

N.B – Consistent breaches of any of the above offences will result in 3 days suspension /review of trainee status.

—Be advised that in keeping with the policies of the HEART Trust NTA, management reserves the right to alert the Police in respect to matters deemed to be of a more serious nature.



PORT MARIA

Vocational Training Centre

TRAINEE HANDBOOK

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	Review of trainee status		
Review of trainee status	Suspension for minimum 3 days	Review of trainee Status and Restitution/ Withholding certificates /results until repayment.	Review of trainee status
Suspension for minimum 5 days Review of trainee status	Non-acceptance in class & Referral to CDO/HOS	Written warning or suspension depending on gravity of situation and Restitution	Verbal Warning and Restitution
Fighting (with weapons)	7. Breaching Dress Code	8. Destruction of school property	9. Misuse of Library books

Type of Offences	First Offence	Second Offence	Third offence
5. Leaving compound without permission from authorized persons	Written Warning	3 days suspension	Review of trainee status
6. Student Behaviour			
Cursing	Verbal /Written Warning Counseling	3 Days Suspension	Review of trainee status
Taunting	Verbal/Written Warning Counseling	3 Days Suspension	Review of trainee status
Insubordination	Written Warning/ Counseling/ 3 Days Suspension	5 days suspension	Review of trainee Status
Use of indecent language	Written warning/ counselling	3 days suspension	Review of trainee status
Fighting (without weapons)	3 Days Suspension Counseling	Review of trainee status	

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TRAINEE' S



Having been awarded the opportunity to be trained at the PORT MARIA Vocational Training Centre and having been sensitized of all the rules and regulations and the penalties attached (as outlined in the Trainee' s Rule Book), I pledge to obey all the rules listed in the rule book and participate in all activities endorsed by the in-

DISCIPLINARY SCHEDULE

Type of Offences	First Offence	Second Offence	Third Offence
1. Academic non-Performance	Written Warning/ Counseling	Written Warning & 1mth probation	Review of train- ee status
2. Academic Dishonesty (Cheating) 3. Cheating in Assessments	Written Warning & 1mth probation Re-Do entire unit in the next training cycle	Review of trainee status	
4. Attendance and Punctuality	Verbal Warning/ Counseling	Written Warning & Academic Al- ternative	3 Days suspen- sion/deferral

INJURY DETAILS

Describe the nature of the injury _____

Date and time of injury: _____ / _____ (am/pm) Date and time of repo _____ / _____ (am/pm)

Name of supervisor to whom accident was reported: _____ Telephone: _____

If there was delay in reporting this incident, list reasons(s): _____

FIRST-AID/MEDICAL TREATMENT

If any first-aid was provided, please state name and phone number of first-aid attendant (s):

1. NAME: _____ PHONE NUMBER: _____

2. NAME: _____ PHONE NUMBER: _____

If any medical attention was provided, please state name and phone number of attending Physician :

NAME: _____ PHONE NUMBER: _____

Action taken by the organization: _____

Name: _____ Signature: _____

Head of Department or Nominated Deputy

Date: _____

Message from the Director/Principal

Dear Trainee:

In today's changing and competitive world, being trained and certified is of utmost importance. We are as Jamaicans at a critical juncture in our development, where we have acknowledged that our human resource is most important for growth.

Each of us have a role to play to ensure that Jamaica is ***"The place of choice to live, work, raise family and do business."*** The training at the Port Maria VTC will set you on this pathway. You will not only be prepared for economic development but more importantly, social advancement.

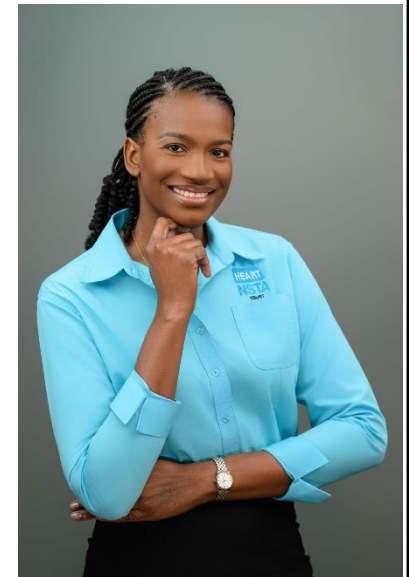
Let us join hands and hearts together, through your learning, skills and attitude and through our diligence, instruction and support, to make a bright future for Jamaica.

Whether this is your first, second, or third chance, make the best use of the opportunity. Enjoy and preserve the resources made available. Take advantage of the opportunities for extra-curricula activities. Take time out to volunteer or be mentored.

I am glad that you made Port Maria VTC your choice for Technical Vocational Education and Training.

Welcome!

Alicia Williams, Ms
Director/Principal



MISSION STATEMENT



MISSION

To support holistic development through Technical Vocational Education and Training, lifelong learning and national service, empowering individuals to realize their full potential and contribute to nation building.

VISION

A skilled, empowered and transformed citizenry for service, nation building and global impact.

APPENDIX 7

Incident Report Form

This form is to be used in the event of an accident or any incident that may warrant first aid, health care or

INCIDENT TYPE

(please tick ☐ where applicable)

☐ Incide ✓ – No injury ☐ Minor Injury – No treatment ☐ First Aid ☐ Health Care
☐ Critical Injury ☐ Occupational related Disease ☐ Property Damage ☐

Environmental Damage

What caused the incident?

Indicate the conditions that existed at the time of the incident: (please tick ☐ where applicable)

Shop Lights On ☐ Off ☒

Identify the machine(s) that were involved [_____] and indicate the following:

Machine Lights: On ☐ Off ☐ Machine Switch On ☐ Off ☐ Machine Guards On ☐ Off ☐

Name(s) and phone number(s) of individual(s) involved in the incident. If there are others please write on back of this form.

1. _____ 2. _____

Name(s) and phone number(s) of witness(es) to the incident. If there are others please write on back of this form.

1. _____ 2. _____

INFORMATION ON THE INJURED PARTY

LAST NAME: _____ FIRST NAME: _____ ☐ Male ☐ Female

I.D. NUMBER: _____ POSITION: _____

HOME ADDRESS: _____

CONTACT TELEPHONE NUMBER: _____ (HOME)
 (MOBILE)

APPENDIX 6

Occupational Health & Safety Checklist

This checklist is to be used in conjunction with the Workshop Safety Checklist.

Place a tick in the appropriate box for each criterion.

Organization: _____ Building: _____
 Location: _____ Department: _____
 Inspected by: _____ Signature: _____ Date: _____

FOOT	Yes	No	N/A
Area is tidy and well kept			
Adequate storage areas are provided			
Area is free of obstructions			
Floor coverings are in good condition			

ENVIRONMENT	Yes	No	N/A
Temperature is comfortable			
Lighting is adequate			
Area is free of odours			
Noise level is acceptable			
Ventilation is adequate			

EMERGENCY PROCEDURES	Yes	No	N/A
Emergency procedures are posted			
Staff are aware of procedures			
Staff are inducted and records kept			
Extinguisher of appropriate type is close by (within 20m)			
Extinguisher(s) has been checked within the last 6 months and tag updated			
Escape routes are free of obstructions and in good order			
Emergency and hazard signage is clearly visible			

4. FIRST AID FACILITIES	Yes	No	N/A
4.1 Location of kit is known to staff			
4.2 Kit is easily accessible			
4.3 Kit is checked every 3 months			
4.4 Qualified first-aid personnel are available			
4.5 Staff know first aid			

5. GENERAL FACILITIES	Yes	No	N/A
5.1 Washing facilities are adequate			
5.2 Areas kept clean and sanitized			
5.3 Cleaning chemicals labeled			
5.4 Access to OHS information on notice boards, e-mail and Web			

