, and any previous terms completed
- After the fifth week 100%

First Term

If termination occurs school may keep

Prior to or during the first week	0%
During the second week	20%
During the third week	35%
During the fourth week	50%
During the fifth week	70%

Subsequent Terms

During the first week	20%
During the second week	35%
During the third week	50%
During the fourth week	70%
After the fourth week	100%

Mini Refund Policy

An applicant may cancel this agreement by notifying the school in writing within seven (7) days after midnight on the day on which this agreement was signed provided the applicant has not commenced the course. The applicant will receive all monies paid to the school with the exception of the non-refundable fee, within thirty (30) days from the date of cancellation.

Thereafter, a student will be liable for

1. The non-refundable registration fee plus,
2. The cost of any textbooks or supplies accepted plus,
3. Tuition liability as of the student's last date of physical attendance.
4. Tuition liability is divided by the percentage of the program offered to the student.

Mini Refund Policy

If Termination Occurs School May Keep

0-15% of the program	0%
16-30% of the program	25%
31-45% of the program	50%
46-60% of the program	75%

COMPLAINT PROCEDURES:

We believe that students are the most important people at our school. As a student, you are encouraged to bring any suggestions, comments and concerns to your teachers and/or staff. If the problem is not resolved in a reasonable time, submit a written statement about it to the School Director.

- **Who can file a complaint?**

If you are or were a student or an employee of a Licensed Private or Registered Business School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

- **What can a student or employee complain about?**

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agent.

- **How can a student or employee file a complaint?**

The steps you must take to file a complaint are:

1. Write to the New York State Education Department at 116 West 32nd Street 14th Floor NYC, NY 10001 or telephone the Department (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the department will meet you and go through your complaint in detail.
2. Write to the Council on Occupational Education at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350 or telephone the COE (800) 917 2081 or (770) 396 3790. Submit all relevant documents with your written complaint.
3. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals.
You must file a complaint within two years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.
4. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up you should provide all information requested as quickly as possible; delay may affect the investigation of our complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that the violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.
5. In addition to filing a complaint with the Department, you may also try to resolve your complaint directly with the school. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department.

What is the Tuition Reimbursement Fund?

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all **tuition** expenses, which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a **tuition** refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address below.

NEW YORK STATE EDUCATION DEPARTMENT
116 WEST 32ND ST. 14TH FL
NEW YORK CITY, NY 10001
(212) 643-4760

The staff of the Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

What is the tuition refund and cancellation policy?

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement.

Read and understand the school's policy regarding tuition refund and cancellation **before** you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department of Education at the address listed above.

SCHOOL CALENDAR

The following holidays are observed by ACS

New Years Day	Martin Luther King Day	Presidents Day	Memorial Day
Independence Day	Labor Day	Columbus Day	Veterans Day
Easter Sunday	Thanksgiving Day	Christmas Day	

CLASS SCHEDULE/HOURS

Classes are held during Monday through Sunday from 9 AM to 6 PM. Students who attend class on a full time basis will be allowed 1/2 hour for lunch.

NON- DISCRIMINATORY POLICY

ACS is an equal opportunity education institution. It does not discriminate on the basis of race; color, religion, age, sex, physical handicap, martial status, sexual preference or national origin in administration of its admissions policies, administrative policies and other school administered programs.

DISCLAIMER

The student should be aware that some information in the catalog might change. It is recommended that students considering enrolling in the school check with the School Director, to determine if there has been any change from the information provided in the catalog. In addition, a catalog will contain information on the school's teaching personnel and courses/curricula offered. Please be advised that the State Education Department separately licenses all teaching personnel and independently approves a course/curriculum offered. Therefore, it is possible that the courses/curricula listed in the school's catalog may not be approved at the time that a student enrolls in the school or the teaching personnel listed in the catalog may have changed. It is again recommended that you check with the School Director to determine if there are any changes in the courses/curricula offered or the teaching personnel listed in the catalog.

SCHOOL COMPLETION & PLACEMENT STATISTICS

Following is the data compiled for all the programs at ACS:

Year	Completed (%)	Job Placement (%)
2020-2021	97	79
2021-2022	83	88

STATEMENT OF OWNERSHIP

- **Alliance Computing Solutions** is a New York State Corporation, located at:
3660 Main Street 4th Floor
Flushing, NY 11354
Tel: (718) 661-9771
Fax: (718) 661-4197

FACILITES & EQUIPMENT

ACS's building, bathroom, and classroom are in compliance American Disability Act (ADA). Our state-of-the-art classrooms are equipped with the latest networking environment. Our classrooms are equipped with the latest PC software and hardware, including Intel Dual Core processors, 3G memory, 19-inch LCD flat-screen monitors, and a dedicated Internet connection.

Our computer lab is an independent network and we encourage students to take full advantage of this lab to review what is covered in class. The lab is conveniently equipped with computer-based training software and practice tests that simulate examinations ACS is easily accessible from the Long Island Railroad. Students may also come by bus using the N70, N71, N72, N48 or N49. Ample Parking is available for those students who drive. The allied health classrooms are fully equipped with supplies to train students to take the New York State Certified Nursing Exam. Equipment such as sinks, hospital beds, wheelchairs and other miscellaneous supplies are kept to comply with the latest testing requirements. Our computer labs are also fully equipped with the most up to date computers and software. All of the classrooms are well lit and the facilities are both handicap accessible and fully air-conditioned.

Emergency: 911

Non-Emergency: 718.321.2250

Hospital: Flushing Hospital / Queens Hospital