

BLACKSTONE



STUDENT HANDBOOK

Updated January 2, 2025

GENERAL INFORMATION

History of the Blackstone Training Academy

Blackstone Training Academy is a private institution founded in 2021 in Virginia to provide students with higher education and practical training in intelligence, counterintelligence, and risk management studies.

Vision

The vision of the Blackstone Training Academy is to offer a distinctive, quality academic experience in partnership with the needs of intelligence and other agencies and private organizations.

Mission and Values

Blackstone Training Academy seeks to provide students an exceptional specialized educational opportunity to prepare them for national security or private industry careers, and to deliver highly professional, practical, and relevant training for career progression and self-enrichment. Blackstone Training Academy's Department of Strategic Intelligence offers Counterintelligence Studies, a unique academic experience, combining formal education with practical training and experiences.

Purpose

Our goals focus on knowledge and skills for real life application. Blackstone Training Academy provides a career-oriented educational experience that can be directly applied to those working in national security and related fields in private industry.

Principals

Blackstone Training Academy develops students with the ability to research and analyze information, apply critical thinking, and make informed, unbiased, and relevant assessments to support rational conclusions and decision-making in analysis, investigations, operations, collection, risk management, and other relevant areas.

We encourage creativity and freedom of expression but also promote listening, observation, and careful thought to promote innovative ideas and respond to workplace and personal challenges.

While Blackstone Training Academy endorses political and social issues which support national security and defense, justice, freedom, protection of personal liberties and democracy, we strive for a nonpartisan classroom where faculty and students are discouraged from discussions which support one political party or candidate, but rather promote the freedom to have different opinions and independent thought based on the

issue at hand, and where analysis is based on consideration of facts and science and not personal agendas.

Through a variety of teaching methods, Blackstone Training Academy teaches students to work independently and collaboratively in teams. Our program includes lectures with visual materials, practical exercises, class discussion, role playing, research, briefing, writing, individual and group projects, presentation of case studies, guest speakers and field trips. Instruction is based on the level and needs of the students and the best method for learning the material being taught.

Our students have a greater calling, and we encourage a foundation of strong character and integrity, with a sense of responsibility and conviction to support national security efforts while protecting personal freedom.

Certification

Blackstone Training Academy is certified by the *State Council of Higher Education for Virginia* as a postsecondary school of higher learning in the Commonwealth of Virginia.

Faculty

Our faculty are highly qualified, most with decades of experience and holding advanced degrees. Faculty meet the standards set forth by the *State Council of Higher Education for Virginia* for instructors.

Offerings

Blackstone Training Academy offers certificate programs and courses for self-enrichment, vocational training, and academic advancement, each resulting in a Certificate of Completion.

ACADEMIC PROGRAM AND REQUIREMENTS

Absences

Students are expected to attend all classes as courses may be condensed and missing even one day could result in failure to learn all required information. If students have conflicting priorities, they are advised to take a course at a time which allows them to focus fully on their studies.

See **Attendance Policy** for more information.

Course Schedule

See our Course Schedule on our website for a current list of course offerings.

General Competencies

Core certificate program courses focus on a particular area of study. Electives allow students to discover other areas that are not part of their certificate program. Blackstone Training Academy offers some of the most unique and interesting courses available. Students select from a variety of courses relevant to your learning goals and interests.

Grading

A = 95 to 100

A- = 90 to 94

B+ = 87-89

B = 84-87

B- = 80-83

C+ = 77-79

C = 74-76

C- = 70-73

D+ = 67-69

D = 65-67

D- = 60-63

F = <60

Graduation

Completion of all identified core and elective course requirements with a grade of C- or higher is required to graduate from the certificate program.

Internships/Externships

Blackstone Training Academy programs do not include internship or externship programs. Students may propose an internship to the Director.

Programs of Study

Counterintelligence Fundamentals Certificate

Counterintelligence Studies Certificate

Certificate in Counterintelligence Analysis

Certificate in Counterintelligence Collection

Certificate in Offensive Operations

Certificate in Counterintelligence Investigations

Certificate in Behavioral Support to Counterintelligence

Certificate in Counterintelligence in Cyber

Certificate in Risk Management

See our Course Catalog for a complete listing of courses and tuition.

ADMINISTRATORS, FACULTY AND STAFF

Administrators and faculty can be viewed on the Meet our Faculty and Staff page on our website.

