



# Certification

## EPP HANDBOOK

*for Applicants*

**903-471-0957**

**3122 Nealy Way Suite 211-B  
Longview, TX 75605**

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**[admin@240certification.com](mailto:admin@240certification.com)**



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## WELCOME.

Thank you for your interest in 240 Certification! We are very proud to support the journey of aspiring teachers in Texas. The certification process can be very confusing—that is where our team can come in and help you understand your options and pathways as you navigate this process.

This application handbook is to help you understand the application process and springboard you through the steps. If at any time you need additional assistance, please feel free to email us at [admin@240certification.com](mailto:admin@240certification.com). One of our team members will be happy to respond to help you on your way!

The 240 Certification Team

Scott Rozell, CEO and Founder

Lara Cavin, Ed.D., Director of Certification & Compliance

Ashley Damron, M. Ed., Program Coordinator

Karrabi Malin, Ed.D., Director of Field Experience

Kristy Mulkey, Ed.D., Director of Curriculum & Program Advising

Jonathan Schneider, MAIR, Director of District Operations

Lydmarie Spruill, M. Ed., Program Advisor

## OUR MISSION

240 Certification seeks to prepare and equip highly effective teachers for public schools in the state of Texas. Our focus is on preparing teachers. Through the byproduct of supporting the needs of the teachers, we will positively impact the needs of the students.

## GOALS OF THE PROGRAM

Upon completion of the 240 Certification Educator Preparation Program (EPP), candidates will:

- 1) complete all content and field-based requirements to reach Standard certification in their selected subject area(s);
- 2) demonstrate knowledge of learner-centered proficiencies for teachers;
- 3) demonstrate knowledge of, and execute requirements, outlined in the Code of Ethics and Standard Practices for Texas Educators;
- 4) be able to demonstrate proficiency in the use of multimedia technology to enhance learning in both the face-to-face and virtual classroom; and
- 5) be employed as a classroom teacher within one year of completing certification requirements should they desire.

## ACCREDITATION

240 Certification, formerly known as Educators of Excellence, is an approved educator preparation program (EPP) by the State Board of Educator Certification (SBOE) in Texas. Program completers, or those who have completed all program and state-requirements for certification, will be fully-licensed to teach in their area of certification(s) in the state of Texas.

## GENERAL INFORMATION

240 Certification is a state-wide alternative certification program (ACP) that offers a full-range of certification options fully online to prepare candidates to obtain Standard Texas teaching certification. Originally approved as an EPP in November 2006, it was granted Continuing Approval in March 2019.

### **Main Office:**

240 Certification  
3122 Nealy Way, Ste. 211-B  
Longview, Texas 75605

## ADMISSION INTO EDUCATOR PREPARATION PROGRAM (EPP), Overview

Admission to 240 Certification Educator Preparation Program (EPP) is initiated online through the company's website.

The admission requirements of 240 Certification meet and exceed those requirements outlined in 19 Texas Administrative Code (TAC) for Educator Preparation Programs (EPP). It is the mission of 240 Certification to provide quality training and support to individuals who have the desire to make a positive difference in our future by investing into the youth of our state.

Applicants who plan to complete the application process for admission are encouraged to obtain a copy of the admission policy and standards for admission as early as possible to avoid delays in the admission process. Applicants desiring to transfer to our EPP from another accredited EPP must meet all minimum requirements of our program.

Our Advisory Council and/or 240 Certification Leadership Team may prescribe additional screening procedures to evaluate an applicant's fitness to teach or other criteria requirements related to the admission requirement.

**As the Texas Education Agency (TEA) communicates updated requirements in relation to educator certification, the admission process will be updated to reflect any changes.**

An EPP may not admit an applicant who:

1. Has been reported as completing all EPP requirements by another EPP in the same certification category or class, unless the applicant only needs certification examination approval; or
2. Has been employed for three years in a public school under a permit, intern, or probationary certificate unless the applicant is seeking clinical teaching that may lead to the issuance of an initial Standard certificate.

