HEART NSTA TRUST

HEART
College of
Innovation & Technology



STUDENT HANDBOOK
2024-2025

HEART College of Innovation & Technology

MISSION

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

VISION

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



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SECTION A: INTRODUCTION TO THE COLLEGE

The Director Principal, Management Team, Faculty and Staff welcome you to HCIT

The HEART College of Innovation & Technology - HCIT (2011), formerly Caribbean Institute of Technology - CIT (1998), is a tertiary level institution that provides technology-based training programmes to support the Technical Vocational Education and Training (TVET) system in Jamaica. HCIT offers a comprehensive range of full-time, part-time and distance/online Information Technology programmes and short courses that cater to Jamaicans from all walks of life and age groups. In response to the demands of the labour market, the College also offers courses to satisfy the BPO, hospitality, and business sectors.
HCIT's graduates gain industry relevant knowledge and skills which allows them to move seamlessly into the workplace and perform at a very high level of competence. Trainees benefit from the training and assessment services provided by the college. The college identifies a Trainees as a person who has been registered and enrolled for formal training while a client is a person/entity who is seeking to engage and /or has engaged the services of the institution.

Accreditation and Affiliations
The HCIT is an Accredited Training Organization of the National Council on Technical and Vocational Education and Training (NCTVET) for the provision of Training and Assessment Services. The College is also an off-site location for the Vocational Training and Development Institute (VTDI) to offer the UCJ approved bachelor's degree in Information Communication Technology. The College also partners with CISCO and Microsoft to offer Industry-based certification programmes.

Notice to Trainees

Upon registering, trainees at the HCIT agree to obey all policies and rules governing trainees and operations of the Institution. The HCIT has the right to change information appearing in this and any other publication relating to admissions, assessments fees, and the general administration of its programmes. All trainees are required to familiarize themselves with information in the Handbook.

Safe Training Implementation Plan (COVID 19)

In the event of the resurgence of COVID-19, the HEART College of Innovation & Technology will take all the necessary steps to adhere to the STIP as outlined below:
As much as possible classes will be held online and Trainees will be kept abreast of changes as communicated by the Office of the Prime Minister and the Ministry of Health.
Where face to face classes are held, trainees are required to comply with the guidelines provided by the Institution regarding social distancing and the wearing of masks. Trainees are also reminded that if they are experiencing any COVID-19 symptoms, they MUST remain at home and seek advice from their doctor or the Ministry of Health & Wellness (MOHW) Centres.

SECTION B: TRAINEES SERVICES & COUNSELLING

Registry Services and Counselling

The Registry is headed by the college's registrar. The office is responsible for managing matters relating to Trainees from admission to graduation. The unit is required to work closely with other service providers, both internally and externally, to ensure that the needs of the Trainees are consistently met. The Office handles requests such as deferrals, leave of absence, withdrawals, change of status.

Registry Services include:

Administering academic affairs to include the creation of all Trainees/client records from application to graduation – transcripts, status letters, recommendations, graduation list, awards.

- Admission and Enrolment Management – Acknowledgement and offer letters
- Assessment Management – administration of final all assessments

Admission Requirements

The following states the eligibility criteria for Trainees enrolling in the HCIT programmes and for clients registering for assessment only services. The standard entry requirements are stated below; however provisional entry requirements may be applied on a case-by-case basis. All NVQJ and select programmes are required to sit and pass a selection interview.

1. IT Essentials
   - Any two (2) subjects at the CSEC/CXC General Proficiency Level 1 and 2 (prior to 1998) and levels 1, 2 and 3 (as of June 1998); or at GCE O' Level grades A – C, or the equivalent.

2. Cisco Certified Entry Network Technician (CCENT)
   - Four (4) subjects inclusive of Mathematics and English Language at the CSEC/CXC General Proficiency Level 1 and 2 (prior to 1998) and levels 1, 2 and 3 (as of June 1998); or at GCE O' Level grades A – C, or the equivalent.

- Where the candidate does not have Mathematics and/or English Language as specified above, he/she will be accepted if they sit and pass the Mathematics and English Entrance tests for industry certifications.

Short Course/Customize programme

- May be required to pass a selection interview which involves screening.

Entry Requirements for NVQ-J Programmes
(While there may be a general entry requirement for programmes by Level, please note that due to the nature of some programmes additional or more specific entry requirements may be required.
This is stated where applicable.)

All applicants seeking admission to any of the National Vocational Qualification (NVQ) programmes must meet one of the eligibility criteria

(a) Level 2 OR Level 3- A minimum of 1 CSEC/CXC subject at the General Proficiency grades 1 and 2 (prior to 1998) and grades 1, 2, and 3 (as of 1998); or at GCE O' Level grades A – C, or the equivalent.
OR
NVQ Level 1 Certificate in any skill area
OR
Successful at the HEART entrance test

(b) Mobile Application Development Level 3
3 CSEC/CXC subject at the General Proficiency grades 1 and 2 (prior to 1998) and grades 1, 2 and 3 (as of 1998); or at GCE O' Level grades A – C, or the equivalent.; or CAPE 1-5 OR

A minimum of 1 CSEC/CXC subject at the General Proficiency grades 1 and 2 (prior to 1998) and grades 1, 2, and 3 (as of 1998); or at GCE O' Level grades A – C, or the equivalent; AND background in Software Programming as stated under PLAR
OR
Successful at the HEART entrance test; AND background in Software Programming as stated under PLAR

(c) Network Engineering Level 4
NVQJ Level 3 Certification in-System Administration or Network Administration
OR

4 CSEC/CXC subject at the General Proficiency grades 1 and 2 (prior to 1998) and grades 1, 2 and 3 (as of 1998) including, Mathematic and English Language; or at GCE O' Level grades A – C, or the equivalent.

