Trench Town Polytechnic College



Student Handbook



"Empowerment through Excellence, Innovation & Creativity"

Eighth Street, Trench Town, P.O. Box 13, Kingston 12, Jamaica, W.I. Email: <u>info@trenchtownpolytechnic.edu.jm</u> Website: www.trenchtownpolytechnic.edu.jm

Contents: Student Handbook

Preface
Introduction7
Mission Statement7
Vision Statement7
Guiding Principles
Academic Excellence and Innovation8
Integrity
Commitment to Teaching and Learning8
Student-Centeredness
Effective Communication
Respect, Civility and Collegial Environment9
Crest9
Motto9
School Song9
Profile of the Graduate 10
History of Trench Town Polytechnic College 10
Strategic Priorities11
Positive Student Outcomes11
Quality Personnel & Quality Service 11
The Environment
Resources11
Communication & Community Engagement 11
Academic Information12
Admission Requirement12
Student Selection Process
Financial Information12
Fee Payment Policy12
Payment by Semester
Fee Payment Plan
Fee Payment for Contract Students or Those Exceeding Duration of Programme. 13

Overpayment of Fees	13
Co-Curricular Activities	13
Clubs and Societies	13
Sporting Activities	14
Inter-House System	14
Meetings	14
Officers	14
Activities	14
Valedictory, Graduation and Awards Ceremonies	14
Programme Delivery Modalities	15
Assessment and Evaluation	15
Assessment Tasks	15
Procedures for Course Work	15
Student Support Services	16
Academic Advising & Personal Counselling	16
Consultation	<u>17</u> 16
Peer Mentors	<u>17</u> 16
Cultural Enrichment Opportunities	17
	····· · ·
Community Engagement	
	17
Community Engagement	17 17
Community Engagement Mid-Semester Evaluations	17 17 17
Community Engagement Mid-Semester Evaluations Evening Services	17 17 17 <u>18</u> 17
Community Engagement Mid-Semester Evaluations Evening Services Food Services	17 17 17 <u>18</u> 17 <u>18</u> 17
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services	17 17 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services Library Resource Centre	17 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services Library Resource Centre Environmental Education Programme	17 17 <u>18</u> 47 <u>18</u> 47 <u>18</u> 47 <u>18</u> 47 <u>18</u> 47 <u>18</u> 47
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services Library Resource Centre Environmental Education Programme Wi-Fi Access	17 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services Library Resource Centre Environmental Education Programme Wi-Fi Access	17 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 18
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services Library Resource Centre Environmental Education Programme Wi-Fi Access Internet Usage Policy Statement Computer, Email and Internet Usage	17 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 18 18 18
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services Library Resource Centre Environmental Education Programme Wi-Fi Access Internet Usage Policy Statement Computer, Email and Internet Usage Restrictions	17 17 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 18 18 18 19
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services Library Resource Centre Environmental Education Programme Wi-Fi Access Internet Usage Policy Statement Computer, Email and Internet Usage Restrictions Student User Compliance	17 17 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 18 18 18 19 19
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services Library Resource Centre Environmental Education Programme Wi-Fi Access Internet Usage Policy Statement Computer, Email and Internet Usage Restrictions Student User Compliance Conduct at the College Gate	17 17 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 18 18 18 19 19 19 19 19
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services Library Resource Centre Environmental Education Programme Wi-Fi Access Internet Usage Policy Statement Computer, Email and Internet Usage	17 17 17 18 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 18 18 18 19 19 19 19 19 19 19
Community Engagement Mid-Semester Evaluations Evening Services Food Services Health and Wellness Services Library Resource Centre Environmental Education Programme Wi-Fi Access Internet Usage Policy Statement Computer, Email and Internet Usage Restrictions Student User Compliance Conduct at the College Gate Environmental Issues Conservation Measures	17 17 17 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 <u>18</u> 17 18 18 19 19 19 19 19 19 19 19 19

Participation in Competitions2	20
Examination Regulations2	20
Regulations Governing Attendance and Engagement	21
Management of Non-Engagement	21
A. Where a student has notified current or intended absence	21
B. Where a student has not notified absence	22
Total Absence	<u>22</u>
Voluntary Interruption of Study <u>23</u> 2	<u>22</u>
Contact details	<u>22</u>
Emergency Contact Protocol <u>24</u> 2	23
Procedures for Requiring a Student to Withdraw Temporarily or Permanently from the College on the Grounds of Health and Safety	
Harassment Policy	<u>23</u>
Sexual Harassment	23
Extortion	<u>2</u> 4
Gambling and Gaming	<u>2</u> 4
Bullying	<u>24</u>
Brawls	24
Offensive Language	24
Alcohol and Drugs	<u>24</u>
Smoking	25
Counselling	25
Health and Safety	25
Medical Attention	25
Prescriptions	26
General Campus Regulations	26
Dress Code	26
Personal Appearance	26
Conduct	27
Interpersonal Relationships <u>28</u> 2	27
Firearms, Ammunition, and Weapons <u>28</u> 2	27
Respect	27
Integrity	27
Classroom Maintenance	28
Food and Beverages	<u>28</u>

Noise	
Late Arrivals	
Illness	
Injuries	
Valuables	
Cell Phones, Personal Communication Devices	
Investigation of Rule Violations or Misconduct	
Review and Appeal of Action	
Grievance Procedure	
Study Skills	

Preface

The Ministry of Education clearly articulates in Section 2a (1) of the Education Regulation, Education Act (1980) that, "A student shall obey the rules of the school he is attending."

This Student Handbook is intended to provide an overview of the policies, practices, rules and procedures which students admitted to Trench Town Polytechnic College, (hereafter mentioned as "the College") are expected to abide by.

By registering for a place at Trench Town Polytechnic College, students indicate they agree to accept the provisions of these regulations.

Students are encouraged to peruse the contents of this Handbook so they may become familiar with guidelines of the various articles. No list of rules can be exhaustive. Therefore, the College's administration reserves the right to exercise discretion on all matters pertaining to good order and discipline. It is anticipated that students will work to engender a symbiotic relationship with the College so that success and development for all can be achieved.

Introduction

Trench Town Polytechnic College is committed to maintaining a community which recognizes and values the worth and dignity of every person; fosters sensitivity, understanding, and mutual respect among its members; and encourages individuals to strive to reach their full potential in pursuit of academic excellence.