## HOW TO APPLY

### Step 1: Complete an application.

[Certifications Offered](#)

### Step 2: Send us all of your official transcripts.

#### Electronically (*preferred*):

240 Certification

ATTN: Dr. Lara Cavin, Director of Certification & Compliance

[admin@etbu.edu](mailto:admin@etbu.edu)

#### By Mail:

ATTN: Dr. Lara Cavin, Director of Certification & Compliance

3122 Nealy Way, Ste. 211-B

Longview, Texas 75605

### Step 3: Tell Us About YOU! (Complete Writing Sample)

This will be sent to you once your initial application is completed.

### Step 4: Decide how you will demonstrate content knowledge in one of the following ways:

- 12-hours (college coursework) in the subject-specific area
- 15-hours (college coursework) for mathematics or science above Grade 7
- TX-PACT exam (only required if applicant does not have the 12/15 required content hours for desired certification area or do not meet the GPA requirement)

### Step 5: Candidate Interview (when additional information is needed.)

### Step 6: Demonstrate English proficiency in one of the following ways:

- Submit official transcripts (minimum of bachelor's degree) from a U.S. accredited university
- (International students only) Submit official transcript from a university where it is documented that English is the official language of instruction and the country appears on this [list \(Texas Administrative Code\)](#).
- (International students only) Successfully complete the Test of English as a Foreign Language internet-Based Test (TOEFL iBT) of 24 for speaking, 22 for listening, 22 for reading, and 21 for writing.

### Step 7: (Transferring applicants only) Complete Transfer From.

- See [Transfer Policies for 240 Certification](#).
- This is the last step to be completed before the application is approved or denied.
- Applicant will be notified if this form is required.

### Final Evaluation for Program Admission

Applicants completing the application process will be evaluated using an evaluation rubric with leveled descriptors to score the applicants' professional disposition in the following areas:

- GPA (overall or within last 60-semester hours)
- Subject-specific content hours and GPA in these courses
- Professional written response rubric (will review communication through writing and technical writing skills)
- Interview rubric (if required to obtain additional information if needed)
- At any point during the application process, any concerns about an applicant's professional disposition will be documented according to the Formal Review Process.

**240 Certification's application requirements meet and exceed those required in Texas Administrative Code 19 TAC 227.**

### Formal Invitation

Applicants who do not meet the minimum requirements for the EPP will be notified in writing (via email) of any deficiency in a timely manner. This will allow the applicant to rectify any deficiencies and request that their application be reconsidered for program acceptance.

Applicants who do meet minimum requirements for admission will receive an offer of formal admission in writing by email. Once an offer of formal admission has been sent out, the applicant will have **5 calendar days** to sign and return the invitation, indicating if (s)he will accept the invitation.

Before applicants can be formally enrolled in the EPP, they must open up their TEAL and Pearson accounts and set up tuition payments. Directions for opening these accounts and setting up tuition payments are provided in the invitation.

The enrollment fee (first month's tuition) will be due at the time of acceptance of the invitation, along with the \$35 TEA Technology fee. Applicant enrollment will not be entered into TEAL until payments have been set up and the TEAL/Pearson



If the form is not returned in 5 calendar days, it will be assumed that the applicant has denied formal admission into the program. We will follow up with a denial letter, explaining that we were unable to accept the applicant because the invitation was not formally accepted or returned.

Prior to formal admission, except for those allowable with Contingency Admission, the EPP will not provide coursework, training, and/or examination approval to an applicant prior to formal admission.

Once the invitation is received, the **applicant will now be referred to as a “candidate.”**

## TRANSFERS FROM OTHER EPPs

240 Certification will be accepting a limited number of candidates wishing to transfer from other EPPs. Considerations for transfer approval must meet all of the following criteria:

- the prior EPP or post-bac program within the EPP is no longer in operation; or
- the applicant cannot return to prior EPP (often because they have been separated from the EPP and cannot return under the same certification) AND have been separated from the EPP for a minimum of 5 calendar years; and
- have not been released from prior program due to incomplete or unsuccessful internship or clinical teaching experience;
- be released from prior EPP in Good Standing;
- Meet or exceed the minimum application requirements for program acceptance.