(d) Training & Assessment Level 4

Diploma or above from a recognized tertiary institution
OR
NVQJ Level 3 & above certification in any skill area

(e) Events Planning & Management Level 4
4 CSEC/CXC subject at the General Proficiency grades 1 and 2 (prior to 1998) and grades 1, 2 and 3 (as of 1998); or at GCE O' Level grades A – C, or the equivalent.
OR

NVQ J Level 3 in a related skill area
OR

NVQJ Level 2 certification in any skill area PLUS 2 CSEC/CXC subject at the General Proficiency grades 1 and 2 (prior to 1998) and grades 1, 2 and 3 (as of 1998); or at GCE O' Level grades A – C, or the equivalent

(f) Level 5
A minimum of 5 CSEC/CXC subjects (inclusive of Mathematics and English Language) at the General Proficiency grades 1 and 2 (prior to 1998) and grades 1, 2 and 3 (as of 1998); or at GCE O' Level grades A–C
OR
NVQJ Level 2 certification in any skill area PLUS 3 CSEC/CXC subjects (inclusive of Mathematics and English Language) at the General Proficiency levels 1 and 2 (prior to 1998) and grades 1, 2 and 3 (as of 1998); or at GCE O' Level grades A – C

OR

NVQJ Level 3 certification in any skill area PLUS CSEC/CXC Mathematics & English Language at the General Proficiency levels 1 and 2 (prior to 1998) and grades 1, 2 and 3 (as of 1998); or at GCE O' Level grades A – C
OR

NVQJ Level 4 Certification in a related skill area

Application

All applicants seeking training and assessment, or assessment services are required to apply online at heart-nta.org. In circumstances where the applicant is unable to apply online, an application form may be submitted to the registry along with supporting documentation e.g., proof of qualification, TRN. In

instances where applicants do not have the requisite qualification, they will be referred to the ECS to complete the application process and to be scheduled for the diagnostic test.

Applicants satisfying the entry requirements above are then scheduled for interview by the Registry.

All applicants who are interviewed will receive a response from the Registry regarding the outcome of their interview.

To be accepted all applicants are expected to be successful in the interview; however, the Registrar in consultation with the Director Principal or the Institution Manager may grant acceptance to a candidate who has satisfied the entry requirement but did not perform well in an interview.

Prior to the commencement of the programme the office of the registrar will send each successful applicant an offer acceptance package which includes an invitation to orientation.

Procedure- Orientation

Prior to the start of each new programme an orientation programme will be conducted for all new Trainees. The general orientation for NVQ-J programmes is a three to five (3-5) days comprehensive programme. Please refer to the HEART TRUST/NTA Standardized Orientation Programme.
Orientations for other programmes are not as comprehensive and may last for 2-4 hours in length.

Attendance/Class Hours

Attendance

The HEART College of Innovation & Technology has a common, official Trainees Attendance Policy. Trainees are required to attend a minimum of 80% of all classes. Failure to meet the attendance minimum may result in a 10% deduction from the final grades.

Class Hours

Other than assessment only requests, class hours are prescribed for each course of study. Class sessions are expected to begin and end on time unless affected by extenuating circumstances. In these cases, information will be communicated to the Trainees at the earliest possible time using the communication platforms available.

Grading Scheme- Industry Certification

Trainees' final course grades will be published using a letter-based grading system. The grading system that the Trainees' transcript shall carry is as follows:

Percentage Scored	Assigned	Quality Point	Definition
90 – 100	A	4.00	Superior
85 – 89	A-	3.67	
80 – 84	B+	3.33	
75 – 79	B	3.00	Above Average
70 – 74	B-	2.67	
65 – 69	C+	2.33	
60 – 64	C	2.00	Average

55 – 59	C-	1.67	Below Average
50 – 54	D+	1.33	
45 – 49	D	1.00	
0 – 44	F	0.00	

***** *For industry certification programmes, the validity of course content is determined based on the requirements of the particular industry vendor. This means that course content may become outdated at any time based on the requirements of the particular vendor.*

Assessments of Industry and short programmes offered at HCIT are guided by the Assessment Policy.

To be certified in a programme a Trainees needs to successfully pass each course that forms the programme with aggregate score of 50 or 60% in each. Internal assessments for courses generally include course-work and final examination. At the beginning of each programme the Trainees will be provided with an assessment plan by the instructor/lecturer.

Course work may include but is not limited to course projects, lab assignments, seminars, quizzes, tests etc. Theory Exams will typically involve objective type questions, short answers, short programs, long programs etc.