The Student Regulations provide information for all students on the structure, policy, regulations, and procedures of the College that govern their relationship to the College in both academic and personal progress towards their ultimate educational goals. It is designed as a reference, covering the basic areas relating to all students registered with the College.

When you register, you are signing a written undertaking to obey the Ordinances and Regulations of the College which are in force during your period of study. This includes regulations governing the payment of fees and other sums due to the College, and those governing attendance, conduct and progress in studies. The regulations apply to students in all programmes.

Mission Statement

To develop a community of learning that is dedicated to the pursuit of excellence in academics, technical vocational education and entrepreneurship in an environment that fosters critical thinking, self-respect, discipline, compassion, integrity and accountability.

Trench Town Polytechnic College is committed to the intellectual, personal, and professional growth of its students and staff. The goal of the College is to inspire a lifelong passion for learning, and to empower students to succeed as citizens of a challenging world. The institute will seek to challenge students to extend their intellectual capacities, interests, and creative abilities; develop their talents; and acquire a lifelong enthusiasm for learning. With the provision of relevant education, it is hoped that students' passion for learning will be evoked and they be empowered with highly employable technical/vocational skills for local and global mobility.

Additionally, in fulfilling the mandate as a Polytechnic College partnerships with industry and Government will be forged to improve the quality of the workforce and to serve as an engine for economic and cultural development. This commitment to public service, continuing education, and economic development should address the national needs, improve the quality of life, and raise the educational level within the College's scope of influence.

Vision Statement

A community committed to nation building, through accessible and affordable education designed to meet current and evolving labour market needs.

Guiding Principles

- Academic Excellence and Innovation
- Integrity
- Commitment to Teaching and Learning
- Effective Communication
- Respect and Civility
- Student-Centered Environment

Academic Excellence and Innovation

The College sets, expects and maintains high educational standards consistent with the needs of the students, and changing workforce. Our faculty and staff are committed to providing high-quality, innovative, and flexible educational opportunities and services in an accessible, student-centered environment.

Integrity

The College places fairness and honesty at the center of all its policies and operations. We uphold the highest ethical standards in striving for academic and professional integrity in all that we do. We strive to be both responsible and responsive in utilizing resources to meet students' and community needs.

Commitment to Teaching and Learning

The College functions as a learning organization, continually adapting, improving and evaluating its services to promote lifelong intellectual and personal development. We believe that learning is rooted in both curiosity and inquiry, and is engendered by dedicated, creative and enthusiastic teaching which utilizes appropriate modes of delivery. Technology supports and serves the learning process.

Student-Centeredness

The College is committed to education, inquiry and service in order to meet students' changing needs. We foster lifelong learning, civic and social responsibility, leadership, and individual career growth.

Effective Communication

The College is committed to effective, open and proactive communication. We take responsibility to listen, speak and write clearly to inform our publics and foster collaboration with industry partners.

Respect, Civility and Collegial Environment

The College promotes respect, civility and courtesy in our day-to-day interactions with others. We seek to instil respect for and appreciation of members of the College, our community and partners.

Crest



The Trench Town Polytechnic College Crest has an inset of a golden Shield within a brown border. The Shield, an emblem adapted from the former Trench Town High School, contains a flambeau and an open book. The flambeau is a reminder that students are light bearers who will ignite the world with their warmth and light; the

open book is symbolic of learning and knowledge. The motto on the inlay reminds of fair play: "One for all. All for One." The outer portion of the Crest demonstrates the progression into the present mission Polytechnic. The Trench Town Polytechnic College motto is proudly displayed underneath.

Motto

Empowerment through "Excellence, Innovation and Creativity."

The school Motto is meant to remind each student of the empowerment which the skills which he/she acquires at the College will enable. Students' innovativeness and creativity will be honed as they are prepared for service in a 21st century global industry. You

School Song

Empowerment through excellence, innovation and creativity, At the Trench Town Polytechnic, we strive to the best of our capacity!

Creating leaders for the community, with integrity and civility; Through academics, skills and abilities We are geared to advance our country!

Cho

We will press towards our calling By the grace of God Almighty, We'll excel in task and duty Advancing Vision 2030! Gem hidden in the heart of the city; Pride of this South Saint Andrew constituency,

Planted to transform lives of the citizenry: Educating all towards upward mobility. TTPC we will fly your banner high!

(Written by Nyron Creary, Lecturer of Music & Aleia Beecher, Lecturer of Communication Skills at Trench Town Polytechnic College)

Profile of the Graduate

Upon completion of his/her programme of study, the Trench Town Polytechnic graduate shall:

- be knowledgeable in subject content, skills and current developments in his/her field;
- depict critical thinking and problem solving skills;
- demonstrate appropriate competencies and skills relevant to industry needs;
- demonstrate workforce skills, entrepreneurship, and small business management competencies;
- live in harmony with the environment and promote sustainable living.

History of Trench Town Polytechnic College

The history of Trench Town Polytechnic College may be traced to 1963 when it was constructed and later gifted by the British Government. At the time, the institution, called Trench Town Senior, had its doors officially opened on January 4, 1964 by the British High Commissioner to Jamaica, His Excellency, Sir Alexander Morley. Years later in an announcement by the Minister of Education who presided at the time, Mr. Edwin Allen, the school was renamed Trench Town Comprehensive High School.

Trench Town Comprehensive High School commenced operations on a "shift system" with a total of 900 students, 860 of whom came from the Trench Town Junior School, now renamed Trench Town Primary School. This South Saint Andrew "oasis in the desert," is believed to be Jamaica's first Comprehensive High School. According to Dr. P.C. Crawford, the school's second Principal who served from 1965 to 1975, "Such a school would offer all the students or nearly all of the children in a given locality, a secondary education which would be suited to their varying abilities, interests and aptitudes being organized into three distinct sides of grammar, technical and junior secondary, a school essential for the development of a truly democratic society".

In 2015, *Trench Town Polytechnic College* was established because of the merger of Trench Town and Charlie Smith High schools in response to the decline in overall attendance of pupils to both institutions. The idea was to realize greater efficiency regarding the use of resources and more importantly, advance national development. Operations began in August 2015, however, September 14, 2015 marked the commencement of massive refurbishing works which preceded the start of teaching and learning activities on October 5, 2015.

