



Student Handbook

OGWEHOWEH Skills and Trades Training Centre

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

08/31/2020

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WELCOME

1.0 INTRODUCTION

The Board of Directors, Staff and Six Nations community extend a warm welcome to you, our study 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 TOWARDS TRAINING AND EDUCATION

We take pride in advancing the knowledge, skills, personal enrichment and integrity of our students.

We believe, support and practice:

- Professionalism - students and staff are on time, prepared, helpful, co-operative and courteous
- Superior Work Ethics - students and staff give 100% at all times, attend regularly and respect policies put in place to encourage fairness and equality
- Fair Compensation - students and staff are not entitled to compensation or allowances when absent without pre-approved leave, except as required by applicable law.

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 is appreciated during busy class schedules. To discuss matters or to obtain additional information regarding your education, please contact your instructor.

Student Services: _____

Instructor: _____

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 officials.

2.0 GENERAL INFORMATION

A number of 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 as our commitment to providing a superior learning environment in a positive and pleasant atmosphere.

2.1 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 be restricted to assigned classrooms or the lower atrium which has a number of seating areas for group work and a small food concession area.

Administration offices are open Monday through Friday: 8:30 a.m. to 4:30 p.m.

TELEPHONES

Cell phones may be used in public areas only. Please respect the intent of the learning environment and your fellow classmates by turning cell phones off when in class or participating in a classroom activity.

2.2 PROPERTY [SCHOOL AND PERSONAL]

PERSONAL PROPERTY

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

BOOKS AND SUPPLIES

Recommended textbooks and supplies are the responsibility of each student. We will make every effort to assist students with locating a resource to obtain required materials. 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 taken to or reported to an instructor or administrative staff.

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).

2.3 FIRE DRILLS

Shortly after the commencement of each class - instructors will provide details on 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.

2.4 ANNOUNCEMENTS, MESSAGE BOARD

Students are urged to check OSTTC's Online Learning Platform <https://learn.osttc.com> for information regarding student activities or cancellation notices. If you are waiting for a message or phone call, please visit the OSTTC reception on a regular basis, we will not contact a student in a class – it is your responsibility to check regularly for messages.

From time to time a variety of extracurricular, social and cultural activities may be conducted throughout the year. Be certain to review the bulletin board or Online Learning 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.

2.5 INSTITUTIONAL CLOSURES

Definition: Inclement Weather, Health Concerns, Power Outage, Staff 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, Instagram, Twitter), and local Radio Stations (CKRZ 100.3 FM or Jukasa Radio 93.5FM) by 7:30 am the day of closure.

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

If closure needs to occur mid-day, the Manager will notify all students in class and provide further direction to proceed in the closure. Students will be marked present for the remainder of the day. For Staff Development closures, a minimum of a week's notice will be provided to all students, students will be marked as present for the day.

For long-term unexpected closures, OSTTC will do its best to make all course material available on <https://learn.osttc.com> so as to not interfere with the students' original program completion date.

2.6 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 building superintendent to avoid towing charges.

Parking is free but limited and students are encouraged to car pool when possible. 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.

2.7 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. Refer to section 3, No Tolerance Policy for details.

Children are restricted from attending classes or labs (shops, computer labs, study skills, lectures, individual study, etc.). Students are not allowed to leave children unattended on the property under any circumstances. Children who are visiting the school must be under adult supervision at all times.

2.8 PETS

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

2.9 HOUSING

Housing is the responsibility of each student. We will make every effort to assist students to obtain housing during their course of study by maintaining a list of known housing. Students are expected to be law-abiding citizens and respect the rules of their individual housing authority.

Housing may include private residence or commercial accommodation.

2.10 DRESS CODE

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

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

2.11 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 disqualify your right to attend 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.

2.12 PERSONS WITH DISABILITIES

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs and services. If you need academic accommodation or need more information about the accommodation process, please contact the Student Services Team at 519-445-1515 ext. 1002 or StudentSuccess@osttc.com.

2.13 RELIGIOUS BELIEFS

OSTTC respects the religious beliefs of the student body and will make every effort to provide accommodations in respect of attendance at religious events or ceremony. Students are required to discuss the need for the accommodations in this regard with instructors at the commencement of the course in order to plan for course attendance requirements.

2.14 TRAVEL

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

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

2.15 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 first class facility, free from any form of abuse or misconduct. Our no tolerance policy is just that any student or staff with reported or suspected activity in any of the following may forfeit their privilege to continue studies at OSTTC.