Any additional requests for transfers outside of this policy will be considered on a case-by-case basis.

Applicants to the program from other EPPs will not be considered for 240 Certification without the completed TEA Candidate Transfer Form with the signature of that EPP's legal authority or representative. **240 Certification will initiate the transfer form with the applicant toward the end of the application process.**

## PROGRAM PROGRESSION & CALENDAR OF EVENTS

Applicants can apply and become eligible to begin the program on a revolving basis. Coursework is online and can be completed at the pace of the candidate (program is to be completed in two-years.) Timelines for field-based experiences are subject to timelines

outlined in Texas Administrative Code (TAC).

Each block sequence of coursework can be completed in 30-90/120 calendar days, depending on the candidate. The clinical teaching/internship placement will last a minimum of 14-weeks (70 days) or one full academic year respectively.

Candidates are to progress through the following steps to complete the program and be recommended for full Standard certification:

<p><u><a href="#">Option 1--Clinical Teaching</a></u>          Field-Based 7300  <i>**See <a href="#">Road Map</a> for official dates to the clinical teaching process.**</i></p> <p><b>Two entry points—annual Fall and Spring start dates only.</b></p>	<p><u><a href="#">Option 2--Internship</a></u>          Field-Based 7200.1 &amp; 7200.2</p> <p><b>Continuous enrollment; start date of internship is determined by the start date noted on the Statement of Eligibility (SOE) by the hiring school district. <i>This is to be the first instructional day with candidates once the intern certificate prerequisites have been completed.</i></b></p>
<p><b>Initial:</b> Application to EPP          Accept invitation to EPP/Complete admission process</p> <p>Complete Initial Orientation to program and also with Program Advisor.</p> <p><b>Phase 1:</b> Complete Block 1 coursework (160 clock-hours) with a grade of “C” or higher in all courses.</p> <p>Complete 30-hours of field-based observation.</p> <p>Pass content/supplemental certification exam(s)** (Required to begin Phase 2).</p> <p><b>Phase 2:</b> Complete Block 2 coursework (160 clock-hours) with a grade of “C” or higher in all courses.</p> <p>Pass PPR certification exam** (Required as part of the clinical teaching application process)</p>	<p><b>Initial:</b> Application to EPP          Accept invitation to EPP/Complete admission process.</p> <p>Complete Initial Orientation to program and also with Program Advisor.</p> <p><b>Phase 1:</b> Complete Block 1 coursework (160 clock-hours) with a grade of “C” or higher in all courses.</p> <p>Complete 30-hours of field-based observation.</p> <p>Pass content certification and any supplemental exam(s) required for internship (Required to begin Phase 2).**See notes.</p> <p>Apply for Statement of Eligibility (SOE) &amp; Intern or Probationary Certification (through TEAL account).</p> <p><i>This includes the completion of the fingerprinting process and criminal background check, which is pursuant to the Texas Education Code (TEC)</i></p>

Apply for clinical teaching. Complete all district-required procedures in order to begin clinical teaching assignment.

*This includes the completion of the criminal background check, which is pursuant to the Texas Education Code (TEC) 22.0835.*

**Phase 3:** Complete Block 3 coursework (160 clock-hours) with a grade of “C” or higher in each course--includes clinical teaching (minimum of 70 days; typically a 15-week placement).\*Field-Based 7300 Course

**Final:** After successful completion of all coursework and clinical teaching experience, candidate will formally check out with Director of Field Experiences to make sure all required documentation has been completed and secured. Candidate will receive “Final Steps Toward Certification” webinar to understand the certification process.