The College, designated a tertiary education provider, offers diverse programmes of continuing, technical and vocational education and is focused on aligning workforce with industry through quality and relevant education. This educational strategy is designed to provide students with

highly employable technical/vocational and entrepreneurial skills that will advance their ability to be creative, productive, competitive, and self-reliant.

On Tuesday, November 17, 2015, the Minister of Education at the time, The Honourable Reverend Ronald Thwaites JP., MP, declared the College "open" in an official ceremony attended by Government officials, distinguished representatives from academia, and national life. Guided by its motto, [Empowerment through] "Excellence, Innovation and Creativity," the College seeks to make an indelible mark on the educational landscape whilst transforming the communities within its scope.

Strategic Priorities

Among the strategic priorities of Trench Town Polytechnic College are:

Positive Student Outcomes

Aim: To reduce academic failure and frustration; minimize disciplinary referrals and maximize students' potentials.

Strategy: Make teaching and learning our core business

Quality Personnel & Quality Service

Aim: To ensure quality personnel are selected, and that they offer quality service

Strategy: To work with staff to establish a human development plan; engage in continuous professional development; establish quality standards for all staff; implement and monitor systems of accountability; establish a Staff Wellness Programme to feature the dimensions of wellness - physical, social, psycho-emotional, intellectual, spiritual and environmental health. Special emphasis will be placed on working conditions, improving interpersonal relationships and establishing a culture of care, also demonstrating said attributes when interacting with all students.

The Environment

Aim: To provide an environment supportive of teaching/learning and healthy interpersonal relationships that will inspire positive student outcomes, collegiality, school pride and bonding.

Resources

Aim: To acquire, procure, maintain, secure and otherwise manage resources effectively to advance teaching/learning and generate revenue.

Communication & Community Engagement

Aim: To improve public support of Trench Town Polytechnic College **Strategy**: Engage parents, community members and other stakeholders; establish strategic partnerships; publish positive stories/news and invest in advanced communication technologies.

Academic Information

Admission Requirement

The minimum requirements are passes in five (5) subjects at the CSEC level or equivalent to include Mathematics, English A, a Physical Science, a Social Science or an Arts subject.

Student Selection Process

Once the application process has been completed, the matriculation requirements are checked for each applicant. Applicants are then required to sit an entrance test; if they are successful then they will be invited to an interview.

Financial Information

Fee payment in an integral part of the registration process. All students are reminded of their responsibilities to the College to comply with the payment deadlines in order to complete their registration. Fees should be paid to the institution's account at any branch of The Bank of Nova Scotia. The 'school's copy' of the payment voucher should subsequently be submitted to the Accounts Department as a part of the registration process.

Fee Payment Policy

- All tuition and miscellaneous charges are due and payable at the start of the academic year. Payment may also be made on a semester basis.
- It is a breach of the regulations to proceed to classes without being duly registered for the academic year.
- No student will be allowed to register for a new academic year with an outstanding balance on his/her account.

All sponsored students (e.g. NYS, JAMVAT, SLB, Scholarship/Bursaries) are required to submit documentary evidence of such sponsorship at registration.

Payment by Semester

Semester 1

Prior to the stipulated date of registration, the following fees will be due and payable: 50% tuition fees, and any miscellaneous charges such as laboratory fees, and sports facilities usage fees.

Semester II

The remaining 50% of the tuition fee and any other charges that are due and payable should be settled.

Fee Payment Plan

In exceptional and extenuating cases of financial hardship, a student may be allowed to enter a payment plan; such a student is required to submit his/her situation in writing to the Principal/Vice Principal prior to the start of the semester. Where approval has been granted, the student will be required to sign to and comply with a payment schedule. No student will be allowed to sit End of Semester examinations without completing fee payment for the semester in question.

The registration status of any student on the fee payment plan will be provisional until all fees that are due and payable are received by the College.

Fee Payment for Contract Students or Those Exceeding Duration of Programme

All contract students or those who extend the normal duration of their programme will be charged fees on a per credit basis (prevailing rates) for each course.

Students may be required to pay a (refundable) Caution Fee.

No official record and or certification will be released to or on behalf of any student or graduate who has an outstanding financial obligation to the College.

Overpayment of Fees

If a student has overpaid their account, the excess will be refunded upon request or credited to the next payment period. Requests for refunds should be made in writing to the Bursar.

Remember, to be in good financial standing for the academic year or semester, you are required to pay all fees that are due.

Co-Curricular Activities

To build men and women of character requires not only a rigorous academic programme, but also one which enrichens and promotes vibrant co-curricular pursuits. Students of the College must participate in at least one co-curricular activity, besides a religious fraternity. Co-curricular activities provide opportunities for students to hone their various talents and interests, build team spirit, learn important life skills, promote volunteerism and service, cultivate bonds of friendship and foster school spirit and loyalty. Additionally, all students are required to complete 10 hours of Community Service during their programme.

Clubs and Societies

Performing ArtsNewsletter ClubFitness/Wellness ClubSteel OrchestraCircle KUniversities' and Colleges' Christian FellowshipDebatingPeer CounsellingStudent CouncilGreen GenerationChoirGourmetMusic Club

Sporting Activities

AthleticsFootballNetballTable TennisVolleyballBasketball

Cricket

Inter-House System

There are four Houses, named after unique birds, the **Pheonix** – yellow, **Heron** – blue, **Pelican** – purple and **Eagle** – red.

All incoming students are placed in Houses and remain in these Houses for their tenure at the College. The number of students per House remains relatively even. Members of Staff are also evenly assigned among the four Houses.

Meetings

Meetings are held on days appointed by the House Coordinator.

Officers

Each house elects a House Captain, one Vice Captain, two Sports Captains, a Treasurer and a Secretary. One Staff member will serve as Staff Moderator. The Officers and Staff Members are responsible for conducting House Meetings, encouraging student participation, collecting funds when necessary and keeping accurate records of House Meetings, Attendance, Achievements and Expenditure. The House Coordinator checks from time to time to ensure that these duties are being carried out.

