

Student Handbook

Ogwehoweh Skills and
Trades Training Centre



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WELCOME

1.0 INTRODUCTION

The GRETI Board of Directors, OSTTC Staff, and Six Nations community extend a warm welcome to you, our student body. We wish you much success, happiness, and new friendships while you broaden your knowledge and further your education with us.

1.1 OUR PHILOSOPHY TOWARD TRAINING AND EDUCATION

OSTTC is a leader in education and training built on a foundation of Indigenous knowledge, creating holistic wellness and student success. We strive to work with the community and employers to ensure employability by creating an in-demand skill set and supporting students through culturally based and appropriate learning, wellness resources, and individual guidance. The OSTTC Professional Code of Ethics reflects the values and ethical foundation of the organization, essential to both teaching staff and administrative staff. We believe in professional conduct, practice, and integrity.

OSTTC strives to reflect the values and ethics that are rooted in the cultural teachings of our community. Our examples are drawn from the concepts relayed from five of our traditional wampums:

Circle Wampum – Hayawatha Belt – Extending the Rafters – Two Row – Dish with One Spoon

Our approach to education and training is equivalent to the expectations of employers and we believe those who share our philosophy and passion will accomplish great things.

1.2 STAFF CONTACTS

Your understanding and patience are appreciated during busy class schedules. To discuss matters or to obtain additional information regarding your education, please contact Student Services or your instructor.

Student Services: Josh Jamieson, 519-445-1515 ext. 1002

Instructor: _____

Note:

Please be advised that students who may have received financial assistance from Grand River Employment and Training (“GREAT”) should consult GREAT as required to resolve financial matters. All other matters related to your education should be discussed with OSTTC staff.

2.1 GENERAL INFORMATION

Many important details regarding your course of study, facilities offered, and general information regarding expectations of the student body and staff are outlined herein. The contents of the student handbook shall be enforced to facilitate our

commitment to providing a superior learning environment in a positive and pleasant atmosphere.

2.2 BUILDING ACCESSIBILITY

HOURS OF OPERATION

The building is open Monday through Friday from 8:00 a.m. to 4:30 p.m. Classes scheduled outside 'regular' hours of operation shall be open 10 minutes prior to the official start time and shall close immediately following the course conclusion. While we encourage you to enjoy the outdoor grounds at your leisure, we ask that indoor activities are restricted to assigned classrooms, OSTTC Student Wellness room (402), or the lower atrium which has several seating areas for group work and a small food concession area.

OSTTC staff are available Monday through Friday: 8:30 a.m. to 4:30 p.m.

CELL PHONES

Cell phones may be used in public areas only. Please respect the learning environment and your classmates by **turning cell phones off** when in class or participating in a classroom activity. If an accommodation is necessary, please see your instructor.

2.3 PROPERTY [SCHOOL AND PERSONAL]

PERSONAL PROPERTY

Students are responsible for protecting their personal property and under no circumstances are OSTTC staff or instructors responsible for lost or stolen goods.

BOOKS AND SUPPLIES

Textbooks and supplies are the responsibility of each student for the duration of the program. It is in your best interest to properly label all personal supplies.

TOOLS AND EQUIPMENT

All special tools and/or equipment purchased by OSTTC for classroom use shall remain on the property. Removing tools or equipment from the premise is completely forbidden. Misplaced or stolen property must be reported immediately. Reports of unauthorized use or activity shall be treated as theft and reported to the local police.

LOST AND FOUND

Any items lost or found should be reported to or taken to an instructor or OSTTC Staff member.

LITTERING

Students and staff are encouraged to enjoy the outdoor spaces provided. However, littering on the property (including cigarette butts) shall not be tolerated. Please dispose of litter in designated bins (cigarette stands, trash cans for litter).

2.4 FIRE DRILLS

Shortly after the commencement of each class, a member of the Joint Health and Safety Committee will provide details on the nearest fire exits and meeting locations. Random fire drills will be conducted from time to time. For the safety of all, please proceed as instructed and leave your personal belongings behind in the interest of time.

2.5 ANNOUNCEMENTS

Students are required to check OSTTC's Online Learning Platform <https://learn.osttc.com> for information regarding student activities or cancellation notices.

A variety of extracurricular, social, and cultural activities may be conducted throughout the year. Be certain to review the bulletin boards throughout the campus or the Online Learning Platform on a regular basis for event updates.

Students are restricted from attaching or hanging any items on walls, hallways, doors, or windows. We reserve the right to monitor posted notices and to remove inappropriate messages.

2.6 INSTITUTIONAL CLOSURES

Definition: Inclement Weather, Health Concerns, Power Outage, Staff Professional Development

While all measures will be taken by OSTTC to maintain normal operation of the school at all times, there are circumstances beyond OSTTC's control that may force a school closure.

All notices of closures will be communicated with students through the Online Learning Platform, social media (Facebook and Instagram) channels, and mass text to all students.

If closure needs to occur mid-day, Student Services will communicate to all students in class and provide further direction to proceed in the closure.