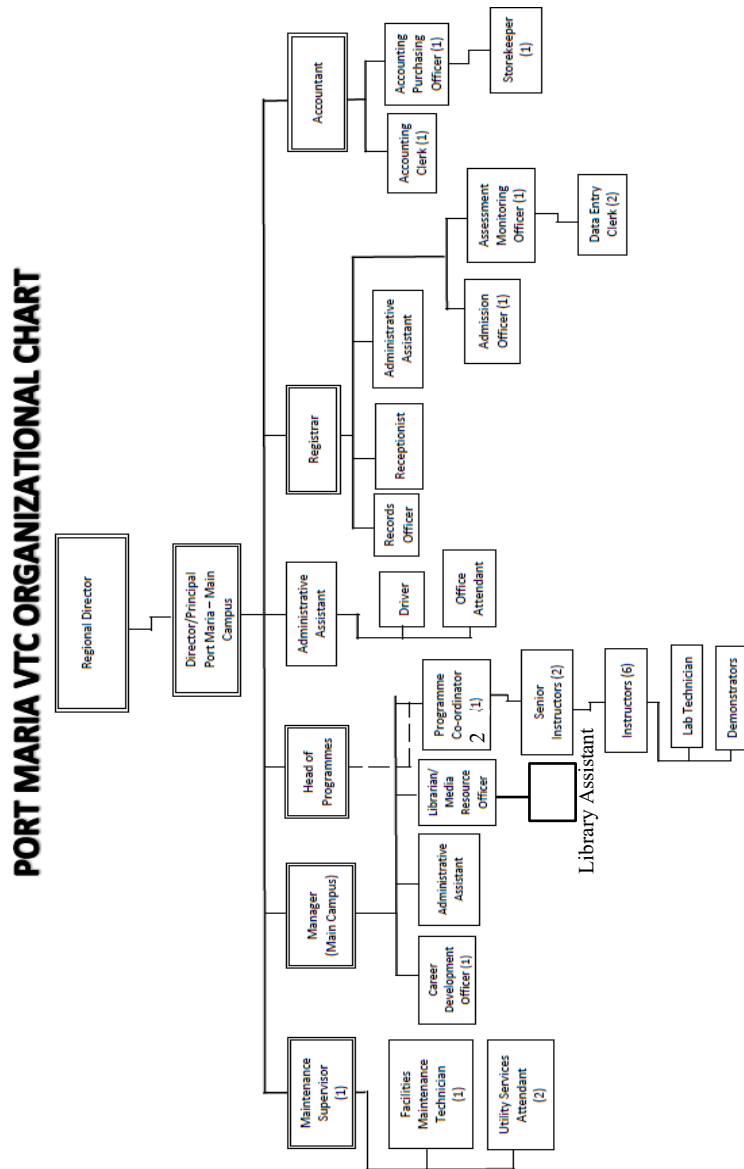
6. MANUAL HANDLING	Yes	No	N/A
6.1 Frequently used items are stored for easy access			
6.2 Heavy items are stored at waist heights			
6.3 Step ladders or stools are available for accessing items stored on high shelves			
6.4 Repetitive operations are minimized			

7. ENVIRONMENTAL ISSUES	Yes	No	N/A
7.1 Conservation on the use of utilities (gas, water, electricity) is practised			
7.2 Paper use is minimized, double sided photocopying and printing done			

OBJECTIVES

- To train youth and adults with the necessary knowledge, skills and attitudes for work within the sectors as defined by the National Development Plan (Transportation and Logistics, Agriculture, Information Communication Technology, Mining and Quarrying, Sports and creatives, Manufacturing, Tourism, Services, Education and Energy)
- To enable trainees to develop career and life coping skills in preparation for life and the world of work, to develop proper work attitude and commitment to excellence.
- To provide entrepreneurial skills to assist trainees to operate their own business.
- To provide opportunities for lifelong learning through remedial education, and general education.

PORT MARIA VTC ORGANIZATIONAL CHART



APPENDIX 5

PORT MARIA VOCATIONAL TRAINING CENTRE

HEART TRUST NTA GRIEVANCE/COMPLAINT FORM

Name: _____

Skill Area: _____

Name of Skill Instructor: _____

Date grievance/complaint initially discussed with Skill

Instructor: _____

Date grievance/complaint initially discussed with

Administrator: _____

Explanation of grievance/complaint (include identification of any Institution policy violated): _____

Corrective action desired:

Trainee's Signature _____

Date _____

**APPENDIX 4
EXTERNAL APPEAL FORM**

**Heart Trust NTA
PORT MARIA vocational training centre
PORT MARIA P.O., ST. MARY
EXTERNAL APPEAL FORM**

Client's Name _____ Date: _____

Qualification Pursuing _____

Unit Competency Assessed _____

Unit Code _____

Assessment Strategies Employed (Please Tick boxes that apply)

Checklist [] Oral questioning [] Observa-
tion []

Projects [] Portfolio [] Written test []

Performance test []

Statement

I _____ declare that I am not in
agreement with the assessment decision made by Mr./Ms./
Mrs. _____ (**Assessor's Name**)
on _____ (**date**) based on the following evi-
dence:

I am therefore requesting a review of this decision based upon my
rights afforded me under the Appeals process.

.....
Client's Signature

PORT MARIA VOCATIONAL TRAINING CENTRE



The PORT MARIA VTC COMPOUND

PHYSICAL LAYOUT

The PORT MARIA Vocational Training Centre is located on the outskirts of the town of Port Maria in the parish of St. Mary. The property houses the following:

THE ADMINISTRATIVE BLOCK

The Administrative block consisting of the Director/ Principal, Administrative and Manager's Office, Head of Programmes, Programme Coordinator office, Accountant Office, Registrar Office, Computer Lab, Staff Kitchenette, Sick Bay, Restrooms for trainees, the Staff Room and Staff restrooms.

CLASS ROOM BLOCK

The classrooms are located to the front of the Administrative Block, and consist of Electrical Installation Workshop, General Construction (Carpentry) and Auto-mechanics workshops. On the opposite side are the Technical Drawing Room, Lecture Rooms, and Food and Beverage Services Lab.

THE TUCK SHOP

The Tuck Shop is located to back of the property of the property adjacent to the administrative block

MAIN STORES

This is located beside Electrical Installation Lab

APPENDIX 3 Internal Appeal Form

Heart Trust NTA PORT MARIA vocational training centre PORT MARIA P.O., ST. MARY INTERNAL APPEAL FORM

Client's Name _____ Date: _____

Qualification Pursuing _____

Unit Competency Assessed _____

Unit Code _____

Assessment Strategies Employed (Please Tick boxes that apply)

Checklist [] Oral questioning [] Observation []
Project(s) [] Portfolio [] Written test []
Performance test []

Statement

I _____ declare that I am not in agreement with the assessment decision made by Mr./Ms./Mrs. _____ (Assessor's Name) on _____ (date) based on the following evidence:

I am therefore requesting a review of this decision based upon my rights afforded me under the Appeals process.

.....
Client's Signature

APPENDIX 2

Request for Access Form

Under the Information Act, (Privacy Clause), you have the right to access personal information in our possession. If the information is incorrect, you have the right to request an amendment to the information.

This form must be signed by both the client and the Director/Manager as an official record of the access request and the identity verification. The Director/Manager is required to verify your identity through the presentation of appropriate identification.

REQUEST FOR ACCESS

Client's Name: _____

Date of Request: _____

Style of Request: In person ☐: Telephone ☐: Written ☐

Reason for Request: _____

Identification submitted: _____

Identification verified: Yes ☐: No ☐

Client's Signature: _____

Director's/Manager's Signature: _____

ACCESS TO RECORDS

Date of Access: _____

Client's Signature: _____

Signature of accompanying officer: _____

WORKSHOPS

The Electrical Installation, General Construction and Auto-mechanics Workshops are nestled together on one side.

THE INFORMATION TECHNOLOGY LAB AND LIBRARY

The Information Technology Room (Computer Lab) is located on the Administrative block beside the Administrative Office. The Library is almost across from the Computer Lab.

REGISTRY

Opposite the quadrangle facing the Administrative Building is the Registry comprising of the Career Development Officer, Assessment Monitoring Officer, Data Entry Clerk and Registrar Offices.