Activities

Activities to encourage Inter-House rivalry exist in the areas of Academic Performance, Conduct, Sports and other co-curricular activities. These include, but are not limited to Inter-House Competitions such as Marathons (Road Races), Girls' and Boys' Football, Netball and Volleyball and Sports Day Events.

The annual **Eistedfodd** Competition showcases Inter-House talent rivalry in the areas of the Visual, Performing, Culinary and Literary arts. Students vie for places in Drama, Speech, Music, Dance, Art and Food Preparation.

At the end of respective Competitions, students are awarded with medals, trophies, shields or cakes to be shared among House members.

Valedictory, Graduation and Awards Ceremonies

The annual Valedictory, Graduation and Awards Ceremonies are held as per indication on the College's Calendar of Events. These Services are convened to mark outstanding performances and satisfaction of the academic and behavioural criteria for exit diplomas, degrees and other awards.

Further details of the matriculation requirements for each of these Services are communicated to students in the Second Semester of each Academic Year.

Programme Delivery Modalities

The programme delivery will be predominantly face to face interaction, seminars, project work, tutorials with a heavy practical component to facilitate skill mastery and expertise. Industry practice/work placements will be infused to supplement classroom experiences. The teaching approach will be both learner-centred and interactive.

Assessment and Evaluation

Philosophical Framework

In providing quality education, assessment strategies and procedures play a key role. Accordingly, care must be taken that the balance and/or interplay between instruction and assessment create a framework that allows the student to explore, experiment, acquire and produce new knowledge, skills and attitudes. Given the importance of assessment of student performance in College teaching and in students' outcomes, Instructors are responsible for taking adequate steps to ensure that assessment of students is valid, open, fair and congruent with course objectives.

The emphasis on learning as a holistic experience, supports the call for a variety of assessment techniques and, importantly, assessment *as* learning and assessment *of* learning.

The assessment policy of Trench Town Polytechnic College emphasizes the well-being of students. They should, therefore be active partners in the assessment process and should engage through self and peer assessment. Assessment procedures and grading standards will, therefore, be communicated to students. Assessment must be valid, fair, with no hidden criteria and should be congruent with programme and course objectives.

Assessment Tasks

Normally, courses will be evaluated by both course work and terminal examinations. In some instances, however, a course may be evaluated wholly through course work assignments. This is applicable specially to courses with a strong practical orientation. Course work, which is a requirement of all courses in all programmes, should facilitate, *inter alia*, the assessment of competences and skills not assessable in the terminal examinations.

Assessment may be conducted through tasks such as essays and objective type questions, oral and practical examinations. It may include strategies such as open book examinations, authentic/performance tasks, portfolios, case studies, action research etc. Within each subject, a range of assessment strategies should be encouraged as befitting the course type.

Procedures for Course Work

- Each course has stipulated requirements for assessment for the semester and year: the types
 of assignments, the number of pieces to be submitted and the weighting of each category.
 Each student is required to do all assignments set by his/her lecturer.
- Dates for the submission of course work will be given to students at the beginning of the semester.

- Completed course work should be appropriately presented and submitted on time to the lecturer.
- Failure to complete course work in the time allotted should be communicated to the Lecturer before the due date so that an alternate arrangement can be made at the discretion of the Lecturer.
- Late course work will result in the deduction of 1 to 3 grade points.
- All marked course work pieces should be returned to the respective Lecturers before sitting the CCCJ exams.

Cheating, plagiarism, and other forms of academic dishonesty are prohibited. Plagiarism is a very serious offence, punishable by law. Tutorials on the appropriate use of copyright works may be obtained from the Librarian or her designate at the Omar Davies Library & Resource Centre.

The Trench Town Polytechnic College strongly adheres to a zero-tolerance stance to plagiarism. This institution defines plagiarism to capture the practice and act of using someone else's work, words as well as ideas, and misrepresenting them as your own.

This policy framework operates in the parameters outlined by The Council of Community Colleges of Jamaica Student Handbook (pp.41-44).

Student Support Services

Student Support Services are a vital part of the College's academic programme. The mission is to provide a climate supportive of holistic growth, maximizing student potential, retention and successful graduation. These services will help students navigate the college system and overcome many of the obstacles that may impede attainment of their educational goals.

The following are the student support services available at Trench Town Polytechnic College:

Academic Advising & Personal Counselling

All students will benefit from on-going individual academic advising and personal counselling they will receive from staff and peer mentors. Advising is provided to help students focus and direct academic efforts towards their chosen area of interests as well as potential career goals.

The personal counselling services provided will help students with common college concerns such as stress and anxiety, coping strategies; and balancing the issues of family with the demands of college, study skills, and financial aid.

Student Advisement Policy

This policy surrounds the efforts of the student services to provide all students with an advisor. This will ensure that the students have guidance and support to navigate the departments and utilize the resources put in place by the institution. This will ensure that the student understand their roles and responsibilities and can access to not only resources, but absorb the culture of the institution.

Consultation

Lecturers will outline the periods when they are available for consultation. These times are opportunities which Lecturers use to reinforce, clarify, explain or redefine academic concepts which students find challenging.

Peer Mentors

This is a formal programme designed to be a comprehensive support system *for* students *by* students. The goal of the programme is to help students achieve academic and personal success. Peer Mentors (PM) are mature and focused students who are committed to guiding and mentoring their peers.

Mentorship Programme

This efforts is put in place to supplement the advisement programme and offer students both professional and personal development. This will ensure that the students will have that type of resource which facilitates their growth into their careers.

Cultural Enrichment Opportunities

Through various campus activities and student organisations, students will experience a variety of cultural events both on and off campus. These events will include, but are not limited to, excursions to historic sites, theatres, musicals and dance productions.

Community Engagement

Students will be provided various opportunities throughout the academic year to help to "give back" to local communities. These volunteer and engagement experiences will help students fulfil the volunteer hours required.

Mid-Semester Evaluations

Each half semester, all faculty are required to complete Mid-Semester Evaluations for records for all students. These evaluations will provide students with valuable feedback about their academic performance and personal conduct. Through this medium the College will, both, monitor students' progress and inform the advising process.

Evening Services

The office of Evening Services was established to maintain communication and provide support services for evening and weekend students. Evening and Weekend students are those students whose classes begin at 4 p.m. or later during weekdays, or occur on weekends. Evening and Weekend students may direct questions or concerns to this office for resolution or

referral. In addition, all offices can be reached during normal business hours of 8:30 a.m. – 4:00 p.m.