For Staff Professional Development closures, a minimum of one week's notice will be provided to all students.

Students will be marked present for the day of closure and all measures will be taken to provide students with the day's lesson plan via the OSTTC Online Learning Platform.

For long-term unexpected closures, OSTTC will do its best to make all course material available on the OSTTC Online Learning Platform, to mitigate interference with the students' original program completion date.

2.7 PARKING

OSTTC is not responsible for items lost, stolen, or vandalized. Overnight parking is not permitted and vehicles in violation will be towed at the owner's expense. In the event of an emergency, notify the GRET Maintenance Lead to avoid towing charges.

Preferred student parking is located along the South side of the building, opposite the trade bays.

Please refrain from parking on the side of the road, and in front of Ontario Works designated parking spots. Please note that violations of these parking restrictions may result in your car being towed at your own cost.

2.8 VISITORS

Instructors have full authority to permit or restrict visitors into classrooms. Please be certain to obtain prior authorization for visitors attending class in advance, to avoid disappointment.

Visitors under the influence of alcohol or drugs (legal or illegal) shall not be allowed to enter the classroom under any circumstances, subject to the requirements of applicable human rights legislation. Refer to section 3, Code of Conduct for details.

Children are restricted from attending classes or labs (shops, computer labs, study skills, lectures, individual study, etc.), subject to the requirements of applicable human rights legislation. Students are not allowed to leave children unattended on the property under any circumstances. Children who are visiting the school must always be under adult supervision.

2.9 SERVICE ANIMALS

Service animals such as animals legally registered to assist visually impaired persons are permitted. Under no circumstance shall any other type of animal be allowed on the property, subject to the requirements of applicable human rights legislation.

2.10 HOUSING

Housing is the responsibility of each student. We will make efforts to assist students to obtain housing during their course of study by maintaining a list of known housing, which may include private residences or commercial accommodation. Students are expected to be law-abiding citizens and respect the rules of their individual housing authority.

2.11 DRESS CODE

Students are expected to be hygienic, neat and clean in appearance and dressed in a manner that is appropriate to the type of work for which they are preparing. Instructors will inform students of any specific attire or requirements.

Note: Safety clothing and/or protective equipment must be worn as required.

2.12 CONDUCT

Students are expected to conduct themselves in a respectful, lawful and appropriate manner at all times. Failure to do so, including repetitive/serious misconduct or criminal activity reported to your instructor may constitute cause to dismiss you from class or work. Further, violations may result in a forfeiture of all rights of financial reimbursement for any prepaid tuition or expenses. Please refer to section **3.0 Code of Conduct** below.

2.13 PERSONS WITH DISABILITIES

Reasonable accommodations for persons with disabilities will be made to ensure access to all programs and services in accordance with the requirements of applicable human rights legislation. If you need accommodation or need more information about the accommodation process, please contact the Student Services Team at 519-445-1515 ext. 1002 or josh@osttc.com.

2.14 TRADITIONAL PRACTICES

OSTTC respects and encourages the traditional practices of the student body and will make reasonable efforts to provide accommodations in respect of attendance at cultural or ceremonial traditions. Students are required to discuss the need for this accommodation with Student Services and their instructor to ensure student success in the completion of their studies.

2.15 TRAVEL

Students are responsible for making their own necessary travel arrangements to and from OSTTC, work placement locations, and field trips.

Under no circumstances is OSTTC responsible for payment of damages to vehicles, speeding tickets, parking tickets or other traffic infractions incurred by students.

2.16 OVER-RIDING POLICY

The student handbook is not to be construed as a stand-alone or exclusive document. Further, the contents of the student handbook shall not supersede any applicable legislation, regulation, or policies that are binding upon OSTTC.

3.0 CODE OF CONDUCT

OSTTC prides itself on providing a professional facility, free from any form of abuse or misconduct. OSTTC has a low tolerance policy, meaning that any student or staff member reported or suspected of the below-listed activities may forfeit their privilege to continue their studies at OSTTC.

3.1 LOW TOLERANCE POLICY_____

Under no circumstances shall any of the following be tolerated:

- Harassment
- Use of drugs or alcohol (whether legal or illegal), subject to the requirements of applicable human rights legislation
- Smoking or Vaping (permitted in designated areas)

- Assault or Violence
- Profanity or Graffiti
- Theft or Damage

3.2 HARASSMENT

OSTTC will not tolerate any form of harassment or violence against any student, staff, employee or tenant.

Harassment based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability or other protected grounds is unlawful and prohibited.

Harassment includes sexual harassment. Sexual harassment is defined as (but not limited to):

- Unwelcome sexual advances
- Unwelcome requests for sexual favors
- Unwelcome physical contact of a sexual nature or
- Unwelcome verbal or physical conduct of a sexual nature.