Figure 2 Port Maria VTC Layout Diagram



Key for physical plant layout

Area	Label
1	Records Room
2	Tuck-shop/ Gazebo
3	General Construction practical area
4	Trainee bathrooms
5	Computer Lab
6	Administrative Office
7	Staffroom
7B	Expanded Staffroom
8	Technical drawing room
9	Lecture room 1 & 2
10	Food and beverage laboratory
11	Quadrangle
12	General stores
13	Electrical Installation lab
14	Library
15	Carpentry Lab
16	Auto lab
17	Expanded auto lab
18	Security post
19	STEAM lab (including EV charging port)
20	Registry
21	Assembly area
22	Doghouse
23	Laundry room
24	Kitchenette

Restroom

NVQ-J PROGRAMMES

LEVEL ONE (I) NVQ-J PROGRAMMES

- General Construction
- Electrical Installation
- Auto-mechanics
- Customer Service
- Food and Beverage Services (Server)
- Welding
- Early Childhood
- Data Operations

These programmes are offered mainly through the “Assessment Only” programme.

Short courses are offered during the year from at least one of the programmes offered.

LEVEL II PROGRAMMES

- Front Office Agent
- Auto-Mechanics (Motor Vehicle Engine Systems)
- Electrical Installation
- Early Childhood Development
- Food and Beverage Services (Bartending)
- Food & Beverage Services (Captain)
- General Construction
- Business Administration
- Welding
- Web Page Design
- Marketing and Promotions (Merchandising)
- Furniture Making
- Building Maintenance

APPENDIX 1



NORTH EAST TVET CLUSTER OF INSTITUTIONS
PORT MARIA CAMPUS
TRAINEE GATE PASS

TICK ONE: ☐ SHORT PASS ☐ LONG PASS

NAME: _____

DATE: _____

SKILL AREA: _____

PURPOSE: _____

TIME OUT: _____ TIME IN: _____

SIGNATURES: _____

INSTRUCTOR _____

SECURITY OFFICER _____

SENIOR INSTRUCTOR/CAREER DEV. OFFICER/HOS _____

- Computer Repairs Technician

APPENDICES

- Data Operations
- Food and Beverage Restaurant Management Services
- Records Management

LEVEL III PROGRAMMES

- Early Childhood Development
- Administrative Assistant
- Electrical Installation
- Welding
- Front Office Supervision
- Events Planning and Management
- Supervisory Management

LEVEL IV PROGRAMMES

- Building Contracting
- Electrical Installation
- Executive Secretary
- Business Administration Management

LEVEL V PROGRAMMES

- Business Administration

ENTRY REQUIREMENT AND SELECTION

PROCESS

POLICY

The minimum entry requirement for entry into programmes at the PORT MARIA Vocational Training Centre is determined by an applicant having at least a Grade 9 level of education.

Application Procedures

The Parish Office, through the Recruitment Officer and the Career Services Officer (CSO) provides assistance to the institution's Admission's Officer in supporting the recruitment process for trainees/clients entering the Institution.

Procedures

All applicants for training courses must complete an application form online at <https://ndar.heart-nsta.org>. Paper applications will be facilitated if the system is not working. Application forms and brochures can be obtained from HEART NSTA Trust Offices and institutions island wide.

All application forms and brochures are FREE. Completed application forms should be submitted with the following documents:

- ◆ One Passport photograph
- ◆ Proof of applicant's qualification (original or a certified copy)
- ◆ TRN and NIS Cards

- Trainees/clients should not run in the class room/ laboratory.
- Trainees/clients should acquaint themselves with the location of first aid kits and be able to assist in its retrieval until the designated First Aider has come on the scene of an accident or has attended to an injured person.
- Trainees/clients should observe the safety hazard of standing on a ladder in front of a closed door because the door may be opened suddenly unless such a door is locked or otherwise guarded.
- Trainees/clients should not climb or jump from chairs tables, desks, benches or other furniture.
- In case of an emergency and when the alarm or warning is sounded ALL occupants of the compound MUST assemble in the designated assembly area until it is deemed safe to re-enter the building. If it is not safe and after a roll call is taken all will be dismissed and sent home.

OCCUPATIONAL HEALTH AND SAFETY

POLICY

The PORT MARIA Vocational Training Centre is committed to ensuring that occupational health and safety standards are maintained and are in tandem with government requirements.

A First Aid kit is located inside classrooms and the Sick Bay and are used to assist with any emergency situation should the need arise. Fire extinguishers are present in each laboratory and at strategic positions on the compound to aid in the combat of fires.

PORT MARIA Vocational Training Centre has translated a safety policy into a set of rules and regulations to help define behaviour and safe practices in the workplace. Trainees/clients should, over time, become knowledgeable about the rules and regulations listed below.

RULES & REGULATIONS

- All safety hazards should be reported to the Instructor in the classroom or laboratory that the offence is noticed without delay. The person reporting will be required to fill out a *Health and Safety Form*.
- All injuries regardless of the severity should be reported to the nearest Instructor. The person reporting will be required to fill out an *Incident Report Form*.

ENTRY REQUIREMENTS

Full-time/Part-time Programmes – Level 2

All persons desirous of pursuing a Level II course of study must satisfy the following criteria:

- Be at least 17 years old
- Have at least 1 pass at Grades I – III, A-C and 4-5 in CXC subjects, GCE, and CCSLC respectively **OR**
- Have at least two (2) subjects at grades 3-5 for SSC **OR**
- Have at least 3 passes in JSC subjects including Mathematics **OR**
- Sit the diagnostic test in English and Mathematics at the grade nine (9) level and pass with 25 or over **OR**
- Possess a NVQ-J or CVQ-J certificate from a previously completed programme with HEART/ NSTA Trust . **OR**
- City and Guilds subject at Stage 3

Special Entry Requirements

In keeping with the legal requirements for handling/consuming alcohol, persons desirous of pursuing training in Food and Beverage Services programmes **MUST** be at least 18 years old. Persons pursuing Early Childhood programmes must complete and submit a police record.

Holders of certification/passes, as outlined above, are exempted from the diagnostic test and can be scheduled for an interview on presentation of the original certificates/grade slips. Diagnostic test dates are scheduled by the Client Service Officer at the Parish Office for applicants who do not pre-qualify. The institution will schedule interview dates for applicants who are successful in the diagnostic test.

Full Time/Part Time Higher Level Programmes (levels 3-6)

The Parish Office, is the department responsible for the recruitment of all trainees/clients. All trainees/clients entering the Institution must first be processed by the institution before being enrolled.

All applicants are required to complete an Application Form in paper or online and submit to the Institution.

Applicants must satisfy one of the following entry requirements.

1. Previous level of NVQ-J certification (i.e, level 2 for entry into a level 3 programme etc.) in the occupational area being pursued

OR

2. A minimum of three relevant CXC or GCE passes in the specified area. ¹

OR

3. Equivalent qualification from other accrediting bodies.

4. ALL other documents required for level 2 admission

OR

5. Mature entry- based on one year or more working in the skill area- Testimonial or letters of recommendation (see NCTVET PLAR requirements)

6. Related higher level qualifications (Diploma, Associate or Degree)

7. Ability to complete successfully a skill area diagnostic test

HEART Trust applications for Higher level courses must be accompanied by a passport size photograph, proof of applicant's qualification, and applicant's TRN and NIS cards which will be attached to the application.

¹ Conditions apply- This requirement is applicable for accelerated programmes

OCCUPATIONAL HEALTH AND SAFETY

- If there are no resolutions to the satisfaction of either party, the trainee/client shall have recourse to report the concern to the Assessment Monitoring Officer (AMO) or the Programme Coordinator within ten (10) working days and seek to resolve the issue there and then. Documentation must be made in regards to these issues.
- If there is no resolution to the satisfaction of either party, the candidate shall have recourse to report the complaint in writing by filling out the Appeal Form (form found at the AMO office) and forward the completed form to the Manager of the ATO immediately. The Appeal Committee will then be convened.
- The Committee will meet both the trainee/client and Assessor where evidence from both parties will be presented.
- The Committee will review evidence and make a ruling (that is whether to let the grade stand or ask for a reassessment of the individual).
- If there is still no resolution the candidate may use the NCTVET Appeals process by writing to NCTVET.

Short Courses

For applications for training in units or cluster(s) of units, and special programmes, institutional registration forms are completed. *Entry requirements for short and customized programmes are determined by the institution before delivery of programme and requirements are disseminated to clients. Additional application forms may be used for PLAR, Challenge Test, Job certification and Customized programme application.*

Fee Payment

All programmes up to level 4 are free of cost to trainees. Trainees in Level 5 and above are required to pay the stipulated tuition fee for the programmes.

