

## Grievance Procedure

Should your request for academic adjustment be denied or should you not agree with the approved adjustments, you have a right to enter into discussion with the Institution. This process allows you and the Institution to clarify your status as a student with a disability and/or accommodation needs so that a remedy may be agreed upon. The Institution strives to meet the needs of otherwise qualified students by offering reasonable accommodations.

You also have a right to file a formal complaint using the **Student Complaint form** and to an appeal process. An ODS related complaint may be one that includes a concern about the type of accommodation or delivery of an accommodation OR may be a Civil Rights Non-Discrimination type of complaint which requires a Formal Investigation. It is important to clearly detail your complaint on the **Student Complaint form** so that appropriate action may be taken. You may access the **Civil Rights Non-Discrimination Grievance and Investigations Process** as well as the necessary forms in person, via email or phone request or by contacting your Campus Office of Disability Services Section 504 Liaison directly. The Institution ensures you an environment free from retaliation and welcomes your input so as to better serve your disability needs.

## Appeals

The appeal process is an off-campus administrative process in which an Appeal Committee reviews all documents and determines whether or not the Institution has fulfilled its obligations under its established policy and procedures. Should you wish to appeal the decision of your complaint, you may do so by submitting a **Student Request for Appeal form**. You may access policies and the process as well as the forms in person, via email or phone request or by contacting your Campus Executive Director directly. Forms and policies are also available on the Institution's website. The Institution ensures you an environment free from retaliation in all processes related to your disability needs. You may also obtain information by contacting the Corporate Department of Student Affairs at:

**4455 South Blvd, Suite 250, Virginia Beach, VA 23452**  
**Toll Free: (877) 604-2121 | Fax: (757) 497-6503**

Aviation Institute of Maintenance and Tidewater Tech are certified to operate by SCHEV. Centura College and Aviation Institute of Maintenance are accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). Tidewater Tech is accredited by the Commission of the Council on Occupational Education (COE).

## Mission Statement

At Centura College/AIM/Tidewater Tech we help adult students gain the skills and attitudes necessary for a meaningful entry-level career position. We strive to be responsive to the needs of not only our students, but also businesses, industries, and government. We are committed to high academic standards in all of our curricular offerings. We are dedicated to providing the services that support our students' efforts to succeed.

## Our Philosophy

By providing a specific venue for academic adjustment/accommodation, the Institution's Office of Disability Services strives to provide reasonable and appropriate accommodations to its students who have a disclosed disability or condition hindering success in their program of study.

## Notice of Non-Discrimination

The Institution does not discriminate on the basis of race, color, national origin, gender, sex, age, or disability in any of its programs or activities. The Institution provides policies and procedures that are compliant with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act of 1990. Any individual who believes that she or he has been discriminated against has the right to seek relief and to be free from retaliation by members of the learning community.

The following office has been designated by the Institution to handle all inquiries regarding its non-discrimination policies: Corporate Director of Student Affairs, 4455 South Blvd., Suite 250, Virginia Beach, VA 23452, toll free (877) 604-2121 OR a person may contact the Federal Department of Education, Office for Civil Rights at <http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm>.

Contact the Corporate Director of Student Affairs:

**4455 South Blvd, Suite 250**      **E-mail: [ssmgrcorp@centura.edu](mailto:ssmgrcorp@centura.edu)**  
**Virginia Beach, VA 23452**      **Toll Free: (877) 604-2121**  
**Hours: Mon – Fri, 8am – 5pm**      **Fax: (757) 497-6503**

**For Consumer Information and Notice  
of Non-Discrimination, visit us online:**  
**[www.AviationMaintenance.edu](http://www.AviationMaintenance.edu)**  
**[www.CenturaCollege.edu](http://www.CenturaCollege.edu)**  
**[www.TidewaterTechTrades.edu](http://www.TidewaterTechTrades.edu)**

## STUDENT GUIDE TO THE OFFICE OF DISABILITY SERVICES



**Centura**  
**COLLEGE**  
ALLIED HEALTH & TRADES



# DISABILITY SERVICES



## QUESTIONS?

For any other questions, concerns, or disability-specific needs, please contact your Campus Office of Disability Services Section 504 Liaison co-located in the Student Services Office or contact the Corporate Department of Student Affairs:

4455 South Blvd, Suite 250 | Virginia Beach, VA 23452  
Toll Free: (877) 604- 2121 | Fax: (757) 497-6503

The Institution's Office of Disability Services works to ensure that students with disclosed disabilities are provided with reasonable accommodation and to ensure the rights of students with disabilities as they pursue their educational objectives. Disabilities may fall into several categories that may impact either physical or intellectual access. Such conditions may include, but not be limited to visual impairments, hearing impairments, learning disabilities, as well as physical and/or psychological conditions. You may access information about the Institution's policies and processes specific to services through the School Catalog or by writing, emailing, calling, or visiting the Campus Section 504 Liaison, located in the Student Services Office. You may also learn about services via the campus website.

### Initial Referral Process

#### HOW TO VOLUNTARILY DISCLOSE

The Institution supports you by offering a campus-based Office of Disability Services, co-located in the Student Services Office, at each campus location. Students who desire to disclose can either be referred by any campus staff member or can:

- Visit the Campus Student Services Office and request an Information Session
- Make an appointment for a Request and Intake appointment with the Campus Section 504 Liaison.

Once disclosure is made, the formal process to receive academic adjustment, auxiliary aid(s), and/or accommodations can occur.

### Formal Request Procedure

#### REQUEST AND INTAKE INTERVIEW

If you are seeking academic adjustment, auxiliary aids, and/or accommodations you must:

- Notify the Institution in writing of your request by completing the **Student Request for Accommodation Form**. This form is your formal disclosure to the Institution of your disability and helps to specifically detail to the Institution the type of accommodations that you are requesting.
- Meet with the Campus Section 504 Liaison, who will conduct a Request and Intake interview with you and will assist you in the process. This may include assistance in completing any necessary forms and the Section 504 Liaison will also provide you with the ability to ask questions as needed.
- Read the **ODS Student Handbook on Disability Services**, which will help guide you throughout your academic enrollment.
- Be prepared to assist the Institution in the verification of your disability and accommodation needs via information you provide or that is received by the Institution from a qualified professional. A HIPAA-specific Medical Release of Information Form may be requested to help verify your condition and accommodation needs.

**Note: Documentation must provide sufficient information to assist the Institution in determining what difficulties you, as our student, may encounter in an academic setting and to specifically allow academic adjustments, auxiliary aids, and/or accommodations.**

### Adjustments, Auxiliary Aids, and Accommodations

#### RECEIVING SERVICES

Academic adjustments, auxiliary aids, and accommodations are specifically identified modifications given to "otherwise qualified" students that are based upon your educational learning needs, intellectual access needs, or physical access needs AND are specific to your documented disability or condition. These modifications provide you with specified interventions that you may utilize during your academic endeavors.

Academic adjustments are based on information provided to the Institution by qualified professionals regarding your needs. The Institution develops an **Academic Accommodation Master Plan (AAMP)** from this information with you. The AAMP addresses your specific needs and prepares you and the Institution to meet those needs as you enter your course of study.

The AAMP may include, but is not limited to:

- Classroom Accommodations
- Testing Adjustments/Accommodations Specialized Tutoring
- Academic Adjustments
- Study Skills Assistance