Sexual misconduct includes:

- Deliberate or repeated making of unsolicited gestures or comments of a sexual nature
- Deliberate or repeated display of sexually graphic materials
- Deliberate verbal or physical conduct of a sexual nature that interferes with a student's performance or creates an intimidating, hostile, or offensive environment
- Conduct directed at another person of the same or opposite gender

Examples of unacceptable behavior:

- Whistling or cat-calling
- Vulgar and obscene jokes
- Crude or vulgar language
- Unwelcome hugging or touching
- Leering or "undressing" a person with your eyes
- Leaning over someone for a "better view"
- Commenting on clothing of an individual in a sexual way
- Jokes or comments aimed at denigrating a person based on their gender
- Recounting one's sexual exploits
- Repeatedly asking someone for a date after you have been turned down
- Revealing parts of your body that violate common decency
- Starting and spreading rumors about a student or staff
- Physically forcing sexual activity on someone
- Stalking someone
- Vulgar or obscene slogans on any items of clothing; caps, shirts, etc.

Any person who believes that they have been the subject of harassment, or who has witnessed harassment, is urged to report the incident to an instructor or staff member. Reports of harassment will be investigated and may be referred to the local police. Do not allow harassment to jeopardize your rights and opportunity for education or work.

3.3 SMOKE FREE ENVIRONMENT

OSTTC intends to provide students, staff, and visitors with an educational environment that is smoke-free. Under no circumstances is smoking or vaping allowed within the interior of the building (including all trade bays).

Smoking or vaping is permitted in designated areas outside the facility with containers for cigarette litter appropriately placed. Please be certain all cigarette litter is disposed of in containers to avoid fire hazards and littering.

Failure to adhere to these rules may result in discipline up to and including forfeiture of the student's right to continue in their current course of study without a refund.

3.4 ALCOHOL AND DRUGS

OSTTC is committed to the health and safety of its students and staff. To this end, OSTTC has adopted this policy to communicate its expectations and guidelines surrounding the use, misuse, and abuse of drugs and alcohol.

Students under the influence of drugs or alcohol can pose serious health and safety risks to themselves, staff, and other students. To help ensure a safe and healthy education environment, OSTTC reserves the right to prohibit certain items and substances from being brought on to or present on company premises.

This policy applies to all students present on OSTTC premises, during classes, during any educational field trips or cooperative education placements, or during travel to and from field trips. Our premises include our classrooms and facilities, as well as company vehicles, parking lots, storage facilities, and any area used by students for parking.

3.4.1 POLICY

No alcoholic beverages, recreational cannabis or other drugs may be consumed before commencing class, or during lunch or meal breaks.

Being under the influence of an alcoholic beverage while on OSTTC premises, during classes, during any educational field trips or co-operative education placements or during travel to and from field trips is prohibited.

Recreational cannabis (and related paraphernalia) may not be brought onto or consumed on OSTTC premises, during classes, during any educational field trips or co-operative education placements or during travel to and from field trips. Being under the influence of recreational cannabis while on OSTTC premises, during classes, during any educational field trips or co-operative education placements or during travel to and from field trips is prohibited.

The use or possession of illegal drugs while on OSTTC premises, during classes, during any educational field trips or cooperative education placements, or during travel to and from field trips is prohibited. Being under the influence of an illegal drug while on OSTTC premises, during classes, during any educational field trips or co-operative education placements, or during travel to and from field trips is prohibited.

Prescription drugs may be brought onto OSTTC premises and used only by the person for whom they are prescribed, and shall only be used in the manner, combination, and quantity prescribed. Prescription drugs are not to be consumed in public or the presence of co-workers or clients/partners, except in emergencies. The smoking of medicinal cannabis shall be subject to specific restrictions to ensure compliance with applicable non-smoking legislation and undertaken in a manner that does not negatively impact the public perception of the health and safety practices of OSTTC.

Use of a prescription drug, including medicinal cannabis prescribed by a physician, or non-prescription medication that may impair a student's performance or create an unsafe condition during their studies, or on OSTTC premises, without disclosure to OSTTC of its use and its effect on the student's performance, is prohibited.

Failure to disclose to OSTTC the use of prescribed or non-prescription medication that may impair a student's performance or create an unsafe condition will result in discipline, up to and including forfeiture of their right to continue in the current course of study without refund.

3.4.2 EXPECTATIONS

The following expectations apply to students while engaged in studies at OSTTC, on OSTTC premises, during classes, during any educational field trips or co-operative education placements or during travel to and from field trips.

- Students are expected to arrive to class fit for duty and able to perform their duties safely and to standard;
- Students must remain fit for duty for the duration of their day of study. Distribution or sale of drugs or alcohol during school hours is strictly prohibited;
- Possession of non-prescribed drugs during school hours is strictly prohibited;
- Use and possession of medically prescribed drugs is permitted during school hours, subject to the terms and conditions of OSTTC policies and all applicable legislation;
- Students are prohibited from engaging in studies while under the influence of non-prescribed drugs, cannabis or alcohol;
- Students must educate themselves as to whether the prescription or non-prescription drugs they consume may impact their ability to be fit for duty, including consulting with their health care providers, and reading labels and other information provided by those professionals. It is the responsibility of the student to inquire of their healthcare providers of the side effects of prescriptions drugs or medically approved substances. Warnings such as “may cause dizziness or drowsiness” or “may impair your ability to drive” or “may impair your ability to operate heavy equipment” must be communicated to OSTTC;
- Students must immediately communicate to their instructor or Student Services any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment due to the consumption of alcohol or drugs (whether prescribed, over the counter, recreational or illicit);
- Report to their instructor or Student Services any student who does not appear to be fit