Course curriculum is created by faculty, reviewed by subject matter experts, and evaluated by the Director of the Academy or their designee. Evaluation of curriculum and programs is regularly completed to ensure students receive a quality and effective education and core competency is achieved for the stated program. This is accomplished by evaluation from students and organization auditors.

ADMISSION AND ENROLLMENT INFORMATION

Acceptance & Transfer of Credits

Blackstone Training Academy will accept the completion programs or classes currently offered from public or privately owned colleges and universities, or training programs in substitution of courses required for certification, when comparable and of sufficient recency to be considered equivalent to our courses.

The transfer of courses to another school is at the sole discretion of the receiving school.

Admission Procedures

Blackstone Training Academy seeks to enroll students who have the academic attributes and personal qualities to serve in national security roles. Enrollment in a certificate program requires a formal but rapid application process. Prospective students may enroll from the Admission tab on our website.

Admission Qualifications. The Academy will have open admission for individuals who have a high school diploma or a GED.

Certificate admission standards require a high school diploma or GED. Those seeking a certificate program (vs single certificate courses), must provide a transcript with a minimum GPA of 2.0, and a 250-word statement from the student identifying why they are seeking attendance at our Academy and their future career and academic plans. All students must possess sufficient English speaking and writing skills to manage academic requirements.

Admission to the Academy does not guarantee admission into all programs and courses. Some courses require agency and instructor approval to register. Admission may be denied for students lacking the prerequisite course(s) or training, or with a history of academic disciplinary action. Some courses may require access to cleared or sensitive materials for which special permission or agency/organizational approval may be required. Because of the unique nature of our program, we may deny students admission when a significant issue exists which may threaten the well-being of students and/or staff, or who pose a threat to national security. The issue must be of such significant concern that would make it unlikely the student would qualify for a position in national intelligence or related private industry field.

Students may appeal denial of admission to the Director, who has the final authority to confirm or reject the denial of admission.

Is Blackstone Training Academy right for you? Working in national security requires a high level of trust and integrity. Most positions in the intelligence community will require individuals to have a security clearance or background investigation. Although you don't have to have a perfect background, you must be reliable, trustworthy, of good conduct and character, and loyal to the United States. While Blackstone Training Academy does not determine who has the appropriate level of trust to work in various positions, we do encourage prospective students to consider whether they meet the suitability standards for positions of public trust.

To apply, complete an *Application for Admission*. This is a simple process requiring completion of fields and document uploads.

Attendance

Students are expected to attend classes as scheduled. Attendance may be factored into the grading of a course and at faculty discretion, but in general, a minimum of 90% attendance is expected of all students. Whenever possible, notify your instructor before

the start of each class of any required absences and ensure you have their approval before class starts. If an excused absence is granted, this has no bearing on the requirements of a course, which must be met for successful completion, although the faculty may provide reasonable assistance/accommodation. Unexcused absences may affect your grade and ability to successfully complete the course. Students may be asked to provide appropriate documentation to support their absence. Providing false information will result in academic disciplinary action.

See **Veteran Information** for exceptions for veterans called to active duty or deployed.

Calendar of Courses

Blackstone Training Academy is on a semester system:

- Spring semester Jan 1-May 31
- Summer semester: June 1-August 31
- Fall semester: September 1-December 31

The schedule of courses and holidays can be viewed in the Calendar of Courses on our website.

Certificate of Completion

Certificates for completed courses and programs are granted once the individual meets the course or program requirements and receives a passing grade. By definition, a passing grade is a C or minimum of 70% average in an individual course or in all required courses for a program.

Testing is not permitted in lieu of retaking a course in the event a student fails to meet the minimum passing grade. The student is permitted to retake at their own expense.

Costs per course can change over time. Please review pricing if you anticipate retaking a class.

Credit Hours

The Academy uses a clock hour system. An hour is defined as 50-60 minutes. Each clock hour is 750 minutes of instruction or other outside required activity. Most courses are three clock hours with 40 hours of in-class instruction. Full time study includes a minimum of 12 clock hours or four standard courses each semester.

