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| Texas Workforce Commission logo | **Texas Workforce Commission**  **Career Schools and Colleges**  **Report of Possible Unlicensed School** | |
| **Please mail this form or email when completed to:**  **TWC Career Schools and Colleges**  **101 East 15th Street, Rm. 226T**  **Austin, Texas** **78778-0001**  **Helpdesk:** [**career.schools@twc.texas.gov**](mailto:career.schools@twc.texas.gov) | | **For TWC Use Only** |
| School Number:  Date Received:  Date Assigned:  Response Due Date: |
| TWC is responsible for licensing and regulating private postsecondary educational institutions (also known as career schools and colleges), as required under Texas Education Code Chapter 132 and the TWC rules in Texas Administrative Code Chapter 807. | | |
| Providing your contact information (name, email address, or phone number) to the Texas Workforce Commission (TWC) will help our investigation, but if you wish to remain anonymous, we will respect your wishes. I wish to remain anonymous: Yes  No | | |

# Personal Information

First Name: Last Name: Mailing Address: City: ZIP Code: Contact Phone: Email: Today’s Date:

# Possible Unlicensed School Information

School Name: Ownership Name: Mailing Address:  City: ZIP Code: Contact Phone: Email: Website URL: Program of Concern:

Please provide a complete and clear statement of your concerns and allegations:

I hereby certify that the preceding and enclosed information is true and correct to the best of my knowledge and grant permission for the complaint to be forwarded to the school for a response. I understand that my complaint is not confidential and will become a part of public records.

Signature: Date:

Completed forms, inquiries, and corrections to the information contained in this form will be sent to TWC Career Schools and Colleges at 101 East 15th Street, Room 226T, Austin, Texas 78778-0001, (512)

936-3100, [career.schools@twc.texas.gov.](mailto:career.schools@twc.texas.gov) Individuals may receive and review information that TWC collects about the individual by emailing [open.records@twc.texas.gov](mailto:open.records@twc.texas.gov) or writing to TWC Open Records, 101 East 15th Street, Room 266, Austin, Texas 78778-0001.

# Career Schools and Colleges Investigative Process

While staff goes to great efforts to locate and identify unlicensed schools, Career Schools and Colleges (CSC) appreciates reports from individuals who keep a watchful eye over the CSC landscape.

Unlicensed schools are often identified due to notification from the public through queries or complaints. Once a regulatory question has been submitted, CSC takes the following steps:

# Step 1

1. Upon identification of a possible unlicensed school, staff researches various information sources to confirm or locate the name, address, and phone number of the school or business; a contact name for the school or business; and brochures or ads published by the school or business (for example, in newspapers or phone directories, on internet sites, or on social media). Once the information is confirmed, staff enters it into the CSC database.
2. Staff reviews the information to determine whether the school or business is:
   * approved or regulated by another state agency or rulemaking process;
   * exempt from TWC licensure or already holding a CSC exemption (These schools are not publicized on the CSC website; CSC is working toward more disclosure.); or
   * operating in violation and thus requiring issuance of a Notice of Unlicensed School and Injunction to Close.

# Step 2

1. If the school or business is found to be in violation or questionable, staff sends a Notice of Unlicensed School and Injunction to Close. The school or business entity has 15 days from receipt of the notice to respond with an intent to appeal or to apply for licensure or exemption.
2. Staff acts accordingly once a response is or is not received.

# Step 3

1. If the school does not respond within 15 days of receipt of the notice, staff follows up with a reminder email. If no response is received within l0 days of receipt of the reminder email, staff follows up with a phone call.
2. If the school still has not responded, staff prepares documentation to request issuance of a Statement of Charges and Notice of Hearing to Consider Issuance of a Cease-and-Desist Order for the school.
3. Sanctions are assessed in accordance with TWC rule §807.352. If the sanctions include monetary penalties, the school must submit payments before TWC will consider any future applications from the school.