Food Services

Cafeteria, and catering services are available.

Health and Wellness Services

The Health Centre is staffed daily by a Registered Nurse. Students may seek First Aid for oncampus sickness, injury, consultation, and or referral(s). Information on accident and health insurance policies is also available. The Health Offices are open Monday through Friday from 8:00 am to 6:00 pm.

Library Resource Centre

The Omar Davies Library & Resource Centre provides students with access to a broad range of resources to improve learning. The goal is to assist students in attaining their educational goals and in developing research skills.

Environmental Education Programme

The planned activities of this programme will educate students about the positive effects of environmental responsibility and sustainable living.

Wi-Fi Access

All students are expected to use the Internet responsibly and productively to ensure academic success.

Internet Usage Policy Statement

This Internet Usage Policy applies to all students and employees of Trench Town Polytechnic College (TTPC) who have access to computers and require the Internet to be used in the performance of their work. Use of the Internet by students is permitted and encouraged where such use supports the goals and objectives of the academic programmes. Access to the Internet, through TTPC, is a privilege; and violation of these guidelines could result in disciplinary action. Browsing certain sites or downloading files is prohibited. Students may be held personally liable for damages caused by any violations of this policy entering into the use of TTPC's Internet services, confirms that users have understood and agree to abide by these rules.

Computer, Email and Internet Usage

- Use the Internet responsibly and productively. Internet access is limited to programme-related research and educational activities only. Personal use is not permitted.
- All Internet data that is composed, transmitted and, or received by TTPC computer systems, is subject to disclosure for legal reasons to other appropriate third parties.

- The equipment, services and technology used to access the Internet are the property of College and the institution reserves the right to monitor Internet traffic and monitor/access data that is composed, sent or received through its online connections.
- Emails sent via the TTPC email system should **not** contain content that is deemed to be offensive. This includes, though is not limited to, the use of vulgar or harassing language/images.
- All sites and downloads may be monitored and or blocked by TTPC if they are deemed to be harmful and or not productive to business.
- The installation of software such as instant messaging technology is strictly prohibited.

Restrictions

Unacceptable use of the Internet by students includes, but is not limited to:

- Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via TTPC email service;
- Using computers to perpetrate any form of fraud, and, or software, film or music piracy;
- Stealing, using, or disclosing someone else's password without authorization;
- Downloading, copying or pirating software and electronic files that are copyrighted—or without authorization;
- Sharing confidential material, trade secrets or proprietary information outside of the institution;
- Hacking into unauthorized websites;
- Sending or posting information that is defamatory to the College, its products/services, colleagues and or clients;
- Introducing malicious software onto TTPC network, and, or jeopardizing the security of the institution's electronic communications systems;
- Sending or posting chain letters, solicitations, or advertisements not related to college purposes or activities;
- Passing off personal views as representing those of TTPC.

N.B. The College recognises the parameters outlined in Jamaica's Cybercrimes Act (2015) and encourages students to be guided accordingly.

Student User Compliance

When you register as a student, you are signing a written undertaking to adhere to the Internet Usage Policy of TTPC. If a student is unsure about what constitutes acceptable Internet usage, he/she should ask his/her Faculty Advisor for guidance and clarification. Any student found in violation of this policy is subject to disciplinary and or legal action and his/her access privileges may be revoked.

Conduct at the College Gate

- 1. There must be no loitering at the gate at any time.
- 2. If business must be transacted at the gate, it should be done orderly and quietly.

Environmental Issues

Conservation Measures

In the bid to conserve energy and thus reduce the amount spent on electricity and water, the College seeks to involve students in more proactive conservation efforts.

1. Students are asked to conserve water, report all leaky taps, toilets and pipes to a member of staff. Water taps should be securely turned off after use and during periods of water restrictions and lock-offs.

2. Unwanted lights, fans and air conditioning units should be turned off especially when exiting a room.

Recycling

It is the responsibility of every student to contribute positively to the environmental quality of the College. Through the *Environmental Education Programme*, student awareness of the positive effects of environmental responsibility and reducing the legacy of waste, will be heightened. Students are encouraged to reduce, reuse and recycle as best as possible and to sort all recyclables into the correct containers.

Damage to Property

Any damage done to the College property, either wilfully or accidentally must be compensated for. The expense will be undertaken exclusively by the culpable student/students.

Participation in Competitions

Students who plan to participate in competitions, public functions, or other activities which require they register as a student of the College, should first inform the Principal in writing of such intentions before making the commitment.

Examination Regulations

- 1. Students **must** be seated in the Examination Room fifteen (15) minutes before the beginning of each subject paper.
- 2. Students are required to show their student identification card on entering the room and to display them on their desks throughout the examinations.
- 3. Students are asked to sit **numerically** or **alphabetically** in the Examination Room. Seating/Identification tags should **not** be removed from the desks.
- 4. No book, paper, printed or written document, picture or any unauthorized aid may be taken or received in the examination room by any student, except as specifically permitted on the recommendation of the Joint Board, CCCJ or the External Examiner.
- 5. Cellular telephones or talking clocks are not allowed in the Examination Room.
- 6. Students are expected to be SILENT once they are in the Examination Room. There must be **no** communication between students or with any unauthorized person in or outside of the Examination Room while the examination is in progress.
- 7. a) Students are **not** allowed into the Examination Room after the first half hour has elapsed.
- b) Students are **not** allowed out of the Examination Rooms before the end of the time allotted to the

paper, except under special circumstances.