- for duty or able to perform their duties safely and to standard;
- Immediately advise OSTTC if they have a drug or alcohol dependency or addiction that is impacting their ability to be fit for duty;
- Inform their instructor or Student Services of any medical requirement to consume cannabis during educational hours, provide their medical authorization to do so and cooperate with the implementation of a protocol in respect of the use of medicinal cannabis;
- Follow medical or healthcare advice regarding treatment for drug or alcohol dependency or addiction; and
- Cooperate in any accommodation process in respect of a drug or alcohol dependency or addiction.

OSTTC will:

- Clearly communicate expectations surrounding alcohol and drug use, misuse and abuse;
- Identify any situations that may cause concern regarding a student's right to a safe education environment;
- Respond promptly to any suspicions regarding the use of alcohol or drugs impacting a student's right to a safe education environment.
- Ensure that any student who asks for help due to a drug or alcohol dependency is provided with the appropriate support (including accommodation) and is not disciplined for doing so; and
- Maintain confidentiality and student privacy, to the extent possible and degree appropriate, given the necessity of maintaining a healthy and safe educational environment.

3.4.3 SUSPICION OF IMPAIRMENT

The following procedure will be enacted if there is reasonable belief that a student is impaired while on duty based upon observation of the student and direct communication with the student, if possible:

1. If possible, OSTTC staff will first seek an OSTTC Lead, or the Managers opinion to confirm the student's status.
2. Next, the OSTTC Lead and Manager will consult privately with the student to determine the cause of the observation and conclude whether the student is impaired.
3. A student will not be permitted to return to their studies if the OSTTC Lead and Manager are in agreeance that the student is impaired and unfit for duty. A decision that a student is impaired and "unfit for duty" is based on the best judgment of two members of management and DOES NOT require a breathalyzer or blood test. The student will be advised that OSTTC has arranged an emergency contact, taxi or shuttle service to safely transport them to their home address or to a medical facility, depending on the determination of the observed impairment. The student may be accompanied by two OSTTC staff members if required.

4. A student who is deemed unfit for duty will not be allowed to drive. The student should be advised if they choose to refuse OSTTC organized transportation and make the decision to drive their personal vehicle that OSTTC is obligated to and contact the police to report the situation.
5. A meeting will be scheduled for the following school day, or as soon as practical, and before the student returns to active studies, to review the incident and investigate further if it is required to determine a course of action which may include discipline or a monitored referral program as part of a treatment plan.
6. At all times, safety will be the priority.

3.4.4 SUBSTANCE DEPENDENCY

OSTTC understands that certain individuals may develop an addiction or dependency on certain substances. This circumstance may be defined as a disability. OSTTC promotes early diagnosis. Any student who suspects that they might have an emerging drug or alcohol problem that impacts their fitness for duty is expected to seek appropriate treatment promptly.

3.4.5. IDENTIFICATION

Students are required to disclose promptly if they have an addiction or dependency that impacts their ability to be fit for duty. Students will be accommodated based on their needs and the ability of OSTTC to accommodate those needs, up to the point of undue hardship. To facilitate accommodation, the student must provide supporting medical information regarding any restrictions and accommodation requirements so that OSTTC and the student can develop a mutually suitable and beneficial accommodation plan. The accommodation plan will be documented, and the student will be required to confirm in writing that it is suitable and that they will participate in the accommodation plan as documented. The failure to promptly disclose an addiction or dependency may result in discipline, up to and including forfeiture of their right to continue in the current course of study without refund. Students will not be disciplined for requesting help for substance addiction or dependency. However, students may be disciplined for not being “fit for duty”, unless the student has met the expectations regarding disclosure and compliance with treatment.

All medical information shall be kept confidential by OSTTC, unless disclosure is required by law, required as part of a reasonable investigation, or to implement accommodation.

3.4.6 AGREEMENT FOR THE CONTINUATION OF STUDIES

Subject to applicable human rights legislation, OSTTC reserves the right to invoke an Academic Probation Agreement in accordance with a student's commitment to become and remain alcohol and drug-free. The Agreement will outline the conditions governing the students return to studies and the consequences for failing to meet the conditions.

An Academic Probation Agreement may include a requirement for drug and alcohol testing,

subject to applicable human rights legislation.