The NVQ-J Assessment Process

Policy

Assessments are planned and administered by the College within the established guidelines of the certifying bodies as communicated to Trainees prior to assessments and arrangements are made to cater to individuals with special needs. Provisions are also made for Trainees to appeal assessment outcomes using the appeal system.

Procedure – Communicating the Assessment Process

1. All Trainees are sensitized about the assessment processes at the commencement of training. This is done during the orientation period through presentations by key personnel from the Registry. Trainees are also reminded about the assessment process during the tenure of their training programme.

2. During orientation, Trainees are made aware of the electronic Trainees Handbook for documented information on the Assessment Process and how to access same.

3. The assessment strategies to be used and the rating scale will be communicated to Trainees prior to the conduct of an Assessment.

4. Trainees will be informed if they have met or have not met the basic requirement for assessment.

5. Trainees shall be provided with the assessment schedule prior to the scheduled assessment period.

6. Trainees who are not in agreement with assessment outcomes may submit an appeal using the appeal system. (See appeal policy)

7. Individuals requesting Assessment Only Services will be informed of the assessment process during their registration by the Registrar or designate.

8. Assessors will conduct a planning session with the Trainees prior to the actual assessment.

Trainees Enrolled in a Training Programme

1.2 Trainees who are recommended for final assessments must meet the minimum readiness requirements by achieving a pass in coursework for the Cluster being assessed. (See Table 1.0) A cumulative practical and theory grade, achieved from four (4) pieces of work is required for each Trainees. Evidence of readiness will be submitted by lecturers and validated by programme coordinators. The attending evidence for Job Certificates at Levels 1& 2 is two pieces of works (one practical and one theory)

1.3 Where the Institution conducts training in a Job Certificate, this will be treated as a Cluster. Regardless of the parent Qualification the Coursework pass mark will be treated as per the pass mark for final Assessments. (See table 1.1).

1.4 Lecturer /Instructor submit Request for Assessment to the Registrar through the Programme Coordinator to include:

- the unit(s) to be assessed
- evidence of readiness per cluster

Coursework grades and evidence must be submitted for all Trainees

1.5 The Registry will inform Trainees of assessment schedules and assessors assigned.

1.6 The registry will provide Trainees with NQS ID numbers and make the necessary arrangements for assessors to meet with them for planning sessions.

1.7 Assessments will be conducted as scheduled using the approved script. Unscheduled assessments may be conducted at the discretion of the Registrar.

1.8 The registry will maintain a database of assessors for each Programme.

Conduct of Final Assessments

Assessments are conducted as scheduled by the ATO. Assessment schedules are subject to change due to circumstances beyond the control of the Institution

1. Assessor facilitates planning activities prior to the start of assessments. Assessor reminds candidates of the appeal process, the requirements to be deemed competent and discusses any special need the Trainees may have during the planning session.

2. Assessors ensure that assessment conditions are adhered to.

3. Additionally, monitoring of the assessment activity is conducted by the Registry.

4. All Trainees are expected to follow the instructions of the Invigilator/Assessor

5. Where online assessments are conducted, Trainees are required to keep their cameras on for the duration of the Assessment unless otherwise permitted by the Invigilator/Assessor

Trainee Not Yet Competent

Re-sit Guidelines

The following obtains for Trainees who are deemed "Not Yet Competent":

a. A Trainee who obtains a score below the pass mark on a theory & or practical assessment will be required to re-sit the paper.
b. Candidates will be duly notified as soon as re-sits are scheduled.
c. Trainees who obtain a score below the pass mark after two (2) re-sits will be referred for training.

Retention of Assessment Records

1. All final grades will be retained by the Office of Registrar indefinitely. The records may be retained in the form of Trainee profiles and as a soft copy, easily retrievable on a computer system.

2. All other records which may include Trainee answer sheet etc. may be destroyed one (1) year after the end of the programme.

3. In case of any outstanding assessment disputes the related records including answer, sheets and templates should be retained until 1 year after the dispute is amicably settled.

NVQ-J Grading Scheme

The following grading scheme applies to all Trainees enrolled and assessed in NVQ-J programmes.