- 8. Each student **must** have his/her own equipment needed in the examination, for e.g. pens, liquid paper, pencils, Geometry Sets.
- 9. Only transparent pencil cases are to be taken into the Examination Room.
- 10. Students are permitted to take drinking water into the Examination Room.
- 11. Students must complete the face of the answer booklets using their correct Identification number. This is what distinguishes each exam script from those of students within the College and other CCCJ institutions.
- 12. The question number and ID number must be written on every page.
- 13. Students should be aware of their Programme, Subject and Course Codes.
- 14. All rough work must be done in the booklets provided. Except for Mathematics, no extra paper will be given for rough work.
- 15. Answer Booklets should never be torn. To identify omitted work, use a pencil to draw a line through the text and label it with the word "OMIT".
- 16. Students will be provided with extra paper if they have used up the sheets in the Answer Booklet given. It is recommended that students indicate by raising a hand when they have commenced writing on the last page of their current booklet. The invigilator will provide accordingly.
- 17. Loose leaves should be inserted inside the back cover of the answer booklet and fastened securely with string provided by the invigilator.
- 18. Students with examination clashes will be held by an invigilator in a holding area between examinations to ensure the integrity of the exams is maintained. Students with clashes should contact the Exams Office as early as possible to make sitting arrangements.
- 19. Students will not be promoted to the next year if they fail more than one course totalling 6 credits or 90 hours. Failure in more than one course will result in persons having to repeat these courses in the next academic year. Such persons may return on contract.

Policy For submission of Examinations

Within the tertiary framework examinations can be conducted face to face or via an online platform. Once examinations are facilitated via the online portal (moodle) all examination scripts should be submitted within the timeframe stipulated by the Council of Community Colleges. If scripts are not submitted within the specified timeframe, it will be deemed late with a possibility of the script being rejected.

Marking Policy

According to industry standards it is important for all grades to be moderated before being posted to the students for access. Consequently, to enhance quality standards within the institution, all assessment pieces for all programmes offered at TTPC will undergo a verification process. Grades are posted as official once this is done.

Coursework Policy

The Council of Community Colleges works collaboratively with Institutions to create common coursework pieces which will add to the final grade of the candidate. For all other programmes competence is observed when the candidate has attained mastery in all the assessment tasks

assigned. These assessment tasks are externally moderated and verified before being published to the students.

Regulations Governing Attendance and Engagement

- 1. Students must organize their residential and other arrangements to facilitate attendance and engagement as required by their programme.
- 2. Students must attend all teaching activities necessary for the pursuit of their studies, undertake all associated assessments and attend meetings and other activities as required.
- 3. Punctual attendance at lectures is compulsory. Classes begin at 8:00 a.m. unless otherwise stated by your timetable.
- 4. The College monitors the attendance of its students and where required, will be guided by the Attendance regulations, to take appropriate action.
- 5. If a student is absent for a day or more, he/she should report to the Vice-Principal on returning to the college.
- 6. If a student is absent for three or more days she/he must inform the Vice-Principal at the earliest possible time and, if absence is due to illness, he/she must present a doctor's certificate on his/her return.
- 7. Students may be prevented from writing the examination for any course in which they have been absent for more than 10% of the classes.
- 8. Students should always be prepared for laboratories activities with the necessary ingredients, tools, materials, fabric and notions.
- 9. All students are required to have a laboratory Log Book to be signed by the Lecturer at the end of each Lab to verify the day's work.
- 10. Students who have missed classes, particularly laboratory activities should determine expeditiously, how to complete the requirements for those classes missed.
- 11. Where students wish to interrupt their studies, defer or withdraw from their programme, they should follow the College's procedure on Voluntary Interruption of Study.
- 12. Students may be required to withdraw temporarily or permanently on Grounds of Health and Safety.

Management of Non-Engagement

Insufficiently engaging with all activities necessary for the pursuit of one's studies or non-submission of required formative assessments, is a breach of the Regulations.

A. Where a student has notified current or intended absence

A student who knows that he/she will be absent from the College for any period of time should make this known to his/her Department in order that appropriate provisions be made to communicate work/assignment due.

A student whose absence is unplanned should inform his/her Department immediately or at the earliest convenience.

When the absence is with good cause, the Department will, where possible, exercise consideration in responding to the needs of students on a per case basis.

Prolonged absence or any period considered to be significant by the College, may require a student to suspend his/her studies and return at a specified time in the future that will enable the student to resume the programme appropriately. In making such a decision, the College will take into account all the circumstances of the individual, including health and safety aspects, and the requirements of the programme being pursued.

B. Where a student has not notified absence

If a student is not attending the requisite timetabled classes and is not undertaking the requisite coursework assignments, the Lecturer should inform the student's Head of Department or a member of staff with delegated responsibility. Having investigated the extent of non-engagement and interviewing the student to ascertain the reason for non-engagement; if a satisfactory explanation for absence or non-completion of work is not received, a written warning will be sent to the student. If non-engagement continues and leads to the module(s) being failed. The student may be unable to progress under the relevant regulations or the suspension of the student's registration for a specified period.

Total Absence

If a student has zero attendance and the Department has no knowledge as to the student's whereabouts, the Vice Principal should be notified so the Emergency Contact Protocol can be applied.

Voluntary Interruption of Study

Students may, for a variety of reasons, want to interrupt their studies. Students should make their request to their Department, which will in consultation with the Administration decide whether to sanction such a request Interruptions will only be approved in exceptional circumstances in order to ensure that registration on the programme of study is not protracted over a lengthy period of time.

A student whose registration is suspended because of voluntary interruption of study is not entitled to attend any teaching or take any assessments; neither will the said student pay tuition fees in accordance with the College's fee schedule. The student is, however, subject to relevant regulations of the College.

Where an interruption is granted, the College may require the student on his/her return to repeat modules already passed where the syllabus for that module has been updated/revised, or to take new modules to replace outdated modules previously passed. In these cases, the marks from the repeated or new modules will replace the marks gained from the outdated modules.

A student who has interrupted his/her study will change cohort on returning to full-time study. The student will consequently be guided by the regulations which apply to the cohort they have joined may have implications for their progression or final award for the programme.

Contact details

It is essential that the College has accurate and up to date information about each student's address. Students **must** keep the College informed of their current and permanent home addresses.

For email correspondence, the College uses the <u>info@trenchtownpolytechnic.edu.jm</u> email address to contact students. If a student does not activate or use this account, the College will not be responsible for non-receipt of vital information.

Registered students should provide up-to-date information on their next of kin who may be contacted in an emergency.

Emergency Contact Protocol

1. All students are asked to provide details of an emergency contact when registering for their programme.

2. Emergency contact details will only be used when deemed necessary by the College. Wherever possible, the permission of the student will be sought prior to the College making an emergency contact.

3. The contact will be made by the Vice Principal or Principal or Senior member of Staff so designated/nominated for this purpose.

