Policy and Procedure
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Topic: Student Services
Category: Client Services
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This policy replaces all versions of the HCIT/CIT Student Welfare Policy.

Purpose

To clearly identify and communicate the services that caters to the personal development and wellbeing of Clients/students by the HEART College of Innovation & Technology (HCIT) while they pursue their assessments/ studies in a selected vocation towards certification.

Policy

The HCIT provides advice and support to assist clients/ students in planning and completing their certification. Student welfare services are also in place to assist students transitioning from orientation through to graduation by coordinating their College experience and impacting the students socially, mentally, physically and financially while completing their training.

Scope

To acquaint all new clients/students with the policies, rules, regulations and opportunities at the College that will enhance their success towards certification resulting in their transition into the work force.

Responsibilities

Registrar: Has overarching responsibility for enforcing the Student Welfare Policy

Career Counsellor: Provides counselling services and career guidance services; has oversight for the Student Welfare Services; plans orientation for new students/ clients.

Policy Guidelines

HCIT Recruitment Process

All students seeking entry into the programmes undergo the following:

1. all applications are screened to ensure entry requirements are met
2. persons who meet entry requirements are scheduled for interview. Applicants may be subjected to a second interview pending recommendation from the interview panel
3. students may be redirected/referred for other programmes or other institution based on findings from the interview panel
4. successful applicants are then issued an acceptance package which provides orientation details.
5. orientation is conducted.
   Details regarding orientation can be found in the Orientations and Admission Policy, section Procedure-Orientation.

Student Leadership

The student Leadership Programme is geared towards developing and harnessing the leadership skills. Benefits from this program includes:

- building self-awareness
- improving self-worth
- developing assertion skills
- improving communication skills
- interacting and team working skills

The Executive of the Student Union is elected through a democratic process. There are six (6) Executive Members of the Students' Union. The Union exist to represent all the students and act as a corporate body on behalf of the students, ensuring that there is clear and efficient means of communication between students and the institution representatives. The student union liaises with the administration of HCIT and communicates the needs, issues and concerns of students to have these resolved in a timely and agreeable manner. The executive

ensures that the policy and procedures, vision and mission of HCIT are adhered to and respected, The Student Union aims at:

- Bridging the gap between Management and the student population in solving some key institutional issues
- Improving the quality of life for students
- Enhancing clubs and societies to boost interest level in extra- curricular activities
- Impacting not only the institution's needs to initiate outreach programs with its surroundings
- Creating a welfare programme for students in need
- Planning and coordinating social activities

Student Personal Development and Job Readiness

Activities shall include but are not limited to:

1. **Weekly Devotions / Information Sessions**
2. **Personal Development Seminars (PDS) -** PDS is an initiative which focuses on all the areas that are vital to developing an individual to become well rounded, enhancing their employability skills.
3. **Behaviour modification workshops/ seminars –** Some of the monthly PDS seminars will be focused on targeted groups based on a needs assessment. Students will receive a certificate of participation for any behavioural modification seminars that were attended.
4. **Exit Readiness –** Exit readiness days are held for students who have completed their programme of study. Student participation is compulsory for graduation.
5. **Career Services** - Resume writing and review services will also be made available for students. These should be submitted to the Career Counsellor's office for review. Additional presentations will be conducted, which will include engaging students in a particular manner.
6. **Career Corners** – A Career corner will be implemented on the e-learning website which is assessed by all students. A physical career resource center will also be established in the school library.

7. **Weekly Contract Session** – Weekly contact sessions will be held with groups identified 'at-risk' groups.
8. **College Readiness –**Upon commencing a programme of study, each student will be required to participate in a college readiness seminar. The main purpose of this exercise is to help new students make a steady transition from high school into that of college life, reducing the stressors and therefore enabling functionally in all spheres.
9. **Labour Market Presentations** – Such presentations will be done in the form a series where in special guests/ professionals will be invited to share on current trends.
10. **Career Advisement Plan for Clients**–clients will be treated with based on their level of expertise, through the use of the career interest plan. Using the findings/ results of the career interest form, the Career Counsellor will assist the client in matching related career paths to fit into their interests and abilities. client can access career counselling services by making appointments to see the Career Counsellor.

Student Exposure and Experience Programme

1. **Field Trip** – Field trips are planned by clubs or the institution as calendared events. Information such as names of students, method of travel and cost involved, objectives and purpose of the trip must be submitted to the Institution Manager for approval at least one week in advance. Failure to provide the information required in the time stipulated may result in a denied request. Student under the care of parent/ guardian will be required to submit a signed Field Trip Consent Form prior to the event.
2. **Guidance and Counselling Service** – The Career Counsellor provides individual, group, grief and career counselling to both staff and students. The institution takes an eclectic approach to dealing with students needs hence, knowledge and expertise is utilized from outside professionals within the same field. Students are required to make appointments to see the counsellor; therefore, sessions are scheduled to facilitate meaningful interactions/ inventions.

Student Welfare and Wellness Programme

1. **Meal Provision** – All students have access to potable water and meals are provided at no charge to students who are enrolled in a full time programme up to NVQJ Level 3.

2. **Library and Internet Services** - Students have access to E- resources through the E-library and may request hard copies of the books within the HCIT library catalogue under the library loan scheme.
3. **Online Services –** Students have access to online courses and resources. Internship and Student Aid

1. **Internship –** students who are completing their programme of study will benefit from hands on experience at the institution or various organizations in the industry.
2. **Bursaries Awards –** Student bursaries not exceeding JM$10,000.00 are available to assist students who present a genuine need.
3. **Scholarships –** Students attaining the highest academic average in select industry programmes may benefit from scholarship to pursue other industry certification. **Conditions apply*
4. **Student Incentive Programme –** At the end of the school year the sum of One Hundred and Twenty Thousand will be shared among student who attain the highest the highest average over of (85%)

One outstanding student from each full time NVQ-J programme who have excelled/attained the highest academic average of (95%) and over, will be awarded a scholarship from HCIT.

- Most Outstanding Student in Customer Engagement L2
- Most Outstanding Student in Digital Animation L3
- Most Outstanding Student in Network Administration L3
- Most Outstanding Student in System Administration L3
- Most Outstanding Student in Website Design L3
- Most Outstanding Student in Software Programming L3
- Most Outstanding Student in Events Planning L3
- Most Outstanding Student in Training and Assessment L4
- Most Outstanding Student in Network Engineering L4
- Most Outstanding Student in Records & Information Management L5