Table 1.0

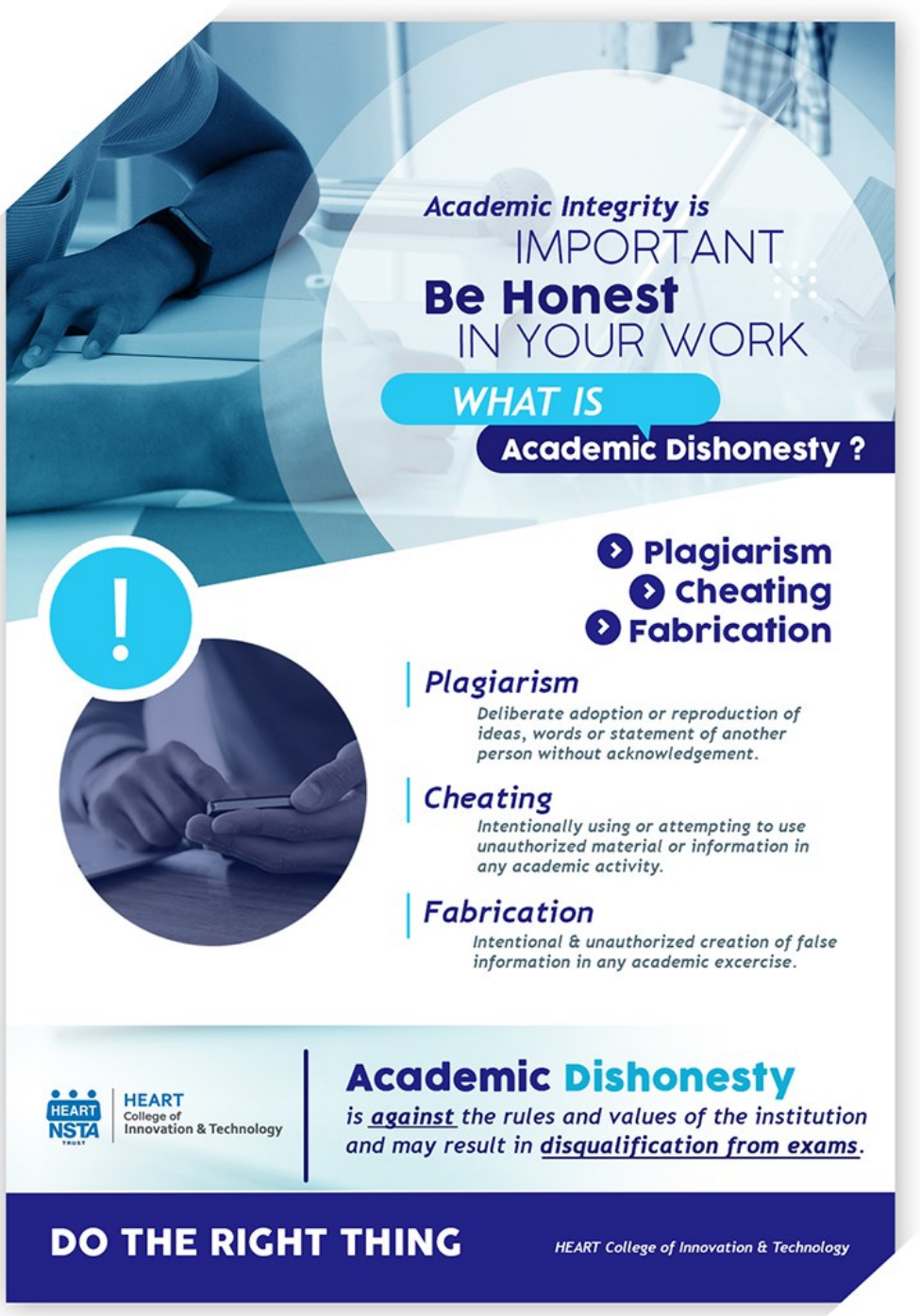
Level 1 (%)	Levels 2&3 (%)	Levels 4&5 (%)	Letter Grade	GPA Scale	Rating	Certification Status
75 – 100	80 – 100	85 – 100	A- to A+	3.4 – 4.0	5	Competent / Mastery
60 – 74	65 – 79	75 – 84	B- to B+	2.4 – 3.3	4	Competent
45 – 59	50 – 64	65 – 74	C- to C+	1.4 – 2.3	3	Competent
30 – 44	35 – 49	45 – 64	D to D+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

Job Certification

The following grading scheme applies to all Trainees pursing Job Certification

Table 1.1

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


Academic Integrity is
IMPORTANT
Be Honest
IN YOUR WORK
WHAT IS
Academic Dishonesty ?
Plagiarism
Cheating
Fabrication
Plagiarism
Deliberate adoption or reproduction of ideas, words or statement of another person without acknowledgement.
Cheating
Intentionally using or attempting to use unauthorized material or information in any academic activity.
Fabrication
Intentional & unauthorized creation of false information in any academic excercise.
HEART
College of
Innovation & Technology
Academic Dishonesty
is against the rules and values of the institution and may result in disqualification from exams.
DO THE RIGHT THING
HEART College of Innovation & Technology

Assessment Appeal Policy

Policy
The policy of the College is to ensure that a system of appeal is in place to address any discrepancies that a Trainee may have

Criteria for appealing:

An appeal may be initiated by a Trainee who:

a) is dismissed from an assessment.

b) receives a rating or grade decision which would affect the Trainees ability to pass the programme, course, assessment or attain the certificate, diploma, or degree.

c) receives a rating or grade that he/she believes is not in accordance with his/her performance

Procedure
A Trainees who has received a rating which:

- would affect their ability to pass the programme /course/ assessment or attain the certificate/diploma/degree
- he/she believes is not in accordance with his/her performance

may appeal the decision by documenting their appeal using the Appeal Form and submitting it to the Assessment Officer, within five (5) working days after the grade or rating was issued.

The Assessment Officer will inform the Registrar who will indicate to the Assessor within three (3) working days that a Trainees is requesting an Appeal. The Assessor will be given the opportunity to review the script and take a decision within seven (7) working days

If there is an improvement in the score resulting in the Trainees passing the course, the Registrar will communicate the results to the Trainees within five (5) working of receipt of the results from the Assessor.

If the score remains the same or there is a decrease in the score, within five (5) working days, the Registrar will initiate the process for second marking of the script and notify the QAC Committee that this process has been initiated.