THE INTERVIEW AND ACCEPTANCE PROCESS

INTERVIEW (Face-to-face/Online)

Applicants should be interviewed at the institution by one of or in combination of the following: instructor/s of skill area being interviewed for, instructors, Career Development Officer, Admissions Officer or Registrar or designate. Interview instruments designed by the organization should be utilized to arrive at an objective selection process. Interview records must be maintained at the institution.

Interview instruments designed by the organization should be utilized to arrive at an objective selection process. Interview records must be maintained at the institution.

On completion of the interview, the accepted applicants should be updated on the Training Management System (TMS) after completing the exercise.

On the successful completion of the interview, each new trainee is issued with a registration package including uniform pattern, medical form to be completed, request for Birth Certificate, TRN, NIS, one (1) recommendation, vouchers for payment and any other relevant documents/information needed for the particular skill.

Applicants are required to complete personal data forms that are used for registration and for generating identification numbers on the National Qualification System.

EXTERNAL APPEAL SYSTEM

POLICY

The Port Maria Vocational Training Centre maintains a system available to all trainees/clients to appeal cases, anomalies and discrepancies in external/final assessment. Port Maria will implement quality assurance systems to eliminate/prevent for appeals. Notwithstanding any complaint pertaining to assessment will be treated with urgency using the established procedures. Efforts will be made to ensure that the procedures to appeal assessment related decisions are available to candidates.

The institution maintains that there should be a system available to all trainees/clients in order to appeal cases of anomalies and discrepancies in external/final assessment. As a result an Appeal Committee has been established in order to handle any appeal from the trainees/clients. This committee shall include a combination of the following persons:

- ✦ Registrar (Chairperson)
- ✦ Assessment Monitoring Officer
- ✦ The Programme Coordinator
- ✦ The Career Development Officer
- ✦ The Assessor
- ✦ An independent technical person (if required)

PROCEDURES

- Any trainee/client, who has an appeal in respect of the assessment process or outcome undergone through the ATO, shall address the issue, in the first instance with the relevant assessor and seek to verbally resolve the appeal. If the matter is not resolved, the candidate should not sign in agreement

with the assessor's decision.

- 4) If the committee fails to resolve the matter it will be referred to the Manager who will then determine the appropriate course of action.

Procedures for Internal Assessment

The process below illustrates the process of this very pertinent section of the learning cycle. The Instructor now assumes the role of Assessor must explain to the trainees the following:

- Explain the cluster of units to be assessed and the competency standards under review
- Outline the assessment procedure and answer any questions that the trainee/client may need clarification on before assessment
- Review arrangements made for trainees/clients with special needs
- Provide information on the Internal Appeal Process of the institution.
- Conduct the assessment.

Online Interviews

Online interviews may be done via phone or by using an authorized HEART NSTA/Trust platform such as WebEx or Microsoft Teams.

Upon completion of interview, payment information is provided to the client by way of a completed voucher request form (face-to-face training) or emailed payment guidelines (online programmes). Full time (face-to-face) learners are also given their uniform sample and pattern at this stage.

Registration

Registration begins when a prospective trainee is interviewed and is recommended for acceptance into the institution.

Each new trainee is given a registration package including:

- Acceptance Letter
- uniform pattern (face-to-face training)
- medical form to be completed (if applicable)
- request for TRN, NIS, one (1) recommendations, Birth Certificate, qualification (if any), photo/ID and any other relevant information. (information sheet)

A trainee is considered registered when all required documents are submitted. Applicants are required to complete personal data forms that are used for registration and for generating identification numbers on the National Qualification System.

When the class has had a minimum of fifteen (15) trainees/clients, the Admission and Assessment Officer update the trainees/clients on the TMS to in training so that Parish Office is aware of the class size in case there is a need for more recruitment to take place.

THE INTERNAL APPEAL POLICY

The PORT MARIA Vocational Training Centre maintains a system available to all trainees/clients for appeal cases, anomalies and discrepancies in internal assessment.

Appeals are allowed to Client where there are cases of anomalies/ discrepancies in assessment. There is an Academic Committee in place to handle the appeal process. The committee shall comprise:

- Programme Coordinator- Chairperson
- Senior Instructor or Technical Resource Person
- Career Development Officer (CDO)
- Assessment Monitoring Officer (AMO)
- President/Designate of Trainee Council
- Registrar

Clients are allowed to appeal their scores as soon as they are available. Appeals on internal examinations are normally allowed three (3) working days after the publication of the results.

PROCEDURES

The Process for appeal is as follows:

- 1.) The trainee should first discuss the matter with the instructor.
- 2.) If they fail to reach an amicable solution the matter should be referred to the HOS/Senior Instructor who will then meet with the Trainee and the instructor.
- 3.) If they fail to reach a solution then the trainee will appeal to the Academic Committee using the prescribed form provided by the Institution.

PROVISION OF TIMETABLE FOR PROGRAMMES & CLASSES

The Port Maria Vocational Training Centre ensures that the duration of each programme is advertised at the time of application and is re-emphasized at orientation and the beginning of training.

The Port Maria Vocational Training Centre ensures that each group of trainees/clients is equipped with class timetables. Timetables are mounted in each classroom where possible and laboratory to guide the trainee/client to his/her classes.

TECHNOLOGICAL REQUIREMENTS FOR ONLINE LEARNING

In keeping with global trends, it is essential to offer programmes via the online modality.

To be successfully enrolled in an online programme, candidates should meet the basic entry requirements and possess the following:

1. A professional email address for example:
(johnbrown02@gmail.com)
2. Access to an internet supported device such as laptop/desktop computer is ideal in supporting the online platforms that may be used for training and assessment.
3. Reliable internet connection
4. Basic computer skills will be required. The candidate should know how to access and browse different media.
5. Depending on the course to be pursued, the candidate should possess minimal experience in the area/field of study.

CLIENT ORIENTATION PROGRAMME

POLICY

The PORT MARIA Vocational Training Centre will conduct an orientation programme to acquaint new clients with the policies, functions and personnel of the institution.

The purpose of the orientation exercise is to acquaint the new trainees/clients with the policies, functions and personnel of the organization.

PROCEDURE

1. Activities are planned by the Registrar, Admissions Officer and Career Development Officer in consultation with the Programme Coordinator. This may last between one (1) to three (3) days.
2. Presenters will be invited from the wider organization, the MAC, industry and institutional staff.
3. New trainees/clients are presented with the following:
 - Orientation programme
 - Qualification Plan
 - Excerpt from Rules and Regulations
 - Register for signing
 - Orientation Checklist
 - Trainees/clients must sign the Behaviour contract to abide by the policies governing discipline at the institution, a copy of which must be placed on the trainees/clients' file.

Online Orientation

This may be done via WebEx and or the Moodle platform. In such cases, the orientation evaluation and or the activity completion report generated from Moodle, will be used to substantiate the trainees' attendance and participation in the orientation exercise

FEEDBACK OF INTERNAL ASSESSMENT

Feedback is necessary in the teaching learning process, and as such, after each Internal Assessment is conducted, the scripts, test items, projects and other testing methods are reviewed and the necessary feedback given. The instructors ensure that comments are written on the test items and serve the purpose of:

- Providing an incentive to the trainee/client who performed well
- Guiding the trainee/client to additional reading material
- Encouraging the trainee/client to try harder
- Reprimanding the trainee/client for poor work

Feedback for Internal Assessment usually takes the form:

- general class revision exercises
- individual discussions between trainee and Instructor
- guided practical demonstrations

- Outline the assessment procedure and answer any questions that the learner/client may need clarification on before the assessment
- Review arrangement made for trainees/clients with special needs
- Provide information on the Internal Appeal Process of the institution
- Conduct the assessment

In order to be deemed competent, a trainee must attain a pass mark of 50% or more for level two (2) and three (3) programmes offered. Having met these criteria the trainee can be recommended for external assessment. (Please see NCTVET Grading Scheme Below for any other level and the required pass marks)

TRAINING HOURS

- Training hours are from 8:30am to 4:30 p.m. Mondays to Fridays for Full Time trainee. Part-Time/ online classes can be held on scheduled days during the week and can include classes on a Saturday or Sunday if required.
- Each full time trainee is scheduled for a maximum of eight (8) hours per day or 40 hours weekly (inclusive of lunch/break time). Any change to this schedule is communicated to the group(s) so affected.
- Trainees are not allowed to leave the premises, within the training day, without completing a gate pass which must be signed off on by the designated persons. Failure to comply will result in disciplinary sanctions.
- Trainees who are desirous of arriving late for training are required to notify their Instructors the day before the individual will be late.
- Break and lunch times are planned into each training day; Break time spans from 10:00am to 11:00am and is staggered for skill areas to alleviate congestion at the tuck shop. Lunch is at 12:30 pm. to 1:30pm.