Procedures for Requiring a Student to Withdraw Temporarily or Permanently from the College on the Grounds of Health and Safety

Where there is concern about a student's physical and or mental welfare, the College will take all reasonable steps to provide help and support to the student. However, if it is deemed inappropriate to allow a student to continue with his/her studies, due to health and safety concerns, the College has the right to require the individual to withdraw. The College's approach in matters of behaviour, performance or health is to be thoughtful, measured and supportive. Notwithstanding this, the health and safety of other students and staff are also central to the decision-making process.

Where it is alleged that the student has violated the Regulations, the matter will normally be dealt with through the disciplinary procedures.

Harassment Policy

Harassment is strictly prohibited. It may be verbal, physical, sexual, religious, or racial activities implied or overt that could reasonably be construed to demean or have similar effects on another person.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature, regardless of medium or means.

Students will immediately report to the Administration any attempt or conduct by a staff member that reasonably appears to be an attempt to establish a personal relationship.

It is a violation of the regulations to solicit sexual favours, expose one's self sexually, display nude or sexual pictures intentionally or unintentionally while on the campus. Unwelcome conduct or communications, regardless of medium or means that may constitute harassment are prohibited.

A complaint is defined as an accusation of harassment based on unwelcome behaviours. Anyone may initiate a complaint. Complaints may be oral or written. Such complaints may be made to the Class Training Coordinator and College staff or Instructor, the Director's Office or any supervisor of the student's agency.

Extortion

Extortion is the act of trying to obtain something from another by force or threat. It violates the College's policy on violence and depending on the severity of the case, it may be treated as a criminal offence.

Gambling and Gaming

The College has a zero-tolerance policy on gambling and gaming on its premises. Students may at no time simulate a gaming arcade by playing games of chance as forms of gambling are strictly forbidden on campus.

Bullying

Bullying is an act of repeated cruelty in order to intentionally hurt another person physically or emotionally. Verbal, physical, written or other forms of aggression to intimidate any student or employee of the College, violates the school's policy on Violence. Additionally, the College recognises and condemns indirect bullying or social aggression, in which a student, group or employee may be ostracized because of their race, religion perceived sexual orientation or social class.

Brawls

Students are expected to refrain from engaging in brawls or otherwise causing embarrassment to members of the school community and/or damage to the school's image. Courtesy to others begins with self-respect and dignity. Discourteous behaviour shows immaturity, lack of self-respect and decorum. Students who are in breach of this rule will be subject to disciplinary action by the Board of Governors.

Offensive Language

The use of profane, ethnically offensive, or insulting language is prohibited.

Alcohol and Drugs

The use or possession of alcoholic beverages and or illicit drugs including cigarettes and marijuana anywhere on College grounds, is strictly prohibited.

The consumption of alcohol and use of illicit drugs in public establishments while wearing the College's uniform is prohibited.

Participation in any College function while under the influence of alcoholic beverage or illicit drug, is prohibited. No student will report for any College activity with alcohol on his/her breath. Any student reporting in this condition will be deemed to have committed a major violation.

Smoking

For health and safety reasons Trench Town Polytechnic College is a tobacco free campus. Tobacco and marijuana use and smoking are not permitted anywhere on campus. This restriction includes chewing tobacco, cigarettes, e-cigarettes, and all marijuana products in any form. Students caught smoking and or using contraband drugs will be suspended. This is a zero-tolerance campus.

Counselling

Any student feeling the need for counselling in relation to either academic or personal problems should contact the Guidance Counsellor for assistance. It is the responsibility of the student to ask for assistance however, a member of staff may refer a student at any time for counselling to further the success of the student.

Health and Safety

It is the responsibility of College staff and students to ensure that all activities are conducted in a safe manner, free from unnecessary risk of injury, and that the learning environment be also free from health or safety hazards. Any student having concerns about safety or health should immediately communicate such concerns to a member of the College's staff.

The proper use of furniture is recommended for the safety of the user and others.

Running within buildings is strictly prohibited. This is a risk management issue and will not be tolerated.

Medical Attention

There is a College Nurse and First-Aid will be rendered promptly as and when required to all students. However, students requiring special attention at a local hospital must be prepared to meet the cost of individual medical attention and transportation to and from the hospital. The College will cover the necessary initial charges to ensure the general health the student concerned but, all the related charges will later be billed to him/her.

All "chronic" illness you might have must be reported to the Nurse and documented on your medical records. Also, students with any known allergy to medication or substance will report for purpose of documentation on his/her file such allergies/condition.

Information on health insurance can be obtained from the College.

No student will be admitted to College unless his /her immunization card is up to date.

Students diagnosed with psychiatric conditions during the term will be asked to seek medical attention and report on treatments received from the relevant physician as regards mental fitness before he/she is allowed to continue his/her programme. A temporary or permanent withdrawal from College may be required in extreme cases.

Prescriptions

Students with special medical problems must apply their own medication. However, prescription drugs, prescribed by a licensed medical practitioner will be allowed when the student holds a valid prescription bearing his/her name on the container label.

Any student using prescribed medication(s) will provide in writing, reasonable information concerning the type of medication(s) and its possible side effects.

General Campus Regulations

Dress Code

The following guidelines are based on the presumption that students should look smart and professional, not casual, during class time (7:30 a.m. –7:00 p.m.) and are expected to follow acceptable standards of dress and proper grooming in keeping with the College's code of regulations.

There is an official uniform for students. However, should a student need to transact business with the College or if he/she has business on campus out of uniforms, he/she expected to dress in a professional manner. That is to wear 'business casual' clothing. That is defined as a tailored pants or skirt and button-up shirt or blouse.

All students are required to sign a form agreeing to abide by the guidelines for dress.

Personal Appearance

It is the policy of the College to enforce regulations regarding appropriate grooming and appropriate attire for all students.