3.4.7 DISCIPLINARY ACTION

Students will be subject to disciplinary action, up to and including forfeiture of their right to continue in the current course of study without refund, for failure to adhere to the provisions of this policy, including, but not limited to:

- Failure to be fit for duty;
- Failure to disclose consumption of a drug for medical reasons that may impact fitness for duty;
- Failure to disclose a substance addiction or dependency that impacts fitness for duty;
- Consumption of alcohol shortly before or while on OSTTC premises, during classes, during any educational field trips or co-operative education placements, or during travel to and from field trips, except as expressly permitted by this policy;
- Consumption of drugs, including cannabis, except those needed for medical reasons, shortly before or while on OSTTC premises, during classes, during any educational field trips or co-operative education placements, or during travel to and from field trips, except as expressly permitted by this policy;
- Engaging in illegal activities during school hours (e.g. sale, trade, delivery, transfer, or manufacture of drugs);
- Contributing to an incident involving an accident or serious “near miss” as a result of being impaired by drugs or alcohol;
- Refusing to cooperate with an internal investigation; and
- Failure to meet prescribed safety standards as a result of impairment from alcohol and/or drugs.

3.4.8 OTHER REGULATORY BODIES

Students enrolled in academic programs that are subject to the provisions of a professional regulatory body, whose behaviour could pose a safety risk to themselves or others, may be subject to investigation and/or disciplinary action as required by the respective code of ethics, standards of practice, and/or legislation that governs the activity of learners in regulated professions.

3.5 VIOLENCE AND ASSAULT

Students and staff have the right to enjoy a safe learning environment. Violence and the threat of violence are unacceptable from anyone and include the following:

The exercise of physical force against another person that causes or could cause physical injury;

An attempt to exercise physical force against another person that could cause physical injury; and

A statement or behaviour that is reasonable for the subject of the statement or behaviour to interpret as a threat to exercise physical force that could cause physical injury.

All students are urged to report to an instructor or staff member any incident that has caused or may cause harm, embarrassment or negatively affect an individual. All reports of assault or

violence shall be investigated and referred to the local police. Do not allow assault or violence to jeopardize your rights and opportunity for education or work.

3.6 PROFANITY AND GRAFFITI

Students and staff are expected to refrain from using inappropriate or vulgar language as a courtesy to fellow classmates.

Writing, etching or otherwise marking walls, furniture, equipment and other property of OSTTC is strictly prohibited. Individuals reported or suspected of such activity shall be reported to the police and will be appropriately disciplined.

3.7 THEFT OR DAMAGE

All reports of theft or damage to property shall be referred to the appropriate authorities. Compensation for deliberate damage will be sought by OSTTC.

3.8 MISCONDUCT

In addition to items cited throughout this handbook, the following conduct shall not be tolerated at OSTTC:

- Obstructing or disrupting normal operations and activities
- Unauthorized entry into or use of property and/or facilities
- Default, after written notice, in payment of school accounts or school property that has been lost or damaged
- Dishonesty (cheating, plagiarism, etc.) or knowingly furnishing false information to OSTTC
- Possession of firearms, explosives, dangerous instruments or chemicals on the property or at any OSTTC sponsored activity
- Initiation or circulation of a threat or false warning such as a bomb, fire or other emergency
- Gambling on work property without appropriate license
- Misuse of the Internet
- Copyright infringement and illegal copying of software

Students found to encourage or participate in any of the above matters may forfeit their right to continue in the current course of study.

3.3 REPORTING MISCONDUCT

Anyone who observes an act of student misconduct is encouraged to file an incident report form. Students may obtain such forms from an instructor or OSTTC staff member. Completed incident reports can be submitted to Student Services.

4.0 TOOL AND EQUIPMENT REQUIREMENTS

Special equipment and tools may be required in several programs. Students should check with the program instructor to obtain a list of any materials not provided directly by OSTTC.

5.0 PARTICIPATION

OSTTC fosters an environment that closely resembles the work place. We believe that it is important to teach not only academics, but also the attitudes that are required for a successful career. Students should be prepared to participate in the following ways:

1. Attend all class hours scheduled for each course within the program of study.
2. Complete all projects, homework, tests, quizzes and exams as assigned and on time.
3. Participate actively in classes, labs, and placements.
4. Contribute to all discussions, debates, and question periods.
5. Be punctual and remain in class for the full scheduled class time.
6. Be pro-active and responsible for their success and seek help when it is required (i.e. academic, financial, budgeting, guidance, etc.).
7. Demonstrate a commitment to their studies.
8. Progress at a satisfactory rate throughout the program

Students are expected to attend every class in their course of study. Student Services and your instructors work together for your success. Instructors keep daily attendance and will notify Student Services of any absence.

5.1 MISSING CLASS

Students missing class due to unexcused absences will have a meeting with Student Services, as prompted by the instructor using the Student Concern Report. Following this meeting, if Student Services finds the absences inexcusable the student may be placed on academic probation (see section 6.5), dismissed (see section 6.7) or the student may voluntarily withdraw (see section 6.1) from the program without reimbursement of tuition or other fees. For any student funded through GREAT, your assigned ETC will be notified as well. Excused absences may be related to the following: illness/sick, bereavement, family responsibility, jury duty, religion, transportation, and culture. This list is not exhaustive and a meeting with the Student Services Lead may be required to determine if an absence is excusable.