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**FALL Placement Application Window for Clinical Teaching: March 15th-May 1st**

[APPLICATION LINK](#)

- Response to Application: **by May 15th annually**
- Prerequisites to be COMPLETED: **July 30th annually**
- Orientation, Parts 1-3 (prerecorded webinar) and Part 4 (with DFE) are required prior to the start of clinical teaching. Orientation, Part 2 will be offered between **July 20th-August 1st annually.**

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**SPRING Placement Application Window for Clinical Teaching: September 15th-November 1st**

[APPLICATION LINK](#)

22.0835.

[Intern--passed content exam(s) only;  
Probationary--passed both content & PPR exams]

**Phase 2:** Complete Block 2 (160 clock-hours) with a grade of “C” or higher in each course--includes first half of the internship (a full academic year as a paid teacher of record)  
**Field-Based 7200 Course \*Internship 1**

Pass PPR certification exam (Required to complete Phase 2 and advance to Phase 3)

**Phase 3:** Complete Block 3 with a grade of “C” or higher in each course--includes the second half of the internship. **Field-Based 7200 Course \*Internship 2**

**Final:** After successful completion of all coursework and internship, candidate will formally check out with DFE to make sure all required documentation has been completed and secured. Candidate will receive “Final Steps Toward Certification” webinar to understand the certification process.

*\*\*Obtain a teaching position after taking and passing appropriate certification exams.*

If determined that candidates are eligible for a teaching internship based on meeting state requirements and passing the appropriate certification exam(s), a Statement of Eligibility (SOE) for employment purposes will be provided. candidates will need to secure a teaching assignment at the grade level and in the subject area of their target certificate(s).

[Intern certificate --passed content (s) only;  
Probationary certificate--passed both content & PPR exams]

<ul style="list-style-type: none"> <li>• Response to Application: <b>by November 15th annually</b></li> <li>• Prerequisites to be COMPLETED: <b>December 15th annually</b></li> <li>• Orientation, Parts 1-3 (prerecorded webinar) and Part 4 (with DFE) are <u>required</u> prior to the start of clinical teaching. Orientation, Part 2 will be offered between <b>December 1-15th annually</b>.</li> </ul> <p><u><a href="#">Program is completed once Final task is verified and any outstanding balances have been paid in full. Candidate's account must be in Good Standing to move from Candidate to Finisher/Completer.</a></u></p>	<p>Intern certificate is good for one year only and cannot be renewed. A Probationary certificate is good for one year only and can be renewed for up to 2 years.</p> <p>Once a position has been secured, candidates will have an experienced, trained, and certified mentor teacher assigned to work with them and a field supervisor will be provided. A meeting will be set up within three (3) weeks of the assignment for the candidate to meet his/her field supervisor and to ensure the employing school understands and demonstrates willingness to work with our education program within the parameters of our EPP requirements. This meeting will also be used to establish communications among the field supervisor, the campus mentor teacher, the assigned administrator and the intern.</p> <p><u><a href="#">Program is completed once Final task is verified and any outstanding balances have been paid in full. Candidate's account must be in Good Standing to move from Candidate to Finisher/Completer.</a></u></p>
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## MILITARY SERVICE CONSIDERATIONS

In accordance with 19 TAC 228.35(a)(5)(A), military service members or military veterans may be eligible to receive credit for verified military service, training, clinical and professional experience, or education toward the training, education, work experience, or related requirements (other than certification examinations) for educator service requirements, which are required of all candidates for certification, for educator certification requirements, provided that the military service, training, or education is directly related to the certification being sought. **Contact the Director of Certification & Compliance for additional information.**

Effective September 1, 2015, TEA waives certain fees for eligible military service members, military veterans, and military spouses. For additional information, please see the [TEA website](#). There are some fee exemptions as well. Please see the [requirements](#) to obtain these fee exemptions.

Information regarding military service members, military spouses, and military veterans may be found in the [Texas Administrative Code 234](#).

## 240 Certification Policies and Procedures (Military Considerations)

The program and curricula have been designed to effectively prepare candidates to be successful on certification examinations and in the profession. A review of military service, training, clinical and professional experience, or education can be requested by contacting the Director of Certification & Compliance.