PUNCTUALITY AND ATTENDANCE

- Trainees must be present in the classrooms / workshops at least 5 minutes before first scheduled session for registration; trainees who are not in the workshop at the start of session will be marked late.
- Trainees who are absent from training must contact the institution within 24 hours of being absent.
- Trainees must submit a medical certificate upon return for absences that are 3 days or more, if the reason for the absence is illness.
- Trainees who are absent for more than three days and have not presented a medical certificate **MUST** speak with the Career Development Officer before attending classes.

After each cluster of units is taught an internal assessment is conducted by each instructor. If special needs are identified then this will be recorded by the Career Development Officer.

The purpose of assessment is to confirm that, in a workplace environment, an individual can perform to the standard of his/her occupational skill area. This expected performance is expressed in the relevant industry/ enterprise competency standards.

ON-GOING/INTERNAL ASSESSMENTS

On-going assessments refer to the assessment of student learning that provides continuous feedback on the effectiveness of instruction and indicate areas where a change in instructional strategy may be advised. Internal assessments also indicate the trainee's readiness for the external or final assessment.

Internal assessments may range from planned assessments (such as quizzes, end-of-chapter tests, and report or essay writing) to informal classroom observations of student language and literacy behaviours. On-going assessment is done on a regular basis to ensure that the trainees are grasping the concepts being taught.

Internal Assessment Strategies

Different assessment instruments will be utilized to determine individual competence.

TRAINING AND INTERNAL ASSESSMENT PROCESS

POLICY

The Port Maria Vocational Training Centre ensures that the training and internal assessment processes are communicated to the trainees/clients during orientation exercise.

All trainees/clients at the Port Maria Vocational Training Centre will be assessed on a regular basis as outlined in their Training and Delivery Plans. The trainees/clients are briefed about the assessment process during the orientation exercise by the Programme Coordinator/ Assessment Monitoring Officer.

THE TRAINING & INTERNAL ASSESSMENT PROCESS

Since the adaptation of the New Business Model (NBM), the organization has embraced the more trainee-centred approach to the teaching/learning process. Hence, the competency based system has been embraced, and with it comes the need for units in a Qualification Plan to be clustered in a meaningful manner. This dictates that different job skills and attitudes are taught and assessed at any given time, for example, from the General Construction Level II Qualification Plan it is recommended that job clusters of Steel worker, Mason, Form Work Specialist and Carpenter are taught and assessed and should trainees/clients leave before the completion of the course, he/she would have left assessed in a meaningful job cluster.

PERSONAL APPEARANCE AND GROOMING

PURPOSE

Proper attire ensures safety and also helps to boost the Trainee's self-confidence. The institution continually hosts visitors and potential employers and as such it is important that the right impression is created about oneself and ultimately the institution.

POLICY

Trainees' clothing should always be clean, neat and in good condition.

PROCEDURES

During the training day, trainees are expected to be attired in their uniform at all times, with the exception of occasions when special permission is granted to dress otherwise.

Skirts must be at or below knee length and pants for both males and females should not be close fitted.

Trainees, must at no time during training wear

- Outrageous Hairstyles
- Earrings [for males]

- Sneakers
 - Slippers or open toe shoes
 - Excessive Jewelry
- Trainees will be expected to practice good hygiene in order to remain neat and clean at all times.
- **Male trainees** who are admitted wearing dreadlocks should cover their hair at all times using a black, navy blue or brown tam or wrap.
- Male trainees will NOT be accepted with BRAIDS, TWISTS, PLAITS, CARVED or Afro hairstyles

NVQ-J/CVQ CONVERSION TABLE

Level 1 (%)	Levels 2&3 (%)	Levels 4&5 (%)	Levels 6 to 8 (%)	Letter Grade	GPA Scale	Rating	Certification Status
75 – 100	80 - 100	85 - 100	90 - 100	A- to A+	3.4 to 4.0	5	Competent/Mastery
60 – 74	65 – 79	75 – 84	80 -89	B- to B+	2.4 to 3.3	4	Competent
45 – 59	50 - 64	65 - 74	70 - 79	C- to C+	1.4 to 2.3	3	Competent
30 – 44	35 - 49	45 - 64	55 - 69	D to D+	1.0 – 1.3	2	Not Yet Competent
Below 30	Below 35	Below 45	Below 55	E to F	Below 1.0	1	Not Yet Competent

Table 1: Excerpt from NCTVET – Assessment Guidelines Version 5.0

Dress Code

The Port Maria V.T.C.'s aim is to develop WORLD-CLASS professionals for the Jamaican workforce. Therefore, a strict adherence to organization and industry dress code is an important component of the institutions approach to training. The following outlines a summary of the basic standards for dress and deportment however breaches are in no way limited to only those outlined here:

- All uniforms **MUST** be worn properly on the body.
- Hemlines **SHOULD** be at least 2 inches below the knees. **(SKIRT SHOULD NOT BE TIGHT FITTING).**
- Tailored Pants **SHOULD** be 2 inches below the ankle. (Should cover the ankle when standing and 18 inches' circumference). There should be no alterations to pants. (Should **not** be tight fitting). **PANTS SHOULD BE 2 INCHES IN WIDTH ON BOTH SIDES**
- Upper torso **MUST** be adequately covered at all times. Sleeves should be 4 inches below the shoulder.
- Clothing for male trainees **SHOULD** be long or short sleeved uniform shirts or approved oxford or polo shirts (HEART logo shirts).

- White, black or navy blue polo shirts are permitted in the event there is a problem with the designated uniform.
- Jeans or Jeans style pants are **ONLY** allowed where explicit permission is granted.
- Closed foot wear, dark brown /black shoes and black/ navy-blue socks
- Belts (black/brown) **MUST** be worn at all times and should be plain, oversize buckles will **NOT** be allowed.
- Shirts **MUST** be worn inside pants at all times
- Male or female trainee may wear sandals or slippers where a genuine medical condition exists, and then permission will be granted by a member of the Senior Staff and placed on trainee file.

Hairstyles

Hair must always be well groomed. The following styles policies will not be allowed:

- colours other than natural hair colours
- decorative markings in hair for male or females
- marking in the eye brow
- beads or shells in the hair

Braids are only allowed in colours from # 1 to 2 at a moderate length (not below the bust line)

Rating Conversion

Assessment results are uploaded to a system known as the NTA Qualifications System (NQS). These scores are generally uploaded in percentages, then the system converts them using a rating of 1 to 5, where 5 is the highest and 1 is the lowest. This is applicable for both formative (internal) and summative (external) assessments.

Ratings above 3 indicate competency in the areas being assessed. Performance rated as 1 or 2 indicate the need for additional training and practice. Therefore, percentage scores aligned to ratings below 3 in Continuous Assessments should not be reported.

Once a candidate has been deemed as successfully completing training and all assessments, they may request an Unofficial

Rating Conversion Tables for NVQ-J/CVQ and Job Certification

Job Certification

Conversion Table

Score (%)	Rating	Certification Status
80-100	5	Competent/ Mastery
65-79	4	Competent
50-64	3	Competent
35-49	2	Not Yet Competent
Below 35	1	Not Yet Competent

Format of Online Assessment

The assessment is to be completed by the candidate without help from anyone else.