Students missing 3 or more consecutive days due to illness shall be required to present a doctor's note.

It is the student's responsibility to notify OSTTC Administration at 519-445-1515 if they are going to be absent or late for class. The OSTTC Administrative Team will notify your instructor and the Student Services Team. Students are also encouraged to text or email their instructors when absent or late.

5.2 TARDINESS

Students are expected to be on time for class. Please respect your fellow students and their right to uninterrupted learning by being prompt daily. Tardiness will be recorded by the instructor, unless previous arrangements have been made with the instructor, or the instructor starts class late or dismisses class early.

5.3 PLAGIARISM

Plagiarizing is presenting someone else's words, images or other work as your own without credit or attribution. It is the presentation of someone else's ideas, words, or artistic/scientific/technical work as one's own creation. A student who copies or

paraphrases published or on-line material, or another person's research, without properly identifying the source(s) is committing plagiarism. Plagiarism is easy to do – even accidentally. Any plagiarized work (accidental or on purpose) will need to be re-done in the student's own words. If the work is not re-submitted the student will receive a mark of zero. If plagiarism continues to be a problem, further action will be taken that could result in dismissal from the program.

5.4 GRADE SCHEME

A+	90–100%	A	80–89%
B+	75-79%	B	70-74%
C+	65-69%	C	60-64%
D+	55-59%	D	50-54%
F	Fail (0-49%)	FNA	Failure non-attendance
P	Pass	I	Incomplete
W	Withdrawn	NGR	No grade required

5.5 SUCCESSFUL COMPLETION CRITERIA

Each course outline will indicate the passing grade required to be considered successful in the course.

Courses not graded using a traditional grade scheme will be evaluated and assessed using a program completion

6.0 RIGHTS AND RESPONSIBILITIES

Exercising your rights and acting in a responsible manner go together. It is the responsibility of all OSTTC students to comply with the policies stated in the student handbook.

RIGHTS

LEARNING ENVIRONMENT

All students, staff and affiliates of OSTTC can expect to participate in an education that is free from intimidation and hostility in a non-threatening and non-offensive environment.

Students can expect to obtain their education in a clean and safe environment. Please notify your instructor should you notice an area or equipment that needs attention. Students can expect to utilize or operate equipment that is safe and properly maintained. Please be certain to report any items that appear to be damaged or not working properly for the safety of all.

ACADEMICS

OSTTC strives to facilitate a professional application process for anyone interested in current and future programs or courses of study. Potential students are encouraged to contact our administrative team with any inquiries or application support. It is recommended that interested students meet with the appropriate personnel to review all education and curriculum requirements and associated fees.

Instructors shall provide the necessary academic requirements to achieve success in each course. Instructors can revise course delivery methods based on overall student comprehension; however, it is the student's responsibility to ensure additional assistance is obtained when necessary to ensure a passing grade.

Students have the right to arrange for challenge exams in those courses that offer such. Additional fees may apply. Students considering challenge exams should advise OSTTC and complete registration for the course in the event you are unsuccessful at passing a challenge exam.

Students have the right to be evaluated fairly based on performance as required by the instructor and course curriculum. Students have a right to review all final exams/tests for mathematical accuracy.

Some courses have specific academic requirements for industry certification programs. Should a student not meet the necessary academic requirement, they may be eligible for a re-test at a pre-determined fee within a specific timeframe.

6.1 STUDENT WITHDRAWAL

Definition: Students that discover a program is not within their scope of a career or change their mind will be granted a withdrawal. The withdrawal will be without academic penalty if it is completed within the time frame identified at the start of the program.

1. Students may wish to withdraw from a program if they decide it is not suitable for them within the non-penalty withdraw period (exempt from this is 3rd party funding agreements where no refund is applicable).
2. The student must complete an OSTTC Voluntary Withdrawal form within the specified time frame (ie. 10% of program or end of first week) to not affect future program admissions, by speaking with the OSTTC Student Services Team.
3. The student will be contacted by the Student Services Team to confirm the withdrawal and the student will be removed from the enrolment list.
4. A confirmation of program withdrawal will be provided to the student and placed in the student's file for future reference.
5. If a student withdraws from a program without notifying OSTTC, they will be given a one-week grace period to contact OSTTC.
6. If the student fails to make contact within the one-week period, an Academic

Abandonment letter will be issued to the student notifying them they have been removed from the program. This letter will be put into the student's file and used for future reference and may lead to denial of admission for future programming. [The letter will also be provided to any 3rd party funding source if applicable].

7. For OSTTC partnered Post Secondary Institution program withdrawals, the student must complete a withdrawal form with the partnering institute and provide a copy to OSTTC [and applicable 3rd party funding source] to confirm the withdrawal. The student will then follow the partnering Institutes' policies and procedures for the withdrawal.
8. For all OSTTC programs and courses, regardless of length, if a student discontinues after the start date, no refunds shall be granted.
 - This includes the cost of textbooks, pre-booked workshops, tests, and consumables.
 - OSTTC will inform the student's Training and Employment Coach (GREAT) or Case Worker (OW/other agencies) that they have withdrawn from the program. OSTTC will provide the completed withdrawal form.