Distance Learning

Courses may be offered in-person, virtually or via our mobile training teams. When courses have a full or partial virtual component, we strive to provide the same quality academic experience regardless of the platform used. We utilize our learning management system to facilitate interaction between instructors and students and

ensure the experience mirrors that of an in-person course to the extent possible. Instructors are also available for assistance and consultation ½ hour before and after class and by appointment.

Our instructors are trained in, and routinely utilize, our learning management system and associated platforms to provide a quality academic experience. Instruction is provided in the platform utilized by the instructor and students may request individual assistance and demos as needed.

Students are held to high standards of integrity, particularly as we seek to serve national security interests. Students completing assignments and taking tests virtually must adhere to all instructor directions and complete the assignment and/or test without the use of notes, Internet, peers, or other forms of assistance, unless specifically authorized by the instructor. Failure to abide by this policy against cheating will result in escalatory disciplinary action by the Academy to include verbal warnings, written admonishment, and or expulsion from the Academy.

Enrollment

Students enroll in classes in our student information system. Access to this system is provided upon acceptance to the Academy. Prerequisites are listed in the Course Catalog and any required pre-course work will be identified prior to enrollment. Students may enroll up to the start of class or date identified in the student management system. Once enrolled, an invoice will be generated for payment.

Identification Cards

When in residence at some facilities, ID cards may be provided to students.

The first ID is provided at no charge. If treated properly, the card will last your entire enrollment. There is a \$25 replacement fee for lost, damaged, and stolen ID cards. You must notify the ID office immediately to make your lost badge inactive.

Student IDs are not transferable. The IDs are for Academy use and intended to be used only by the individual whose name and photo appears on the front of the card. Misuse is subject to judicial proceedings.

Leave of Absence

Students may take a leave of absence between classes without notification for up to 180 days within a twelve month period, providing they return to the Program within twelve months of admission, after such time students must reapply to the Program.

Student Information System (SIS)/Learning Management System (LMS)

Blackstone Training Academy provides students access to our student information system which allows students to apply for admission, enroll in classes, check out library materials, pay/view financial records, and view grades. The Academy manages assignments in Canvas, our learning management system, which provides students and faculty with an interactive environment.

Student Records

Proper record keeping is essential for decision-making and efficiently processing, viewing, and sharing information to meet the needs of students and the Academy.

Blackstone Training Academy maintains records on all students containing:

1. Each student's application for admission and admission records containing information regarding the educational qualifications of each student admitted that are relevant to admission standards; these applications are kept for a minimum of three years.
2. A transcript of the student's academic coursework at the Academy, which is permanently retained.
3. A record of student academic progress, including programs of study, dates of enrollment, courses taken and completed, grades, and student status, which is permanently retained.
4. A record of all financial transactions between the student and the Academy, including student payments, payments from other sources and refunds.
5. Student records are available upon request. Transcripts will be provided to students in good financial standing.
6. Student records are viewed by a limited number of Academy staff and are stored in U.S. owned and located facilities.

Waivers and Credit

Students who successfully demonstrate comparable prior experience, education, and/or proficiency may be granted a waiver from a class in a certificate program, reducing the program requirements and shortening the program. Students must provide an official transcript or certificate of training and the waiver must be approved in writing by the Director or authorized delegate official.

CAREER ASSISTANCE SERVICES

The Academy assists and guides students seeking professional and career support:

- Resume writing.
- Interviewing skills
- Career planning and job placement.

For more information, ask Academy staff for assistance or request a career assistance meeting.

CODE OF CONDUCT

Acts of misconduct include, but are not specifically limited to:

1. Possession, use, manufacture, distribution, or sale of alcohol in violation of Academy policy or law. Also, impairment which can be attributed to the use of alcohol, possession of alcoholic beverages in designated “dry areas,” or other alcohol Academy violations;
2. Possession, use, distribution, manufacture, or sale of drugs, narcotics, chemicals and/or drug paraphernalia in violation of Academic policy or law, or other Academy policy violations;
3. Illegal gambling;
4. Breach of peace or disorderly conduct;
5. Trespassing and/or any unauthorized entry or access to prohibited spaces;
6. Acts of dishonesty including, but not limited to, knowingly furnishing false information or fabrication, forgery, alteration, or misuse of Academy documents, identification and keys or access cards;
7. Infliction of or threat of physical harm to any person(s), including self (when disruptive or detrimental to the community), or their property;
8. Any form of sexual harassment, sexual misconduct, or interpersonal violence including but not limited to sexual assault, stalking, dating violence, domestic violence, and sexual exploitation.
9. Any hostile, threatening, or intimidating behavior that by its very nature would be interpreted by a reasonable person to threaten or endanger the health, safety or well-being of another;
10. Any form of harassment; investigated and adjudicated by the Academy with sanctions, if applicable;
11. All forms of invasion of privacy, including but not limited to, the recording, filming, photographing, viewing, transmitting or producing the image or voice of another person without the person’s knowledge and expressed consent while in an environment that is