3.1 ZERO TOLERANCE POLICY [INITIAL] _____

Under no circumstances shall any of the following be tolerated:

- Harassment
- Use of drugs or alcohol (whether legal or illegal)
- Smoking or vaping (outside designated areas)
- Assault or Violence
- Profanity and Graffiti
- Theft or Damage

3.2 HARASSMENT [INITIAL] _____

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

Harassment on the basis of race, sex, national origin, age, disability, colour, religion, sex (including sexual harassment, pregnancy and breastfeeding), sexual orientation, marital status, family status, ethnic origin, gender identity/expression 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 touchin
- 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 that put women or men down
- Recounting one's sexual exploits in a non-private manner
- 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 he/she has been the subject of harassment, or who has witnessed harassment, is urged to report the incident to an instructor, staff member or the Executive Director. Reports of harassment will be investigated and may be referred to the local police. Don't allow harassment to jeopardize your rights and opportunity for education or work.

3.3 ALCOHOL, DRUG AND SMOKE FREE ENVIRONMENT [INITIAL] _____

It is the intent of OSTTC to provide students, staff, and visitors with an educational environment that is smoke, alcohol and drug-free.

3.3.1 SMOKING OR VAPING

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.

3.3.2 DRUGS AND ALCOHOL

Except as permitted by this policy, being under the influence of alcohol or drugs (including recreational cannabis) while on OSTTC property, during classes, during any educational field trips or co-operative education placements or during travel to and from field trips, is not permitted and will result in disciplinary action, including forfeiture of the right to continue in the current course of study. We understand that certain individuals may develop an addiction to or dependency on certain substances. If you suspect you might have an emerging drug or alcohol problem you are encouraged to seek appropriate treatment promptly. You will be accommodated based on your needs and the ability of OSTTC to accommodate those needs, to the point of undue hardship.

Students must disclose use of a prescription drug, including medicinal cannabis or opioids prescribed by a physician, or non-prescription medication that may create an unsafe environment on OSTTC property. Students must educate themselves regarding the impacts of any medication and consult with their physicians, pharmacists and other health care providers. Failure to disclose the above will result in disciplinary action including forfeiture of their right to continue in the current course of study.

In situations where an individual's behaviour, regardless of whether or not it is suspected to be the result of alcohol or drug use, could pose a risk to the safety of themselves or others in the academic setting or the workplace, OSTTC reserves the right to limit the individual's participation until such time as safe participation can be resumed. For clarity, any student or employee who is under the influence of a substance will not be allowed entry into OSTTC property.

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.

Subject to applicable human rights legislation, students reported or suspected of partaking in any of the above, will be disciplined including and up to forfeiting their right to continue in the current course of study.

3.3.4 VIOLENCE AND ASSAULT [INITIAL] _____

Students and staff have the right to enjoy a safe learning environment. Violence and the threat of violence is unacceptable from anyone and includes 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, staff member or the Program Coordinator any incident that has 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. Don't allow assault or violence to jeopardize your rights and opportunity for education or work.

3.4 PROFANITY AND GRAFFITI [INITIAL] _____

Students and staff are expected to refrain from using bad 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.

3.5 THEFT OR DAMAGE [INITIAL] _____

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

3.6 MISCONDUCT [INITIAL] _____

In addition to items cited throughout this manual, 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.

3.7 REPORTING MISCONDUCT

Anyone who observes an act of student misconduct is encouraged to file an incident report form. The report should provide detailed facts, circumstances and name[s] if known. Students may obtain such forms from an instructor or OSTTC staff member.

OSTTC strives to facilitate a simplified process to registration for all current and future courses. Students are encouraged to register in-person. It is recommended that interested students meet with the appropriate personnel to expedite registration and review all education and curriculum requirements and associated fees.

3.8 TOOL AND EQUIPMENT REQUIREMENTS

Special equipment and tools may be required in a number of programs. Students should check with program co-coordinators to obtain a list of any materials not provided directly by OSTTC.

4.0 ATTENDANCE [INITIAL] _____

Students are expected to attend each and every class. The Student Success Officer/Instructors will advise students the role attendance plays in determining the final grade in the class.

MISSING CLASS

Some classes may have a small allowance for absenteeism and unfortunately, exceeding allowed absenteeism allowances could result in dismissal from your course of study without reimbursement of tuition or other fees.

Students missing 3 or more consecutive days due to illness shall be required to bring in one of the following: prescription, appointment card or doctor's note.

It is the student's responsibility to discuss absences with instructors and make up any missed work.