RESPONSIBILITIES

ACADEMICS

Students are responsible for their own individual success. In some courses, OSTTC is an education delivery agent or authorized test center, and the award of industry standard certification and testing is not determined by OSTTC.

Students who seek industry standard certification through OSTTC are responsible for maintaining good academic standing.

Students that have attained industry standard certification are responsible for maintaining certification as determined by the appropriate industry.

Students are responsible for protecting and furnishing industry standard certification documents when requested. Loss of such documents may be replaced (at a fee) by the appropriate industry.

6.2 PROMOTION OF PROGRAM

Definition: Many programs and courses offered at OSTTC are introductory or feeder programs to advance into higher learning.

1. Many programs (independent and partnership) require at least a 50% average in order to continue in the next semester of a program, or to continue to 2nd and 3rd year of study. More competitive programs require a 60% average to continue.
2. Students may still be eligible to continue the program to earn a completion certificate, however in order to graduate, the student would need to take the course again to meet the minimum average.
3. If the program is a partnership with an Ontario College/University, the student

would need to enroll in the program at the respective campus to graduate.

6.3 CREDIT/TRANSFER RECOGNITION

Definition: Many programs and courses offered at OSTTC are introductory or feeder programs to advance into higher learning.

1. OSTTC will do its best to support students in the transition into additional programming, or change their course of study while completing programming. Only eligible Post-Secondary Certificate/Diploma programs are eligible for credit transfer options.
2. OSTTC will outreach to the partnering school on the students' behalf to assist with transferring into another program.
3. Students must be in good standing in the program (on track to graduate, or meeting minimum GPA to graduate) to qualify for transfer options.
4. OSTTC will submit any transcripts and academic progress to the transferring school.

6.4 SCHOLARSHIPS AND BURSARIES

Definition: Students may be eligible for scholarships and bursaries through OSTTC and external funding sources.

1. OSTTC will do its best to provide information on eligible scholarships and bursaries that students can apply for. OSTTC will bring in representatives of external funding opportunities to present the opportunities to students and assist with the application process.
2. Students can request academic documents required for scholarships or bursaries from the Student Services Team.
3. Students must be in good academic standing in order to qualify for scholarships and bursaries (passing grade, on track to complete program, good attendance).

6.5 ACADEMIC PROBATION

Definition: Academic Probation is a monitored two-week period in which the student must abide 100% by OSTTC's policies and procedures, following a policy violation that is minor in nature. At any time, the OSTTC Manager can skip this period and move to immediate dismissal from a program depending on the nature of the violation.

1. Student policies and procedures are all outlined in the OSTTC Student Handbook and reviewed with students as part of Orientation. A signed copy of the Handbook is placed in the students' files.
2. A policy violation such as attendance inconsistency (multiple days missed within two weeks, consistent late arrivals, early departures, etc.) will result in a meeting request with the Student Services Team to offer guidance or assistance to the student to rectify the situation.
3. If the meeting reveals no extenuating circumstance surrounding the policy violation, the student will be placed on a two-week Academic Probation.

4. The student is not to violate any policies during this probationary period without due notice or good reason.
5. The student may be placed on multiple probationary periods throughout their studies, if there is improvement being made.
6. Three or more Academic Probations, or failure to improve during the period will result in the student's dismissal of the program.
7. Dismissal from a program may affect future admission into programming.

6.6 STUDENT APPEALS, GRIEVANCES, COMPLAINTS, DISPUTES

Definition: Students have the right to question, appeal, and request a second opinion for various OSTTC staff and faculty decisions including but not limited to: academic probation, disciplinary action, grades, instructor conduct, student conduct, and recommendations received.

1. For student/instructor concerns, the students must bring their concerns or grievances forward to the instructor first. If the student is not satisfied with the conversation and outcome, they can take their concerns to the Student Services Team. This will launch an internal investigation between the Student Services Team and the instructor to come up with a solution or action plan to rectify the situation. If the student is not satisfied with such plan or is not seeing desired results, the Student Services Team will involve the OSTTC Manager to come up with a solution. Solutions presented must be within the scope of OSTTC policies and procedures and must not cause undue hardship on the school.
2. For issues between two or more students, the instructor will schedule a meeting with the Student Services Team to mediate a conversation between the students to resolve the issue. If a solution cannot be generated, the OSTTC Manager will speak with the students to come to a solution or remind the students of policies and procedures. Further disciplinary action may be taken if students cannot rectify the situation.
3. For student grievances regarding grades, the student must first meet to discuss with the instructor. If the student feels the grading is unfair, a sit down with the Instructor, Student, and Manager will occur to review course rubrics, grading scales, expectations and the student submissions. A makeup assignment may be provided.
4. For student appeals regarding Academic Probation, the student will request a meeting with the Student Services Lead and Manager to review the policies and expectations as outlined in the student handbook. If after review there is sufficient evidence to support the student's situation, the probation may be overturned. If there is not sufficient evidence provided regarding the student's behavior or conduct, the probation will continue for the remainder of the period. If a student continues the conduct, further disciplinary action may be given up to and including program dismissal.
5. For student appeals regarding dismissal of a program, the student will be brought into a meeting with the Instructor, Student Services Lead, OSTTC Manager with the student's file to be reviewed. If there is clear documentation regarding the student's dismissal the dismissal will stand. If after review the student is admitted

back into the program, the student will be placed on Academic Probation for the remainder of the program. Further violations will lead to student dismissal while on the Probationary Period.