Any coursework credit considerations must include the following parameters, which have been developed in accordance with Texas Administrative Code (19 TAC 228.35 and 19 TAC 234) and under the discretion of the EPP:

- Service, training, clinical and professional experience or education must have been received within the last five years;
- Service, training, clinical and professional experience or education must be directly tied to the grade level/content area of the certification being sought;
- There must be strong evidence that any credit considerations would be a replacement for the instruction/content and that candidate performance on certification examinations or professional experiences would not be negatively impacted;
- Certification exams may not be waived or credited;
- Field-based experiences (30-hours) cannot be waived or credited unless the candidate has experiences as a long-term substitute as outlined in 19 TAC 228.25(e)(1)(C);
- An EPP may permit a full day clinical teaching assignment up to 5 full days fewer (or up to 10 half days fewer for half-day assignments) than the minimum requirement if due to military leave, based on 19 TAC 228.35(e)(2)(A)(iv); and
- An EPP may permit an internship of up to 30 school days fewer than the minimum if due to military leave, based on 19 TAC 228.35(e)(2)(B)(i).

*\*\*Additional considerations can be made for our military service members and military veterans on a case-by-case basis. Final determination will be communicated to the candidate by the Director of Certification & Compliance.*

## REQUEST TO SUBSTITUTE PRIOR OR ONGOING SERVICE, TRAINING, OR EDUCATION (Non-Military)

In accordance with 19 TAC 228.35(a)(5)(B), EPPs must develop and implement specific criteria and procedures that may allow those not in military service or military veterans to substitute relevant (prior or ongoing) service, training, or education toward program requirements.

Considerations for substitution cannot include the state's requirements for certification examinations or as part of the internship or clinical teaching requirements, as mentioned in the TAC ruling.

### 240 Certification Policies and Procedures (Non-Military Considerations)

Due to the design of the instruction and coursework, any substitutions will be rare and must meet all of the following criteria:

- Service, training or education must have been received by an approved Texas Educator Preparation Program or accredited institution of higher education within the last five years;
- Service, training, or education must be directly tied to the grade level/content area of the certification being sought;
- There must be strong evidence that any credit considerations would be a replacement for the instruction/content and that candidate performance on certification examinations or professional experiences would not be negatively impacted;
- Certification exams may not be waived or credited; and
- Field-based experiences (30-hours) cannot be waived or credited unless the candidate has experience as a long-term substitute as outlined in 19 TAC 228.25(e)(1)(C) or has completed these hours as part of a Texas EPP (completed documentation must be submitted for review).

*\*\*Additional considerations can be made on a case-by-case basis. Final determination will be communicated to the candidate by the Director of Certification & Compliance.*

## PROGRAM TUITION & FEES

**240 Certification is one of the LOWEST priced EPPs in the STATE!**

Application Fee

FREE

Initial Course Enrollment	First tuition payment of \$249.99 is due upon enrollment.
Coursework Tuition	\$249.99 monthly/12 months (includes a subscription to 240 Tutoring!)
Total Tuition	\$2,999.88
Field-Experience Fees	\$500 paid by semester (Clinical teaching=1 semester) (Paid internship=2 semesters)
Total Program Costs	\$3,499.88 for those seeking clinical teaching. \$3,999.88 for those seeking a paid internship.

TEA/Testing Associated Costs (not included in 240's pricing):

- TEA Technology Fee of \$35 (due upon initial enrollment)
- Certification exam registration fees
- Teaching application fees
- Criminal History Background Check (fingerprinting fees)

Additional fees may be required depending on individual circumstances:

- Late payment fee
- Fee for program extension
- Reactivation fee
- Reapplication to program
- Field-experience renewal fee
- Field-experience change request
- Requesting a new Statement of Eligibility (SOE)

Tuition and fees can be accepted by credit or debit card.