The second marker will return the results within seven (7) working days.

The Registrar will communicate the outcome of the second marking to the Quality Assurance

Committee and the Assessor within two (2) working days. The Committee will review the decision of the second Marker and give their feedback based on the evidence presented within three (3) working days.

The Registrar will communicate the decision of the Committee to the Assessor who may accept / reject the position of the Committee. The final decision will be communicated to the client within three (3) working days.

Pending the decision of QAC, the Trainees may Appeal to the NCTVET.

The HCIT cannot guarantee that the findings of the review will be concluded before the next re-sit of the assessment. The Onus is on the Candidate to decide if they wish to participate in a resit while the Appeal process is in progress.

Uploading of Results While an Appeal is in Progress
While an Appeal is in progress, the results for the Appellant may be held pending the results of the Appeal process.

Request for Transcripts/Statement of Competence/Status Letters

Policy

It is the policy of the College to provide institutions/graduates with a transcript/status letter or statement of competence upon the request of Trainees.

Procedure: - Degree Programme

When the request for a transcript is made in person, the person will be asked to complete the Request for Transcript/Statement Letter Form.

When a request for a transcript is received by mail, telephone, e-mail or fax, the

Request for Transcript/Statement Letter Form will be sent to the individual by regular mail, fax or e-mail.

All requests for a transcript have to be forwarded to the Registrar.

There are two types of services. The two types of services available are:

Type of Service
Express – 5 Working Days Service
Regular – 10 Working Days Service

Express services are available at an additional cost. No fee will be charged on the first Transcript Issued to a Trainees after graduation. Official transcripts to be sent to another institution will be forwarded directly to the institution.

A mailing fee will be charged on request for official transcripts/status letters/statements of competence to be mailed to local or overseas destinations.

A copy of the completed Request for Transcript Request/Trainees Request Form will be retained in the Trainees files maintained by the Office of the Registrar.

Note that the days noted in the Type of Service indicate the time within which the Transcript/Status Letter would be ready, it does not include time lost in mailing/transportation.

NVQJ Procedure

Transcripts and Official Statements of Competence are prepared and issued by the NCTVET.

Procedure:

- Trainees complete the NCTVET request for transcript form
- Pay applicable fees to the NCTVET
- Submits form along with proof of payment to the Registry
- The Registry will submit the information to the NCTVET on behalf of the Trainees.
  The turnaround time for a Trainees to receive a transcript sent through the institution is 15 working days
- Transcripts to be mailed directly to an institution will be mailed by the NCTVET

Privacy and Confidentiality of Records

Policy

It is the policy of the College to maintain Trainees' records in a safe and secure environment with an efficient and effective system that allows Trainees to access their personal records without compromising confidentiality and privacy.

Procedure

The office of the Registrar is the official repository for Trainees records. The Registrar will designate various locations as official sites for storage of Trainees records.

Trainees Request to Release Records to a Third Party

1. Request by a Trainee to release records on their personal file to a third party will be made on the Trainees Records Release Authorization Form.

2. Completed Trainees Records Release Authorization Form will be retained by the office fulfilling the request for records for a period of at least one year after the Trainees completes or exits from the program/course.

3. Trainees Records Release Authorization Form should be used to obtain the Trainees' consent to release records in all situations.

Release of Trainees Records to Internal Staff

1. Staff conducting internal audits, are authorized to examine any Trainees records that are necessary to effectively audit the Quality System.

2. The Registrar may authorize the release of Trainees records contained in Trainees files to authorized staff as follows:

    a) records such as application related documents, transcripts, assessment results, letter of reference, etc. as required for interview, assessment, and instructional related purpose.

    b) Records of sensitive nature – only after the Trainee has completed a

    Trainee Records Release Authorization Form and has been received by the Registrar.

Release of Trainees Records to Government Department/Agencies

1. Departments or agencies requesting Trainees records for investigative, administrative, or statistical purposes will be asked to, in writing, complete the Request for Release of Trainees Records Form and submit it to the Registrar.

2. The Registrar will review the request for records and determine legality and morality of the request and respond accordingly.
3. The Registrar may comply with the request in part or full as necessary.

Access to Personal Records

Procedure

Any Trainees who wish to access his/her personal and academic file may do so in the following manner:

a. Complete the Trainees Request Form

b. Submit the request to the Records Officer/Designate.

c. The Registrar will give approval and indicate the access day and time

d. Personal Files must be seen in the presence of the Records Officer/Designate and the Assessment Files in the presence of the Assessment Officer/Designate

e. Trainees are not permitted to remove any document or part of their persona.

Counselling / Career Advisement

Confidential counselling services are offered to Trainees at no additional cost. Trainees are encouraged to make appointments to see the counsellor however, walk-in Trainees are accommodated. The counsellor will treat with Trainees experiencing a crisis as quickly as possible. The Career Counsellor also acts as an advocate for Trainees affected by extenuating situations by presenting their circumstances to the relevant personnel/committee.

The College provides advice and support to assist all Trainees in planning and completing their certification. To this end the Career Counsellor has responsibility for:

- career development – career advisement, career information, and resume referral.
- work-study placement – develops and implements activities that are geared towards Trainees' and graduates' total preparedness for employment.
- counselling – helps Trainees develop new skills and understanding through employability skill programmes.