6. Following the intake interview, if a student does not agree with the recommendation provided by the Registrar for program admission, the student may request a meeting with the OSTTC Student Services Lead for a second review.

6.7 STUDENT DISMISSAL

Definition: Involuntary removal of a student from a program due to a policy violation.

1. Student policies and procedures are all outlined in the OSTTC Student Handbook and reviewed with students as part of Orientation. A signed copy of the Handbook is placed in the students' files.
2. If a student violates a policy in the handbook, they will receive a verbal or written warning of the violation and may be placed on Academic Probation.
3. If the student continues to violate any policy while on Academic Probation, depending on the severity of the situation, the student will be removed from the program.
4. A violation under the Violence and Harassment policy is not tolerated and will result in the student's automatic dismissal following an investigation by the OSTTC Student Services Lead and OSTTC Manager.
5. All Involuntary Dismissals will be flagged in the student's file and may result in denial of future admission into programming.

6.8 STUDENT FEEDBACK

Definition: OSTTC is committed to delivering top quality training programs. To maintain this level of standard, OSTTC conducts mid-term satisfaction surveys and completion surveys for all OSTTC training programs.

1. The OSTTC Programs Lead and Student Services Lead will conduct mid-term satisfaction surveys of all students in all active training programs. These surveys will remain anonymous to gain the most accurate feedback responses.
2. Each student will complete the survey electronically on a generic laptop/tablet during a designated feedback session.
3. The student satisfaction survey will also be made available for students via the online learning platform in the event they would like to leave feedback more frequently than twice per program.
4. Any feedback gathered through the satisfaction surveys will be collected and relayed to OSTTC management. The Program Coordinator and instructors will be provided with a synopsis of the feedback to improve their programming going forward or as an opportunity for professional development. The Student Services Lead will be provided with a synopsis of the feedback to improve

student mentorship and supports. This feedback will also be recorded in the OSTTC report to the Board of Directors.

5. If there is strong cause for dissatisfaction of a program, an internal investigation between instructor and students will be started to create an action plan to improve the learning experience for both instructor and learner.
6. The final satisfaction survey completed at the end of the program will also be gathered into a report to determine whether a program should be offered again or set in motion for curriculum redesign.

6.9 REPORTING ACCIDENT OR INCIDENT

All accidents or other incidents occurring on the property must be reported immediately to an instructor or OSTTC staff.

Accident or Incident Report forms are available from instructors or OSTTC staff. Completed forms should be signed, dated, and returned to OSTTC Student Services.

OSTTC assumes no responsibility for accidents or injuries and will not pay for doctor or hospital bills incurred because of accidents on the property.

7.0 HEALTH AND SAFETY

A member of the Joint Health and Safety Committee will review health and safety best practices during the first week of class. Your instructor will review specific health and safety protocols as related to your program. Safety precautions should be observed at all times. Rules and regulations are made for the well-being of all students.

GENERAL SAFETY GUIDELINES

- Equipment must be returned to its proper place immediately after use.
- Do not operate equipment without the instructor's permission.
- If machinery is faulty, advise the instructor immediately.
- Toxic material bulletins must be observed. In the event of a toxic material spill, report it immediately to your instructor.
- Floor surfaces should be kept clean and dry. If anything is spilled on the floor, proper procedures must be followed for cleanup.
- Always use proper equipment, protective clothing, and PPE for tasks

EYE AND EAR PROTECTION

If necessary, instructors shall advise students of the type of eye wear and ear protection needed and more specifically, when protection is required.

Failure to adhere to eye and ear protection safety may result in disciplinary action including forfeiture of a student's right to continue in the current course of study.

GENERAL HEALTH PRECAUTION

If you or anyone you see or know may have been exposed to another person's blood or body fluids through accident, injury or illness, report the incident as soon as possible.

Students who feel unwell or have been diagnosed with an infectious disease are asked to refrain from attending class.

HEALTH INSURANCE

OSTTC is not responsible for student, doctor, or hospital bills incurred as a result of accident or illness while attending work placements.

8.0 ANNUAL CALENDAR DATES_ _

ANNUAL CLOSURES

All facilities of OSTTC are closed on the following dates:

New Year's Day	Canada Day
Good Friday	Labour Day
Family Day	Thanksgiving
Victoria Day	Christmas Day
Solidarity Day	Boxing Day

Some classes may have additional designated holidays. Students will be notified of any additional holidays in writing, by the appropriate instructor.

*For your safety and the safety of staff, we review policy and procedures.