## REFUND AND CANCELLATION POLICY

All tuition and fees are fully earned upon signing, and are non-refundable, non-transferable and non-cancelable. They are payable upon the candidate signing the Admission and Program Agreement and can be paid out over equal monthly installments for 12 months. If a candidate is separated from the program or field-based experience by candidate choice or through the EPPs exit policy, the tuition is still due.

There is a deferment option available if needed and can be discussed with the Program

Coordinator. Additional fees apply and the initial payment is due (\$249.99 + \$35 TEA Technology Fee) upon enrollment.

## FORMAL CANDIDATE REVIEW

When those in the process of applying (applicants) to our Education Preparation Program (EPP) and candidates who have already been accepted into our EPP, fail to meet the substantive expectations of our program, a formal candidate review process will be initiated.

The goal of this review process is to supply support and supervision in the areas identified as requiring development or correction so the candidate can become successful in being accepted into the program and/or ultimately obtaining full Standard certification.

### Levels of Review

#### Informal Review

This will take place between a candidate and one of the following professionals of 240 Certification: a director; program advisor; course instructor; or field supervisor. This is initiated by the 240 Certification representative who has concerns regarding the candidate's ability to meet the requirements of the EPP.

- The 240 Certification representative will discuss concerns directly with the candidate.
- The Director of Certification and candidate's program advisor will be advised of the informal review and the outcome.
- The 240 representative will place written documentation of the informal review in the candidate's EPP file within seven (7) calendar days of meeting with the candidate. A copy of this documentation will also be sent to the candidate.

#### Level One – Formal EPP Review

This Level One Review will take place between the candidate, the 240 Representative initiating the review, and the Formal Review Team. In addition to the candidate and the 240 Representative, the Formal Review Team will consist of the candidate's program advisor and one of the 240 directors. This review is initiated when the 240 Representative has sufficient concerns to question the candidate's "fitness to teach" and has tried different avenues to provide a solution, such as an informal meeting.

*A Level One Formal Review can be initiated without the Informal Review process, should the incident/concern require probationary status in the program.*



- An action plan will be discussed and developed and a copy will be provided to all parties. The candidate will have an opportunity to provide insight and suggestions in the development of the action plan.
- Candidate is placed on **probationary status** until issue(s) have been resolved.
- The Director of Certification and Field Experiences will be advised of informal review and the outcome, if not included on the Formal Review Team.
- The 240 Representative will place written documentation of the informal review in the candidate's EPP file within seven calendar days of meeting with the candidate. A copy of this documentation will also be sent to the candidate.

### Level Two - Formal EPP Review

This Level Two Formal Review will take place between the candidate, the 240 Representative initiating the review, the Formal Review Team and must include the Director of Certification and/or the Director of Field Experiences or designee. This will be initiated if the candidate fails to be successful with the developed plan or creates additional and/or continuing concerns.

*A Level Two Formal Review can be initiated without the Informal Review or Level One Formal Review processes, should the incident/concern require immediate attention and/or consideration of revocation of EPP candidate status.*

- A subcommittee to include key members of 240 Certification will review all documentation.
- Candidate and 240 Representative(s) involved will be interviewed individually.
- Additional documentation will be obtained from the field-based setting, if appropriate.
- A recommendation will be made after all statements and artifacts have been reviewed regarding the suitability of the candidate's continuation in the program .
- The subcommittee will summarize its findings and make written recommendations forwarded to the 240 Certification Leadership Team as well as the EPP's Advisory Council.

### Final Decision of Review Process

The 240 Certification Leadership Team will make a final decision regarding a candidate's suitability, acceptance or continuation in our Educator Preparation Program. The candidate will be notified of final decisions and will place documentation of the decision in the candidate's EPP folder.

## Appeals Process

An appeals process is available to candidates at any stage of the Educator Preparation Program, including being denied admission into any stage of our program (entrance, clinical teaching/internship, and/or transition to Standard certification).