The assessments may have the following criteria:

- Restricted time limit for completion
- Limited attempts
- Scheduled one-time sitting
- Webcam or video recorded sessions
- Use of the Safe Exam Browser (SEB) to ensure quality assurance by minimizing incidents of cheating

Variations in the assessment practices

Provisions can be made for variations in Assessment strategies that eliminate or significantly reduce the disadvantages caused by disabilities of candidates without placing these candidates at an advantage over other candidates.

These strategies should include:

- Special simulated conditions for assessment
- Extra time allotment for completion of task based on the specific
- Disability (special needs).
- Provision of specific electronic, mechanical and/or audio/visual aids
- Special personal assistants such as reader/an interpreter
- Specially prepared scripts/instructions

corn rows, plaits, rope twists, sister locks or braids are **not allowed for males** at any time. If a male trainee has established locs upon interview, it must be documented on his personal data form and he should wear a tam.

Males should be neatly shaved, outlining of beard or goatees is prohibited.

Nails

Nails should be clean and neatly trimmed at all times. Front Office, Business Administration, Administrative Assistant, Marketing & Promotions and Customer Service trainees are allowed to wear white French tips or natural colours, no patterns, no more than one inch from the nail bed. Tips must be well groomed at all times.

Males are not allowed tips.

Jewelry

Earrings – females are allowed to wear small hoop or knob earrings to be worn on each lobe. (ONLY ONE PAIR IS ALLOWED)

Facial and Tongue rings are **NOT** allowed.

Males are not allowed to wear earrings on campus.

THE FOLLOWING WILL BE ALLOWED:

- **CHAINS (very small or fine)**
- **NECKLACES (small)**
- **WATCHES (Small)**
- **WEDDING BANDS AND ENGAGEMENT RINGS**

SCOPE OF ASSESSMENT

The online assessment may be comprised of the following:

1. Multiple Choice Items ONLY
2. 2 A mixture of Multiple Choice, Short Answer, Essay and Case Study Items AND Practical Application/Demonstration

For the practical demonstration candidates may be asked to do ANY of the following:

- Report to their assigned institution based on a schedule that will be organized and communicated.
- Prepare a video and upload to the designated site (specifications for compilation will be communicated)
- Use an online platform that affords video interface with the Assessor for real time grading and feedback

Assessment Environment

The competency-based philosophy recognizes that competencies may be attained in a number of ways, through:

- Formal or informal training and education
- Work experience
- General life experience
- Any combination of the above

ONLINE ASSESSMENTS

Considering the recent COVID -19 pandemic (as of March 2020), the institution will utilize reasonable flexibility to engage trainees in online assessments for the theoretical component of Summative/External Assessment. This would be facilitated through approved online platforms such as: Moodle, Socrative, Class marker, etc.

BASIC REQUIREMENTS FOR ONLINE ASSESSMENT

The requirements for the online external assessment will mirror some of those required for enrolment for the training/online classes: Some of these are:

1. A professional email address (preferably the one that was utilized for training/online classes).
2. An internet supported device. Access to a laptop/desktop would be preferred as some devices might not support the online platform that may be used.

GRIEVANCE PROCEDURE

POLICY

The PORT MARIA Vocational Training Centre has implemented a system whereby trainees'/clients' grievances and complaints can be treated with utmost urgency.

In order to provide an opportunity for the discussion of any grievance or complaint and to establish a procedure for the processing and settling of grievances, the following steps should be taken by any trainee/client who believes that he/she has a justifiable complaint or grievance.

Step 1

At this stage the trainee/client must first identify the problem with his/her Instructor. This step shall be recognized as the first and most important opportunity for sincere and responsible effort to arrive at a fair and speedy solution.

Step 2

If the complaints and or grievances are not resolved at Step 1, the trainee/client may present his/her case in writing to the Career Development Officer or the Programme Coordinator for resolution

Step 3

If the complaints and or grievances are not resolved at Step 2, the trainee/client may present his/her case in writing to the Institution Manager or Director/Principal for resolution. At this stage, an Investigation Committee may be of assistance in resolving the problem. The Committee shall within five (5) working days of receiving the written request report its findings and recommendation to the Director/Principal.

Step 4

If all the above points to resolve the issue are taken, and the issue is still unresolved, then the matter should be referred to the Regional Director of Region 2.

(A written report of all meetings and the decisions taken will be communicated to the trainee and a copy placed on his/her file within five (5) working days of each meeting.)

The investigation committee comprises of the following:

- Programme Coordinator
- Career Development Officer
- Senior Instructor
- Instructor

- **Projects** - Projects require investigation on particular topics with a relaxed time constraint. Candidates make items to be showcased or presented as evidence of competence.

It is noteworthy that trainees/clients are appraised that the certifying body of the organization is the NCTVET and that the department is also responsible for their certification as well. If there is any issue that is not clearly understood by the trainee/client, he/she is advised to request dialogue first with their Skill Instructor, then with the Assessment Monitoring Officer.

Internal Assessment feedback is given through:

- General class revision exercise
 - Individual discussions between trainee/client and Instructor
- Practical demonstrations

Procedures for the conduct of internal assessments

The process below shows the process of this very pertinent section of the learning cycle. The instructor must explain the following to the trainees:

- Explain the cluster of units to be assessed and the competency standards under review
- After the training in the cluster has taken place and based on the internal assessment date stated in the Training and Delivery Plan, the trainees should be ready for internal assessment

Methods of Assessment include but not limited to:

- **Observation**
- **Oral Testing and Interviews** - This test is used as a means of generating evidence of the candidate's ability to listen, interpret, and communicate ideas and knowledge and to sustain a conversation.
- **Written Test (Short Answers, Essays, and multiple choice questions)** - This is used as a means of generating evidence of the candidate's ability to reflect their knowledge and ability through their written communication skills.
- **Role Play/ Simulations**
- **Case Studies** - This involves interpretation/analysis of real life situation through the application of knowledge and experience acquired through this level of training.
- **Portfolios**
- **Recognition of prior learning**
- **Extended Questions**

These allow the candidates a greater level of freedom of choice in:

- ⇒ Communication of factual information
- ⇒ Organization of response
- ⇒ Emphasis on chosen points.

CAREER GUIDANCE

POLICY

The PORT MARIA Vocational Training Centre provides career advisement services to assist trainees/clients in planning and completing their training and certification.

The purpose of this exercise is to enhance the trainees'/clients' opportunities and potential to enter and function successfully in the work force by providing instruction and training in the areas of employability skills.

PROCEDURES

1. The Career Development Officer will follow the Core Skills Curriculum.
2. Trainees/clients will be encouraged to consciously examine personal values, interests, goals etc.
3. Trainees/clients will be assisted in researching principles related to the world of work, the industries in which they will work, the requirements for working in the various industries and planning their career path based on further training/development.
4. They will be taught skills in job search, acquisition and advancement.
5. Positive self-esteem, social skills, family management, coping skills and financial management will also be covered.
6. Finally, the trainees/clients will be given assignments on each area in the curriculum.

TRAINEE/CLIENT DISCIPLINARY PROCEDURE

POLICY

The PORT MARIA Vocational Training Centre provides and has implemented a policy for handling disciplinary matters involving and governing trainees/clients.

There is a Disciplinary Committee in place to deal with standards of conduct and deportment that have been violated by the trainees/clients. The Disciplinary Committee usually comprises:

- Programme Coordinator
- Senior Instructor
- Career Development Officer
- Independent member of staff
- President of the Trainee Council or designate

PROCEDURE

Depending on the severity of the infraction the matter is dealt with by the Instructor at the first stage. The Programme Coordinator will deal with the trainee's first incident (depending on the nature). The Programme Coordinator in collaboration with the Career Development Officer, will inform trainees of the date, time, location and charges. The Programme Coordinator will inform the trainee of his/her right to have witnesses.

The trainee's second offence or where otherwise necessary will merit he/she appearing before the Disciplinary Committee.