- Hairstyles of an extreme nature that detract from a business-like appearance will not be permitted. Unless otherwise specified, the wearing of jewellery, while in uniform, will be limited to rings, watches, and stud earrings. A total of two rings may be worn, one on each hand. Grooming must not interfere with the effective functioning of any safety equipment/protective clothing used during activities.
- Laboratory activities require students to be appropriately attired in protective clothing. NB. No stockings should be worn during Foods Labs.
- Clothing worn shall not distract others and shall be consistent with the training activity.
- Slippers or sandals should not be worn during class time or to sit examinations; only closed shoes should be worn.
- Pants, ankle length dresses and jeans skirts should NOT be worn to classes.
- Brassieres should be worn always.
- Skirts should be lined or worn with slips.
- No sun-top/summer dress should be worn during class time.
- Skirt hems should cover the knee and be no more than 3 inches below the knee.
- No low-cut or sleeveless blouses, body blouses or T-shirts should be worn during class.

- Hair must always be clean and neatly combed in an acceptable style. Extensions must be same in colour as the natural hair.
- Sneakers (canvas shoes and track shoes) may not be worn to classes except for Physical Education.
- T-shirts with lewd slogans should not be worn on the campus at any time.
- Apparel must be adequate in size. Clothing that fits too tightly or which has exaggerated splits is not acceptable.
- Females may wear a single pair of earrings in the ear lobe.
- Thong slippers and sandals are not to be worn to classes.
- Students who are not in uniform or professional dress will not be allowed in classes.

Conduct

All students have the responsibility to promote ethical conduct concerning professionalism, nondiscrimination and conflict resolution and are expected to display courtesy and respect for peers and staff members at all times.

Interpersonal Relationships

Interpersonal relationships among students should be characterised by modesty, restraint and respect for the dignity of each person. Students are encouraged to form wholesome, inclusive friendships with their peers. Romantic behaviour associated with courtship is entirely inappropriate in a school setting. All forms of genital expressions of sexuality between students or between student and employee will be treated as cases of extreme misconduct. The Board of Governors will take decisive action where any case of overfamiliarity between students or between student and employee is observed.

No male student should venture into female students' restrooms and vice versa.

Firearms, Ammunition, and Weapons

The presence or use of firearms, ammunition, and weapons of whatever type on the compound is strictly prohibited. All students and their possessions will be scanned using the metal detector before entering the campus. All vehicles operated by students will be subject to search. It a serious offence to have knowledge or reasonable suspicion of the presence of any firearms, ammunition, and weapon on the compound and not inform a member of the College Staff.

Respect

All staff will be addressed by the appropriate title, or "Sir", "Miss" or "Ma'am".

Integrity

Integrity is essential for a proper functioning institution. Cheating, stealing, academic dishonesty and or lying is considered conduct unbecoming of a Trench Town Polytechnic student and is evidence of a lack of moral fibre. Violators will be subject to disciplinary action. Additionally, students having direct

or indirect knowledge of cheating, lying or deception of any kind who do not report such activities, will similarly be subject to disciplinary action.

Classroom Maintenance

Students are responsible for keeping classrooms and restrooms neat. All litter will be properly disposed of and the spaces maintained in a scheduled fashion.

Food and Beverages

Food, gum, and candy will not be allowed in the classroom. Beverages, in covered containers, are allowed as directed by the Lecturer who may allow exceptions for eating.

After eating in the Dining Area students must make every effort to dispose of plate waste, containers and debris appropriately. Chairs and tables must be returned to the locations they were found prior to leaving the area.

Students may be required to provide their own food if they have special dietary needs or restrictions.

Noise

Noise will be kept at a minimum at all times. During breaks and between classes, students will not loiter in or block the corridors. Scholarly quiet should be maintained so as not to disrupt others conducting academic business.

Late Arrivals

Tardy students will be subject to disciplinary action and late arrivals will be documented.

lllness

Except in an emergency, students who are gravely ill must remain at their place of residence and access health care. Likewise, all who have a contagious disease, should confine themselves to avoid the spread of sickness. Any missed instruction due to illness will be evaluated.

Students becoming ill during class should report to the Nurse immediately.

Injuries

All injuries, regardless of severity, must be reported to a Staff member as soon as possible. The Personal Injury Report Form must be completed by the student or by College Staff. Students who fail to report or who are evasive or deceptive in the documentation of injuries, shall be subject to disciplinary action.

Whereas a student may require an examination by a physician before participating in any activity, or continuing to participate following an injury, he/she may not be compelled to participate in any activity. However, it should be noted that in the absence of a medically excusable reason, failure to participate in any activity may result in a training sanction.

Students are free to consult a physician about any personal injury; the attending physician should be asked to prepare a report for the College. Injured students who have consulted a physician will not be allowed to participate until written clearance is received from the physician.

Valuables

Students are required to secure all their valuables. The College will not assume responsibilities for loss or damage to personal property, however caused.

Cell Phones, Personal Communication Devices

Cell phones, or other electronic communications devices (including cameras) must be kept on silent mode. The use of such devices shall not interrupt, delay, or disrupt classes. Failure to comply may result in disciplinary action.

Investigation of Rule Violations or Misconduct

Any complaint of misconduct or violation of the College rules and regulations, will be investigated and appropriate action taken. Investigations should be considered a high priority and will be completed within ten business days. All criminal acts will be referred to the Police or relevant agency.

Review and Appeal of Action

Any student disciplined by the College may request a review of the action.

Grievance Procedure

Students are expected to observe the following procedures in dealing with conflicts:

- 1. Discuss the problem with the lecturer concerned.
- 2. If unresolved, inform the Lecturer that the matter will be reported to the Head of

Department.

- 3. The Head of Department will facilitate a meeting of the parties.
- 4. If unresolved the matter may be reported to the Guidance Counsellor or Faculty

Advisor.

- 5. If still unresolved, the matter may then be reported to the Vice Principal.
- 6. The matter should be reported to the Principal only if all other interventions have

been unsuccessful.

In resolving conflicts with other students, conflict resolution strategies should be employed or the matter immediately referred to a Peer Counsellor or Staff member, for assistance towards resolution.

Study Skills

To ensure student success while at College, here are a few suggestions:

- Listen carefully during classes.
- Involve yourself in the learning process by participating in discussions, making comments or asking appropriate questions.

- Think about how each topic and the information garnered can be used to advance your career or activities at home.
- Accurately take notes.
- Read information sheets and assigned resource materials thoroughly.
- Attend scheduled consultation sessions with your Lecturer.
- Form study groups; ask fellow students to discuss with you the information you have difficulty understanding.
- Schedule regular study session; these can considerably increase your interest and retention span.