- This appeal must be done in writing and submitted to the Program Coordinator at [admin@240certification.com](mailto:admin@240certification.com).
- This will be reviewed by the 240 Certification Leadership Team.
- The final decision will be sent in writing to the applicant or candidate within seven (7) calendar days.
- If the candidate wishes to appeal further, it needs to be done in writing and sent to the Director of Certification & Compliance. This decision is final.

## Final Decision of Review Process

The 240 Certification Leadership Team will make a final decision regarding a candidate's suitability and acceptance to continue in our Educator Preparation Program. The candidate will be notified of final decisions and will place documentation of the decision in the candidate's EPP folder.

## COMPLAINTS AND INVESTIGATIVE PROCEDURES

### Complaint Process TAC 228.70

- (a) Purpose. Texas Education Agency (TEA) staff shall maintain a process through which a candidate or former candidate in an educator preparation program (EPP), an applicant for candidacy in an EPP, an employee or former employee of an EPP, a cooperating teacher, a mentor, a site supervisor, or an administrator in a public or private school that serves as a site for clinical teaching, internship, or practicum experiences may submit, in accordance with subsection (c)(1) of this section, a complaint about an EPP for investigation and resolution.

### EPP Protocol

The 240 Certification policy is to provide an avenue for an applicant, candidate, employee or former employee of the EPP, cooperating/mentor teacher, and campus administrator(s) to make an informal or formal complaint when deemed necessary. We encourage the resolution of complaints through timely communication at and near the point of origin in order to be addressed in a timely and effective manner.

- If the complaint is concerning **courses offered through 240 Certification**, the concern should be directed to the course instructor directly responsible for teaching the course.
- If the complaint is concerning the **program itself**, the concern should be directed to the Program Advisor, or if an applicant, to the Program Coordinator at [admin@240certification.com](mailto:admin@240certification.com).

If the party filing the complaint is not satisfied with the outcome of this process, then a formal written complaint should be completed and submitted to the Director of Certification within a timely manner. 240 Certification will maintain a record of all formal written complaints linked to all educator preparation program components from: applicants, employees, former employees, cooperating/mentor teachers, and campus administrators.

**NOTE: The form for this process can be obtained from a Program Advisor or accessed [here](#).**

1. The **formal written complaint form** is to be completed by the complainant, and include a clear description of the complaint, dates connected to the cause for complaint, and a description of desired outcome or solution.
2. A formal meeting will be scheduled within 10 working days from the written complaint being received. The candidate's Program Advisor or one of the 240 Certification Directors will set up a meeting with all parties linked to the complaint.

A copy of the form submitted by the complainant and outcome will be sent to the Director of

Certification and the party registering a complaint. Within three (3) working days, the Director of Certification will send written acknowledgement of receipt of the complaint to the concerned party.

3. If resolution has not been achieved, the Director of Certification will:

- Try to come to an agreeable conclusion between all parties involved by meeting with them  
OR
- Assign a special committee to rule on the complaint, which if used, will present a ruling on party's written complaint within 30-calendar days of receipt of the complaint form. The Director of Certification will inform in writing (or by email) of the final decision to the following: party filing the complaint; the candidate's Program Advisor (if applicable); and Owner/Director of 240 Certification.

If an issue cannot be resolved internally through our complaint process, one may file a complaint with the [Texas Education Agency website](#).

### TEA Protocol

TEA staff has developed a complaint form and procedures to standardize the process for an individual making a complaint against an EPP. This complaint form will be available on the TEA website and must be in writing on the complaint form.

The written complaint must clearly state the facts that are the subject of the complaint and must state the measures the complainant has taken to attempt resolution of the complaint with the EPP.

Anonymous complaints may not be accepted or investigated.

For further information on TEA responsibilities regarding a complaint, please refer to [19 TAC 228.70\(c\)](#).

Thank you again for your interest in 240 Certification!

Please feel free to contact a team member if you have any questions or desire additional information or assistance in the application process at:

Call or text: (903) 471-0957

Email: [admin@240certification.com](mailto:admin@240certification.com)