TARDINESS

Students are expected to be on time for class. Please respect your fellow students and their right to uninterrupted learning by being prompt on a daily basis. **Students that are more than 15 minutes late for class shall be counted as absent for half a day. Students that leave more than 15 minutes earlier than scheduled class time, shall be**

counted as absent for half a day. These accumulated deductions will count towards the 10% absenteeism policy. 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.

5.0 RIGHTS AND RESPONSIBILITIES

Exercising your rights and acting in a responsible manner go hand-in-hand. It is the responsibility of all OSTTC students to comply with the policies stated in the student handbook and to be upstanding, law-abiding citizens.

RIGHTS

LEARNING ENVIRONMENT

All student, 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, 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

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 [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 on the basis of 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, he/she may be eligible for a re-test at a pre-determined fee within a specific timeframe.

5.1 STUDENT WITHDRAWAL

Definition: Students that discover the program is not within their scope of a career or change their mind will be granted a withdrawal without academic penalty if they are 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 Academic Programming 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 files 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-Ontario College 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 courses regardless of length, if a student discontinues the course after the start date, no refunds shall be granted.
 - This includes the cost of textbookss, pre-booked workshops, tests, and consumables.
 - If a program is not full once it begins, the total cost to run the program based on minimum enrollment will be evenly divided amongst the enrolled students and billed individually.
 - It is the responsibility of the student to inform their Programs & Services Officer (GREAT) or Case Worker (OW/other agencies) that they have withdrawn from the program, and a withdrawal letter must be provided to OSTTC.

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.

5.2 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 (Health) require a 60% average to continue in study.
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.

5.3 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 majors while completing programming. Only eligible Post-Secondary Certificate/Diploma programs are eligible for 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.

5.4 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 bursaries and scholarships that students can apply to. OSTTC will bring in representatives of external funding opportunities to present the programs to students and assist with the application process.
2. OSTTC offers students the Indigenous Student Bursary to apply for, for eligible Post-Secondary programs.
3. Students can request academic documents required from the Student Services Team and the Mentor.

4. Students must be in good academic standing in order to qualify for Bursaries and Scholarships (passing grade, on track to complete program, good attendance).

5.5 ACADEMIC PROBATION

Definition: Academic Probation is a monitored two week period that 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 minor 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 and Coordinator to offer guidance or assistance to the student to rectify the situation.
3. If the meeting has 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 reason.
5. The student may be placed on multiple Probationary periods throughout their studies, as long as 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. Involuntary Withdrawal from a program may affect future admission into programming.

5.6 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 be within the scope of 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 in regards to 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 if the student is found to be within reason of unfair grading.

4. For student appeals in regards to 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 in regards to 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 in regards to dismissal of a program, the student will be brought into a meeting with the Instructor, Student Services Lead, OSTTC Manager, and CEO with the student's file to be reviewed. If there is clear documentation in regards to 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 Student Services Lead for program admission, the student may request a meeting with the OSTTC Manager for a second review. If according to program requirements and the student's assessment results and transcripts, the student still does not meet the minimum requirements, the student may complete a secondary mature student assessment for admission. If similar results come short of the minimum requirements, the student will need to complete upgrading prior to entering the program.

5.7 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 warning of the violation and 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 zero tolerance and will result in the student's automatic dismissal following an investigation by the OSTTC Manager.
5. All Involuntary Dismissal's will be flagged in the students' files and may result in denial of future admission into programming.

5.8 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 Student Services Lead will conduct mid-term satisfaction surveys will 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 senior management. Teachers will be provided with a synopsis of the feedback to improve their program going forward or as an opportunity for professional development. 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 teacher 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 and shared with instructor, senior management and the board of directors. This will determine whether a program should be offered again, or set in motion curriculum redesign.

5.9 REPORTING ACCIDENT OR INCIDENT

All accidents or other incident occurring on the property must be reported immediately to an instructor, co-coordinator or administrative staff.

Accident or Incident Report forms are available from instructors and trade co-coordinators. Completed forms should be signed, dated, and returned to OSTTC.

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

HEALTH AND SAFETY

Instructors will go over safety rules during the first week of class. Safety precautions should be observed at all times. Shoes and shirts are required at all times in all facilities of OSTTC. 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 maternal 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 and protective clothing for the task

EYE AND EAR PROTECTION

If necessary, instructors shall advise students 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/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 of ill health or infectious disease are asked to refrain from attending class.

HEALTH INSURANCE

OSTTC is not responsible for, and does not have insurance to pay for student, doctor, or hospital bills incurred as a result of accident or illness while attending work.

6.0 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.