The instructor also plays a role in assessment as he/she is responsible for:

- Administering unit/cluster tests and/or practicals.
- Marking and recording grades for submission to PC in the form of a request for final assessment
- Providing feedback to students
- Submitting reports (where necessary) to the Programme Coordinator or Assessment Monitoring Officer or Registrar

Institutional

In this mode of assessment trainees/clients access assessment at the institution. At orientation, each student is given a handbook, which outlines the training and assessment procedures. This includes :

- On going evaluation by (classroom teacher) that consists of graded assignment, theory and practical test
- Maintenance of trainee/client records
- Formal (NVQ-J) Assessment procedures

The instructor also plays a role in assessment as he/she is responsible for

- Conducting a general pre-assessment exercise with each student
- Administering unit tests

PROCEDURES

- Trainees/clients are informed of the Assessment Process at orientation. It is then reinforced and communicated at the first final assessment.
- During pre-assessment with the assessor the trainees/clients are introduced to the Self-Assessment Guide (template 3) which they will fill out. Then they are introduced to the Assessment agreement (Template Six). During this time the AMO or assessor will emphasize on the appeals process. If special needs were to be meted out it would have been arranged prior to the pre-assessment and recorded on personal file at the CDO Office
- The Trainee handbook can be found in strategic areas of the institution. Due to cost constraint a handbook is not given to each trainee. They are informed where in the institution it can be found so that they can update their knowledge over time. Strategic points are at the Library, Administrative Office, Staff Room and CDO Office.
- The assessment process is conducted in two (2) different modes:
 - Prior Learning Assessment
 - Institutional

COMMUNICATION OF THE ASSESSMENT PROCESS

In this mode of assessment, trainees access assessment at the institution during their training. At orientation, the training and assessment procedures are outlined to the trainees. The assessment strategies that are employed include:

- On-going evaluation by instructor (s) that consists of graded assignments, theory papers, projects, portfolios and practical tests
- Maintenance of trainee records
- Formal (NVQ-J) Assessment procedures

Step-by-Step Procedures for the Hearing

- The Career Development Officer or designate will be present at all hearings, but will remain independent of the proceedings.
- The defendant will be read his/her rights and informed of the charges as indicated in the policy governing Disciplinary Matters.
- The trainee will be asked to plead guilty or not guilty to the charges. The Council members may question the defendant.
- Witnesses may testify.
- The defendant will leave the room and the council will deliberate.
- Findings and recommendations should be given to the Manager/Director/Principal who has the authority to take appropriate disciplinary measures against the trainee, “including, but not limited to, dismissal from the Institution.
- This is subject to expeditious appeal to higher authority as provided under regulations.”

See Disciplinary Schedule in Appendix

PRIVACY AND ACCESS TO CLIENTS RECORDS POLICY

POLICY

The Port Maria Vocational Training Centre having recognized that each individual's record is very private, provides for and has implemented a written policy to protect the rights of individual's privacy and confidentiality of personal records and access of clients records upon request.

Every effort is made to ensure that the trainees/clients' records are properly secured. The records are kept safely locked in cabinets in the Career Development Officer's Office.

ACCESS TO TRAINEE/CLIENT RECORDS

Procedures

The Career Development Officer is responsible for preparing, maintaining, and securing personal records for all trainees. Information to be kept on each trainee include their completed personal data form, signed trainee contract, date of entry and projected completion date, copy of qualifications, copy of birth certificate and copies of TRN and NIS, drop-out date if applicable, awards and evaluation of attitude/conduct and a record of disciplinary actions taken. The personal records are kept locked in the CDO's Office.

Any trainee/client who wishes to access his/her personal file may do so in the following manner.

- Complete the prescribed request form (Request for Access Form, see appendix 2)

ASSESSMENT POLICY

The assessment policy of PORT MARIA Vocational Training Centre is the same as that of NCTVET, which is to evaluate through certified assessors. The assessment process is conveyed to the trainees/clients prior to the first external assessment.

INTRODUCTION

Assessment can be viewed as that process of collecting evidence and making judgments about whether competency has really been achieved. The purpose of the assessment is to ascertain competency based on the standards in order to introduce the best practices for the work force in the field of study. Assessment is ongoing and is based on comprehensive application of knowledge and skills required by the industry. This may include the following:

- Checklist
- Discussion/feedback
- Observation
- Performance Test
- Projects
- Written Tests
- Presentations
- Oral Quiz
- Practical Demonstration
- Electronic Portfolio
- E-testing (Online assessment)
- Summative Practical Scores

ASSESSMENT

- Submit the request to the Career Development Officer.
- Approval can be given by the Career Development Officer, Programme Coordinator, Manager or Director/Principal.

Files must be viewed in the presence of the Career Development Officer, Programme Coordinator, Manager or Director/Principal or . Trainees are not permitted to remove any document or part of their personal files.

The Career Development Officer is the only person who has access to trainees' records that have been obtained by way of 'one on one' counselling or on matters that are deemed extremely private.

PRESERVATION, MANAGEMENT AND SECURITY OF CLIENT RECORDS

POLICY

The Port Maria Vocational Training Centre ensures that systems are in place for the maintenance, management, preservation and security of client records.

The institution ensures that trainees' records are properly maintained, preserved, secured and managed by storing physical records are kept in filing cabinets while some records are stored on the computer organization's databases.

Trainees' assessment records are securely stored on the National Qualification System (NQS). These records are available to the institution even after a trainee/client has completed training and can be readily available upon request. It must be noted that the trainees' file is closed when a copy of the Official Statement of Competence and the NVQJ certificate for the programme pursued is received from the NCTVET.

The physical assessment records are secured and maintained in the Assessment Centre until the files have been closed. Past records are kept for at least a year on the premises. Files over one year old can be stored on the premises or at designated off-site storage facilities. All files over three (3) years old are scheduled for disposal.

TRAINEE COUNCIL

The trainee Council is an activity endorsed by the Institution

Purpose:

- To develop and promote strong leadership skills in our trainees.
- Facilitate a democratic form of leadership in the training environment, which hopefully will be transferred to the world of work.

EXECUTIVE BODY

The trainee Council Executive consists of the following members:

- President
- Vice President
- Skill-Liaison Officer
- Treasurer
- Secretary
- Staff Advisor

LIBRARY RULES

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1. To facilitate study and reading the library should always be a quiet place. Persons causing unnecessary disturbance may be asked to leave.
2. Bags, folders or books should NOT be taken to your seats. These must be left in the place designed for them.
3. The removal of any material from the library must be properly authorized and recorded. Unauthorized removal of material shall constitute a serious offence.
4. It is expected that the highest standard of behavior be exhibited in the library. Students are expected to be respectful of the library staff and other students. Inappropriate behavior will not be tolerated.
5. If any user is caught removing pages from books and other materials, they will automatically be expelled from the library.
6. Food or drink must not be brought into the library or consumed there.
7. Readers must not mark, deface or damage any book or other library materials or furnishing in any way.
8. Any user found defacing the furniture will be suspended from the library.

PERSONAL RECORDS

The TMS maintains the personal data of all clients who have applied by way of the organization's Application Form but access to these records is restricted by the level of access that each employee is given. These records remain on the database and are updated by the Registrar, Admissions Officer, Assessment Monitoring Officer, Career Development Officer accordingly.

The physical personal records are stored at the Career Development Officer's office. After both files have been closed at the end of training, they may be merged and placed in sealed labeled boxes in the main stores. The Storekeeper and the Manager are the only employees at the institution with direct access to keys for the main stores.

PROVISION OF TRANSCRIPTS AND LETTERS OF RECOMMENDATIONS TO CLIENTS

POLICY

The Port Maria Vocational Training Centre provides clients upon request with a transcript, that is, a Statement of Competence. Letters of Recommendation will also be produced on request by the trainee/client.

Unofficial Statements of Competence are given to trainees at the end of the entire course or if a student decides to leave before the program is completed. The trainee can request these unofficial statements through the filling out of an application in the Administrative Office., where it will be prepared and logged for trainee to sign upon receipt.

The Official Statement of Competence would be requested from the NCTVET through the ATO upon completion of training.

Transcripts will be made available by the institution upon written request, which is to be received from the Administrative Office at least three (3) working days in advance of date required. In cases where an urgent request is made then it can be facilitated and executed.

Transcripts may be mailed to an employer, training institution, person/organization as requested by the trainee/client.

Trainees/clients will be required to pay a fee of Six Hundred (\$600.00) for Official Statements of Competence and Transcripts.

Reserve collection:

Reserve materials should not be removed from the library and may be requested at the Circulation Desk. When collecting the material the trainees need to give the name of their instructor, the name of the skill area, and the title of the item. This information is recorded in the Loans Record.