TRAINEESS IN TRAINING

Career interest form to indicate if the skill they have chosen is best for them. Career development sessions to include topics on resume writing, employability skills, interview techniques, behaviour modification session and exit readiness to incorporate workshops and mock interview.

ASSESSMENT ONLY TRAINEESS

The Career Counsellor will seek to advice Trainees within the areas of:

- Time management
- Stress Management
- Career Planning & Advancement
- Professionalism and Work Ethics
- Self-Assessment/Evaluation

Support Services

Clubs & Organizations

The Trainee's union has established clubs, namely the Debate Club, Health and Wellness, World Skills Club, and Entrepreneurship clubs. All Trainees are encouraged to be a part of a club as it will help in improving social skills and cognitive development making our Trainees well rounded individuals within industry. Club meetings are held at varied times.

Trainees Union

The Trainee's union is an organized body that represents the interest of the Trainees of HCIT. Trainees elect a Trainees union executive on an annual basis. One of the key roles of the executive is to liaise with the administration of HCIT and communicate the needs, issues and concerns of Trainees to have these resolved in a timely and agreeable manner. Additionally, the Trainees union executive ensures that the policy and procedures, vision and mission of HCIT are adhered to and respected.

Sport and Recreation

The HEART College of Innovation & Technology provides opportunities for Trainees, faculty, staff, and their families to participate in a variety of recreational activities. Staff and Trainees of HCIT are grouped into 3 houses - Fighting Falcons (yellow), Ferocious Lions (purple) and Blazing Vipers (red) and compete in track and field and other indoor and outdoor sports events.

Library & Resource Centre

The Library Services provide books and other resources to assist Trainees with assignments and other coursework. The collection is presently integrated in the HEART library integrated library system (MANDARIN). This system provides the library with a comprehensive solution to manage and showcase all the collections in the library. It enables the library to manage both traditional and digital items including books, journals, e-books, e-journals and more. With this system in place, all library housekeeping activities can be done as well as access is provided to the online public access catalogue (OPAC) and the circulation activities. There are five (5) online databases namely Ebscohost, Ouestia, Proquest, Emerald insight and the Gleaner Archive that are accessible to HCIT Trainees.

The HCIT library is supported by the Media Services Unit at Gordon Town Road with technical expertise. The library is supported by the library network through its inter-library loan service to facilitate information sharing. The library also offers photocopying and printing services.

As is typically a requirement, all Trainees must be a member of the library to access the library's resources.

INNOVEC

The HCIT is committed to the growth and development of all our graduates. The institution recognizes that it is important to foster and nurture a culture of Entrepreneurship among our graduates as well as the wider community. It is with this in mind that that the institution has established a business incubator, INNOVEC. The incubator is specially designed to help young start-ups innovate and grow. INNOVEC provides workspaces, computers and business development guidance and support to start-ups and individuals with business ideas. We encourage you to check out the facilities, there may be an opportunity for you.

WORLDSKILLS JAMAICA

World Skills Jamaica is a member of **World Skills** International and an affiliate of the Ministry of Education, Youth and Information (MoEYI) and the HEART /National Services Training Agency Trust (HEART NSTA Trust).

Its key function is to support and enhance Technical Vocational Education and Training in Jamaica. It is an accessible resource for current and relevant information on skills standards, new technologies, sharing of best practices, as well as helping to shape current and future policies on TVET. Become a member of the World Skills Club and enjoy the benefits.

SECTION C: TRAINING

Program Delivery and Monitoring Policy

Purpose

The Programme Delivery and Monitoring Policy guides the implementation of training programmes in a reliable and equitable manner. The policy addresses strategies for the planning, delivery, monitoring and evaluation of courses and programmes delivered within the institution. It ensures that these programmes are delivered in a manner that supports the success of learners and meets established standards.

Policy

The HEART College of Innovation and Technology (HCIT) is committed to the training and development of a competent core of Technical (Information Technology) and non-technical professionals who can contribute to the development of Jamaica. The institution is devoted to the achievement of its mission by developing and delivering technically sound, high quality, integrity based, and client focused educational programmes and service. The institution ensures that systems are in place for the following:

- Communication of internal assessment processes prior to the commencement of training
- Implementation and communication of the procedure for internal assessment processes
- Maintenance of the integrity and equity of the internal training and assessment processes
- Orientation of user groups to access information

Procedures

The Institution Manager leads in the management of the quality of programme delivery, and ensures systems are in place for the delivery, monitoring and evaluating of programmes and where necessary provides oversight in the creation, adoption and modification of programmes and policies as needed.

- For NVQ programmes, the Programme Coordinator collates and submits the Training, Delivery & Assessment plan (TDAP) to the Institution Manager for approval. TDAPs or Training & Delivery Schedules are to be prepared prior to start of the training programme/course.