considered private or where there is a reasonable expectation of privacy. In such circumstances, the use of undisclosed and/or hidden recording devices is prohibited, as is the storing, transmission and/or distribution of any such recordings, or where such activity is prohibited in the Academy. This policy does not pertain to the recording of public events or discussions or recordings made for law enforcement purposes;

12. Theft, attempted theft, possession, sale or barter of stolen property, or causing damage to property;

13. Possession or use of firearms, fireworks, other weapons (including replicas or likenesses), or chemicals which are of an explosive or corrosive nature on Academy property or functions;

14. The instigation of false fire/explosion, or emergency alarms, bomb threats, tampering/misusing or damaging fire extinguishers, alarms or other safety equipment;

15. All forms of hazing such as any action taken or situation created, recklessly or intentionally, to produce mental or physical discomfort, embarrassment, ridicule, or possibly cause mental or physical harm or injury to any person on or off Academy property, whether the participant consents or not. Hazing refers to any actions or activities that do not contribute to the positive development of a person or an organization; which cause mental or physical harm; or which subject individuals to harassment, embarrassment, ridicule, or distress. Examples of situations that are considered hazing include but are not limited to tests of endurance, physical abuse, psychological abuse, morally degrading or humiliating activities, forced ingestion of any substance, activities which interfere with academic pursuits, paddling in any form, use of alcohol and servitude. Hazing is typically (but is not always) associated with membership selection and initiation into an organization.

16. Non-recognized student organizations using the name of the Academy or attempting to use the name of the Academy without the express written consent of the Director. Non-recognized student organizations participating or attempting to participate in activities reserved for recognized student organizations. Non-recognized student organizations using or attempting to use Academy services reserved for recognized student organizations.

17. Failure to comply with the direction (verbal or written) of, and/or present identification to any Academy official (faculty staff, and interns or others acting on behalf of the Academy) when that official has been identified and is acting expressly within their authority to uphold an Academy policy.

18. Misuse, abuse, and unauthorized use of technology, and/or use of technology for unauthorized purposes;

19. Interfering with the normal operation of the teaching/learning environment;

20. Violation of Academy policies, regulations, directives, or instructions;

21. Violation(s) of any local, state, federal or international law, or violation(s) whether on Academy premises, or when such violation has or may have an adverse impact upon the Academy's image, community or its members;

22. Attempting to commit and/or complicity in any prohibited act(s).

23. Any violation of the Academy motivated by a consideration of race, gender, religion, ancestry, national origin, age, disability, veteran status, or sexual orientation may subject the student or student organization to the imposition of a sanction more severe than would be imposed in the absence of such motivation;

24. Retaliation against another student for their participation in any portion of the referral or student conduct process which includes, but is not limited, making a referral or serving as a witness in conduct hearings. In order for conduct to constitute retaliation the accused student must have taken an adverse action against another individual because of that individual's participation in any portion of the referral or student conduct process or in order to deter the participating in the referral or student conduct process. Students may be found responsible for violating this policy regardless of the final outcome of the original student conduct process;

25. Stalking which includes but is not limited to, any behavior that is directed at another person, on more than one occasion, that the stalker intends, knows, or reasonably should know, places the other person in reasonable fear of their safety or the safety of others or suffer emotional distress. Examples of behaviors include, but are not limited to, the following: non-consensual communication (to or about a person), including face-to-face, telephone calls, voice messages, email, texts, written letters; unwanted gift; threatening or obscene gestures; pursuing or following; surveillance or other observation; trespassing; and vandalism.

Students should report misconduct violations to the Director in writing. The Director or designated representative will review and as appropriate, investigate violations and initiate disciplinary action. Final disposition will be in writing.