Daily Newspaper:

The library maintains copies of the daily newspapers at the Circulation Desk. These include the Daily Gleaner, Observer and The Sunday Gleaner. These newspapers are available for use in the Library and should not be removed.

ABOUT THE PORT MARIA LIBRARY

The PORT MARIA Vocational Training Centre's Library

staff along with the instructors is dedicated to helping trainees to achieve their educational goals and for furthering their intellectual, social and cultural development through the services and resources to the trainees consistent with the Centre's mission, goals and objectives.

Services:

Staff at the Circulation Desk process loans of books, magazines reserved materials and assist trainees with using and locating printed and electronic resources.

Resources:

The PORT MARIA Library is equipped with the following resources:

- Books—relating to each skill area
- Magazines
- Newspapers
- Videotapes and CDs which may be used as teaching aids
- Trainee Guides and Standards

- If the request is made by an institution/organization, the transcript will be prepared and sent to the institution/organization requesting same.

LETTERS OF RECOMMENDATION

Letters of recommendation are facilitated through a written request made at the Administrative Office and are processed at least three (3) working days from date requested. There is no charge for letters of recommendation. Copies of all requests are maintained by the Administrative Assistant. Upon collection trainees/clients will sign logbook to indicate receipt.

ON THE JOB EXPERIENCE (WORK STUDY PROGRAMME

POLICY

The Port Maria Vocational Training Centre has provisions in place for on the job/work study/ experience for trainees/clients to meet the requirements of the training and certification.

The institution has a Work Study/Experience Programme which is designed to achieve the following objectives:

- Ensure and maintain the relevance of training offerings.
- To provide hands on experience for trainees in their field of training.
- To enhance all aspects of training (self-development, social development etc.)
- To develop better work habits and attitudes conducive to job success and personal growth.
- To help trainees to develop confidence and learn to interact on the job.
- To get valuable feedback on the performance of trainees from employers.

The work study/experience programme is designed to have trainees exposed to not less than eighty (80) hours on the job. Trainees generally go on work study/experience during or any other time industry will facilitate them. Organizations that are involved in work study/experience are those aligned to the skill areas offered.

PROCEDURE

Trainee orientation will include information as follows:

The arrangement of books and audio visual material.

This will include information on the Dewey Decimal Classification Scheme which is the system used by HEART Trust/NTA Libraries for classifying nonfiction material.

The Names and Functions of Parts of a Book.

This shall include information on the

- Table of Contents
- Appendix
- The Index
- The Bibliography
- Title Page
- Copyright Page
- Glossary

This will help users to get the most from their reading and research activities.

Library Rules and Regulations

This will cover information on eating, dress code, storage areas for bags, general conduct, etc.

Services

This will include information on internet access, photocopying, production of displays, and book lists.

LIBRARY FACILITIES

LIBRARY POLICY

The PORT MARIA Vocational Training Centre ensures that all trainees/clients are orientated to the use of the library.

Trainees/clients are expected to adhere to the rules and regulations governing the use of the library at all times. All new Trainees and members of staff must participate in the Library Orientation Programme before they are allowed access to the collection.

The Library Orientation Programme is conducted during the general orientation for each intake and during assigned library sessions. During orientation, each trainee will receive a copy of the Library's Brochure. The orientation programme introduces trainees to the library, and shall cover the following areas:

- The arrangement of books and Audio Visual material in the Library:
- An introduction to the Dewey Decimal Classification Scheme
- The names and functions of the parts of a book
- Library Rules and Regulations
- Use of the Internet

Where trainees are working in the field of study or possess the requisite work experience that would have surpassed the minimum (80 hrs) work study/experience requirement, a request is made of their supervisor/manager for a testimonial and/ or evaluation form to be completed for their files.

PROCEDURES

1. The CDO is expected to contact companies who are willing to participate in facilitating trainees for a minimum of Eighty (80) hours in their organization.
2. A letter is then sent to the company detailing the Work Study/Experience Programme, and outlining the competencies to be focused on.
3. Instructors and or Career Development Officer may randomly visit work study/experience locations to verify the progress of the trainees and the relevance of the experience they gain.
4. A Work Study/Experience Evaluation form is completed by the Work Study Supervisor. The completed evaluation form is placed on the trainees' file.
5. Where trainees enrolled in higher level programmes are working in the field of study or possess the requisite work experience that would have surpassed the minimum (80 hr.) work study/experience requirement, a request is made of their supervisor/manager for a testimonial and/ or evaluation form to be completed for their files.

BENEFITS TO FULL TIME TRAINEES

- A cooked lunch is served on a daily basis to trainees who are in attendance and have requested lunch upon arrival before 9:00am.

LIBRARY SERVICES

Trainees/clients expelled from courses will not be entitled to a refund. Refunds are based on the following schedule:

Before the start of course/ Cancellation of course	Full Refund of monies paid
After one week	75% Refund of monies paid
After two weeks	50% Refund of monies paid
After three weeks and up to less than 50% of the total semester hours	25% Refund of monies paid
More than 50% of the total semester hours	No Refund of monies paid

Refund for Prior Learning Assessment Services

A refund can be made to clients for fees already paid. Clients can request a refund of fees paid for assessment services up to one week after the assessment process begins (pre-assessment) and prior to the commencement of the actual assessment.

A refund for fees paid for assessment services will be pro-rated as follows:

If the client fails to attend for an agreed assessment without formally notifying the ATO prior to the scheduled date & time, the situation will be treated as completion and no refund will be granted.

REGULATIONS GOVERNING DAILY ACTIVITIES

This is a training institution in which you are being prepared for the world of work. To this end production is of the essence. Therefore any activity that will reduce your level of productivity here must be prohibited.

♦ VISITORS

You are not permitted to have or entertain visitors during your training day. Exception will be made ONLY when emergencies arise.

♦ VERBAL COMMUNICATION

All are expected to speak in a moderate tone at all times.

English is the language of business and as such you are expected to use standard English at all times.

♦ USE OF CELLULAR PHONES

The use of cellular phones is to be limited while on the premises. In cases of emergency, trainees are required to inform their instructor or Career Development Officer. Calls will be facilitated from the Administration Office.

PAYMENT PLAN

POLICY

Policy (adapted from the former IBT Manual)

The institution provides a Payment Plan to address applicants with financial challenges applying for programmes.

PROCEDURES

The trainee shall pay to the institution no less than one hundred percent (100%) of the total tuition costs and any other relevant charges on or before the first day of class. Tuition fees are only due for trainees pursuing programmes at level 5 or above.

Potential trainees or trainees finding it difficult to complete payment, may be afforded the opportunity to enter into a payment plan. The trainee accepts sole responsibility to ensure payments are made on the dates specified in the schedule hereto and the trainee agrees that there shall be no variation in the payment schedule. All trainees who have not completed payments must complete a Tuition Payment Agreement which outlines the terms of payment 30 or 60 days options.

The institution reserves the right to terminate this Agreement immediately if the trainee fails to make any or all payments on time. The Port Maria VTC may exercise its rights in law to recover all outstanding monies due and owing by the trainee.

The institution may suspend all assessment exercises, withhold Statements of Competence and bar the trainee from participating in the course if the trainee defaults on the Payment Plan.

REFUND POLICY

The PORT MARIA Vocational Training Centre practices a fair and equitable refund policy and seeks to

Formal application for a refund must be made to the Administrative Office. The date which the application is filed is considered to be the official date of withdrawal. Trainees/clients should allow approximately four (4) weeks for refund cheques to be processed.

How to Apply For a Refund

A trainee may apply for a refund by filling out the *Request for Refund Form*, which may be obtained from the Administrative Office. After attendance and absences from classes have been verified, the form along with the original receipt is enclosed in a memorandum from the Centre Manager and is forwarded to the Accountant. The Refund process is complete when the cheque is sent to the institution for disbursement to the client.

The trainee may request a pro-rated refund of administrative fees paid, except Registration Fee, if he/she:

- *has attended less than 50% of the total semester hours*
- *has approved Leave of Absence due to illness, migration, etc*
- *has been informed by the institution of the cancellation of the programme*