- Copies of the TDAPs or Training & Delivery Schedules are provided to Trainees at the start of their programme/course. Course/programme outlines are also provided to Trainees.
- The institution provides training resources to support the training delivery and assessment processes.
- The Institution Manager provides oversight in the creation of an annual budget to support the delivery of approved programmes.
- An inventory of training resources is maintained within the training department for ease of access for the process of training and assessment.
- The training materials inventory is maintained by the teaching assistant/tutor.
- Library resources are available to Trainees during the scheduled opening hours as communicated to Trainees.
- The librarian conducts orientation sessions for staff and Trainees on how to access library resources.
- The training and internal assessment process is communicated to Trainees prior to the commencement of training. This information is communicated during the orientation programme as well as in the Trainees handbook and course outlines where relevant.
- Training programmes are delivered according to plan. Where it becomes necessary for adjustments to be made to the plan, this is communicated to the Trainees and documented in an addendum to the TDAP/training & delivery schedule where necessary.
- A plan for lesson delivery is prepared by the instructors and lecturers in advance of lesson delivery using the prescribed format.

  Lesson plans/course delivery guides are reviewed by the programme coordinator and feedback is provided to the instructor.
- Training and internal assessment services are monitored by the programme coordinator on an ongoing basis.

- A sample of Trainees coursework may be randomly requested, validated and retained by the programme coordinator.

- The programme coordinator conducts instructional observations on a quarterly basis for a sample of lessons delivered and provides feedback to the relevant lecturers.
- For NVQ programmes, internal end-of-cluster /end-of-module assessments are validated. Approved examinations are administered by the instructor after validation.
- Internal assessment outcomes and coursework grades are communicated to Trainees on a periodic basis, e.g., at the end of a course, semester, or module especially where internal assessment grades determine eligibility for external or final assessments. This is generally communicated by the instructor directly to the Trainees.
- To be eligible for final assessments Trainees must meet the following requirement:

Level 1	45%
Level 2 - 3	50%
Level 4 - 5	65%

- Most of the courses and programmes utilize a mix of formal lectures and supervised laboratory-based practical sessions. Specifically, lecture hours are used for focusing on theoretical concepts and content and lab hours are reserved for supervised lab activities.
- A schedule of all training activities is created by the internal programme coordinator and maintained by the Institution Manager.
- HCIT enables Trainees to gain supervised practical on-the-job experience in their fields of study through various programmes. Other than real-world practical assignments provided during the training programme, Trainees may participate in on-the-job training, work experience or internship programmes.

  Trainees participate in work experience programmes to include internship/on the job training using the guidelines provided in their respective programmes.

  NVQ-J programmes include a minimum requirement of 80 hours of work experience /work-study either in the institution's business enterprise –INNOVEC or through partnership with an external entity.

National Development Project (NDP)

The NDP is a part of the organization's CSR initiative to impact community development, while providing real world experience for the trainees while doing their training. As such, a portion of the practical hours for select skill areas for full time trainees will be used to facilitate this project.

Programme Evaluation and Continuous Quality Improvement

The HEART College of Innovation and Technology engages in ongoing planning and continuous quality improvement processes. This is done with the aim of achieving measurable outcomes that are used to improve quality and ensure effective monitoring of its programmes' compliance with accreditation standards.

As a part of the evaluation and continuous improvement process, Trainees are invited at various intervals to participate in evaluation survey activities. These include instructor evaluation, institution programme evaluation and evaluation of assessment services, among others. We ask that Trainees provide feedback that is candid, constructive, and actionable for all programmes. The surveys will be administered electronically, and Trainees' confidentiality is ensured. The evaluation trend data are reviewed and used to assist with the improving the educational experience for all trainees.

The Competency Standard

Competency Standards are nationally developed and agreed upon statements that describe:

- The minimum skills, knowledge, and attitudes necessary to be applied in performing particular task(s) in the workplace
- Indicators of mastery in tasks performed.
- Employment standards outlined by employers/industry.
- Criteria used for assessment of competence.

Competency Standards are intended to describe the industry's perspective of work required specifications. The components are comprised of the following:

The Unit Competency

The Unit Competency defines the expected outcome of your work performance and provides the structure for Vocational Educational and Training Programmes. It also creates a comprehensive tool kit for learning and assessments which may represent complete jobs or blocks of skills, knowledge and attributes that is applicable to several jobs or job functions.

Each unit competency is preceded by a unit number/code. For example, ITICOR0011A is the code for the unit Carry Out Data Entry and Retrieval Procedure. Take special note of the code when registering to take the unit as well as when registering for assessment.

The Elements

These are logical, identifiable subgroupings of action and knowledge that make up a unit of competency.

The Performance Criteria

These are precise evaluation statements specifying what is to be assessed and the required level of performance criteria. They:

- describe only essential aspects of performance
- refer to the work requirements, where practicable
- describe aspects of work organizations and overall work role

Internal Assessment Appeal Policy

PURPOSE

To provide:

a) A process to appeal against disciplinary action meted against Trainee's misconduct during an assessment.

b) A process to appeal against internal academic assessments or other internal academic-related decisions as described in the scope of provisions of this Procedure.

POLICY

The policy of the College is to ensure that a system of appeal is in place to address any discrepancies that a Trainees may have. This is in relation to any decision taken relating to a disciplinary or academic decision taken against him/her during an internal assessment.

SCOPE

An appeal may be initiated by a Trainees who:

a) is dismissed from an internal assessment.

b) receives a rating or grade decision which would affect the Trainees' ability to pass the programme/course, internal assessment or attain the certificate, diploma, or degree.

c) receives a rating or grade that he/she believes is not in accordance with his/her performance for internal coursework provided by the instructor.