Disciplinary action may include verbal and/or written warnings, sanction, disciplinary probation, restitution, no contact or trespass order, suspension or expulsion from the Academy, reversal of grade or certification award, account hold, and/or referral to law enforcement or other appropriate entity. Students have the right to appeal the outcome in writing to the Director. The appeal outcome is final.

DISABILITY ASSISTANCE

The Academy is wheelchair accessible. Notify Academy staff if you require any special assistance and we will make reasonable accommodation of a modification or adjustment to enable you to successfully manage your studies.

FACILITIES

When in person, courses may be held at government or private facilities, or in the Academy space in Ashburn, VA. In-person courses in Ashburn are held in One Loudoun, which is a diverse collection of offices, residences, shops and restaurants with ample free parking.

Academy staff are available to provide information to prospective students about the Academy and the application process and support students in registering for classes and maintenance of students' records, including transcripts.

The Blackstone Library contains books and students may access online resources.

FINANCIAL INFORMATION

Application Fee

The application fee to establish a student account is \$100. If your account is inactive after three years, you may be required to apply again. This fee is nonrefundable.

Fees, Charges and Expenses

In addition to tuition, students may have other expenses. This may include textbooks, books, copies, supplies, equipment, lab fees or other fees and expenses. Unless otherwise specified, all books and materials are included in the course fee.

Financial Aid Information

Blackstone Training Academy does not currently offer financial aid.

Nonpayment of Debts

Students who fail to pay full tuition, fees, and charges, including late fees, on the due date are subject to one or more of the following actions at Blackstone Training Academy's option:

- Denial of readmission, including further registration
- Withholding of official transcripts
- Withholding a degree to which the student would otherwise be entitled

- Withholding of grades
- All penalties and actions authorized by law

No further services of Blackstone Training Academy will be provided until all obligations are cleared.

Tuition

Tuition is listed for individual students, government (10% discount), and full mobile training teams for up to 30 students at our facility or your organization (travel costs may be incurred)

16-hour course: \$893; gov't \$804; MTT \$16,080

24-hour course: \$1339; gov't \$1205; MTT \$24,100

40-hour course: \$2232; gov't \$2009; MTT \$40,180

60-hour specialized course: (Surveillance & Countersurveillance): \$8125; gov't \$7913*

80-hour course: \$4464; gov't \$4018; MTT \$80,360

**Specialized courses may be tailored and have varied tuition rates; students may be assessed additional fees for some courses or seminars.*

Tuition Payment

Blackstone Training Academy accepts payment by check, money order, credit card or ACH payment. We do not offer payment plans; payment must be made in full prior to the beginning of the course. Failure to pay tuition by the deadline will result in you being dropped from the course(s).

Blackstone Training Academy accepts payments from third parties, such as the government, or a private company or organization.

Tuition Refunds/Student's Right to Cancel

Individual Students

The student applicant shall have **three business days** from the date of signing this enrollment agreement to **cancel** this enrollment agreement without financial obligation other than the nonrefundable fee stated above.

Following the cancellation period described above, a student applicant may cancel his enrollment agreement, by written notice, at any time prior to the first day of class of the session for which application was made. When cancellation is requested under these circumstances, Blackstone Training Academy will refund all tuition paid by the student,

less a maximum tuition fee of 15% of the stated costs of the course or program or \$100, whichever is less.

A student applicant will be considered a student as of the first day of classes. Beginning on the first day of class, a student who withdraws from the class is subject to the tuition refund policy stated below. A student must provide a written and signed letter stating his/her intention to withdraw. The school will process any applicable refund to individuals who have terminated their status as students within 45 days after receipt of a written request or the date the student last attended classes, whichever is sooner.

The minimum refund policy is as follows:

- a. A student who enters the school but withdraws or is terminated during the first quartile (25%) of the program shall be entitled to a minimum refund amounting to 75% of the cost of the program.
- b. A student who withdraws or is terminated during the second quartile (more than 25% but less than 50%) of the program shall be entitled to a minimum refund amounting to 50% of the cost of the program.
- c. A student who withdraws or is terminated during the third quartile (more than 50% but less than 75%) of the program shall be entitled to a minimum refund amounting to 25% of the cost of the program.
- d. A student who withdraws after completing more than three quartiles (75%) of the program shall not be entitled to a refund.

An exception to the refund policy may be made for the following circumstances:

- Student's death or death of a student's immediate family (mother, father, sister, brother, husband, wife, child, or grandparent) immediately before class start. The request must be submitted within 90 days of the date of death and include a copy of the death certificate, obituary, or applicable court documents.
- Permanent re-assignment/transfer, national emergency, or mobilization declared by the President of the US and in accordance with Section 23.1-207 of the Code of Virginia. Requests must be submitted within 90 days of the date of your orders and include a copy of military activation orders.
- Administrative error by the Academy. Requests must be submitted within 90 days of the date the error was first discovered, or made known, and include an explanation of the circumstances of the error, including dates, names of employees and publications, if applicable.
- Extreme financial hardship for the student. The request should explain the circumstances, outlining significant financial issues and provide documentation as appropriate. No refund of previously paid tuition will be granted.

The following circumstances DO NOT qualify for an exception to Blackstone Training Academy:

- Failure to drop a class by assuming it would be dropped for you due to non-payment or non-attendance.
- Misunderstanding or lack of knowledge about Blackstone Training Academy policies and procedures.
- Dissatisfaction with the course content or instructor and/or your academic progress in a class.
- Inadequate investigation of course requirements, including prerequisites.
- Requests based on pre-existing medical conditions prior to the start of the semester.
- Change in personal work schedule, geographic location, or transportation.
- Financial difficulties that are not of an extreme nature.
- Disagreements with faculty, teaching methods or style, treatment or grading procedures are not considered administrative errors and must be resolved by contacting the administrator.

Veteran Information

Academy staff are available to assist veterans regarding programs and resources to support your education and further your career.

Veterans may be eligible for financial assistance, such as through the GI Bill. GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <http://www.benefits.va.gov/gibill>. Note that this benefit generally is provided only for in-person courses.

Veterans have rights under the Uniformed Services Employment and Re-Employment Rights Act (USERRA) not to be discriminated against because of service in the military reserves. Under USERRA, the Academy will grant an excused absence for military leave upon request. If you have orders to report for duty, the Academy will grant you sufficient time off to attend the military function or drill, plus reasonable travel time. There is no distinction between mobilizations you volunteered for and involuntary mobilizations or duty.

The Academy will promptly readmit with the same academic status a servicemember who was previously admitted to the institution but who did not attend, or did not continue to attend, because of service in the uniformed services, such as a servicemember being called to active duty or a deployment. This policy does not apply to short-term absences under 30 days. The purpose of the readmission requirements is to minimize the disruption to the lives of servicemembers, allowing them to return to an institution of higher education without penalty for having left because of their service. An otherwise eligible servicemember qualifies if:

1. The Academy is given notice of the servicemember's absence for service.

2. The cumulative length of absences from the institution by reason of service does not exceed five years.
3. The servicemember gives notice of his or her intent to return by the applicable time limit.

Under the Veteran's Benefits and Transition Act of, schools are prevented from penalizing students using GI Bill benefits due to late payments by the Department of Veterans Affairs within a 90-day window. Schools are prevented from doing any of the following:

- Assess late fees.
- Deny access to classes, libraries, or other institutional facilities.
- Require the student to use or borrow additional funds to pay the institution as a result of delayed payments for educational benefits from VA.

To qualify for this protection, students utilizing GI Bill benefits must provide a copy of their Certificate of Eligibility prior to the start of the semester.

Students who submit their Certificate of Eligibility after the start of the term become subject to late fees due to the late

GRIEVANCE POLICY

When complaints are not resolved between students, staff and faculty, students may file a formal grievance to the Director. Any grievances must be in writing to the Director of Blackstone Training Academy via email or certified letter, who will evaluate the situation and render a written decision within 30 days. If additional time is needed to investigate an issue further, the student will be notified in writing. A student may appeal the decision of the Director to the President of the Academy. The appeal must be in writing and submitted no later than 30 days from the decision of the Director. Students have the right to file formal complaints to the State Council of Higher Education for Virginia (SCHEV) James Monroe Building, 101 N. 14 St. 10th Floor, Richmond, VA 23219. Students will not be subjected to adverse or retaliatory actions by any school officials because of initiating a complaint.

The Virginia State Approving Agency (SAA) is the approving authority of education and training programs for Virginia. This office investigates complaints of GI Bill Beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the college, the beneficiary should contact this office via email at saa@dvs.virginia.gov.



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