PROCEDURE

- A Trainees who has received a rating which:
    - would affect his /her ability to pass the programme /course/ internal assessment or attain the certificate/diploma/degree
    - he/she believes is not in accordance with his/her performance may appeal the decision by documenting their appeal using the Internal Appeal Form and submitting it to the Career Counsellor, within five (5) working days after the grade or rating was issued.

- The Programme Coordinator will inform the Chair of the Internal Appeal Committee who will convene a meeting of the Internal Appeal Committee and the Instructor/Lecturer.
- The Committee will meet within five (5) working days to:
    a) review the evidence
    b) make a recommendation
    c) submit the recommendation to the Institution Manager

- The Institution Manager will duly review the recommendation of the committee and refer appeals for internal matters to the Director Principal. If satisfied, the Institution Manager will ensure the decision is communicated to the Trainees. If the recommendation is found to be unsatisfactory, he/she will convene a meeting with the committee to discuss the findings and come to an agreed recommendation. This will then be communicated to the Trainees within five (5) working days.

- If the Trainee is dissatisfied with the decision, he/she may make a second appeal using the Internal Appeal Form within three working (3) days of receipt of the decision. This is referred to the Quality Assurance Committee (QAC).

- The Institution Manager submits the appeal, along with the supporting evidence, to the Quality Assurance Committee (QAC) for further review. This should be done within three (3) working days.

- The Quality and Assurance Committee (QAC) will review the appeal and supporting documents and recommend a decision. The decision will then be communicated to the Trainee by the Director Principal /Designate within one working day from the date of the meeting.

Trainees with Disabilities Policy

Purpose:

This policy exists for the following purposes:

- To protect Trainees with disabilities against unfair discrimination and entitles them to affirmative action measures.
- To protect the rights of disabled Trainees.
- To provide access to the curriculum, extra-curricular and other services.
- To ensure equal value and encourage all children.
- To foster positive attitude towards disability within our college community.

Policy

HCIT will cater to individuals with special needs within the scope/span of control of the college.

Scope

All applicants with a disability for the degree, diploma, or certificate programmes/assessment services offered by the HEART College of Innovation and Technology.

ADMISSION TO THE COLLEGE

- The standard matriculation requirements will apply to all prospective Trainees
- The College must feel reasonably sure that throughout the Trainees time at the HCIT it will be able to educate and develop the prospective Trainees to the best of her potential and in line with the general standards achieved by the Trainees peers.
- The College policy is to apply these criteria to all Trainees and potential Trainees, regardless of any disability of which it is made aware by parents. The College has a legal obligation to make reasonable adjustments not to put any disabled Trainees or potential Trainees at a substantial disadvantage compared with other Trainees who are not disadvantaged because of disability.
- The HEART College of Innovation and Technology requires parents to inform the college in respect of the disability of a prospective Trainee in the health details section of the college's application form.
- In assessing any Trainee or prospective Trainee the college may take such advice and require such assessments e.g.: Psych. Report and recommendations as its regards as appropriate.

1. PHYSICAL ACCESS

- Due to restrictions resulting from ownership of the building the management may not be able to alter after physical features of the building in which it occupies. HCIT is however committed to making "reasonable adjustments" to the premises (within its scope of control) and / or curriculum.
- If prospective Trainee or visitors with physical disabilities are unable to get physical access to physical access to the premises of the HCIT, the following measures will be in place to allow the Trainee to access information and the programmes:
- Brochures and application forms will be available at the Receptionist desk for anyone interested in getting information about the programmes.
- A guest book will be provided for persons requiring additional information. They will be asked to leave their contact information. The Registrar will make arrangements for this information to be collected.
- Contact will be made to the persons requiring information within a maximum 48-hour period, except in cases of weekends and public holidays.
  - Access to Programmes/ Assessment:
- Cases involving prospective Trainee with disabilities will be reviewed on a case by-case basis with the following possible options:
  - Online access
  - Full-time/ Part-time access with special arrangements for access to the facilities
- Parents/ prospective Trainees/ visitors should be aware that access to the college facilities may require the use of a minimum of one flight of stairs. The College will make every reasonable effort to ensure that pupils with disabilities have access to all curriculum areas.

2. EDUCATION

- Staff will continue to be made aware of Trainees with Disability or Special Learning Needs
- Staff will continue to be made aware of strategies to make "reasonable adjustments" within the classroom so as not to place disabled Trainees at a substantial disadvantage in accessing the curriculum.
- Staff will need to adapt their teaching to the learning patterns of all the Trainees according to their abilities and needs.
- The implementation of reasonable adjustments to classroom management, teaching, and expectations, should not prejudice the progress of other Trainees, nor their health and safety.

- The College, as an Independent College, is not required under legislation to provide auxiliary support such as a classroom assistant, or auxiliary aids e.g.: laptops or hearing loops. The plan will be agreed for each Trainee in consultation with parents, the Trainees, and an appropriate specialist.

SECTION D: TRAINEES FINANCIAL SERVICES AND REGISTRATION



Fees and Finances

In keeping with the HEART Trust NTA mandate to make training more affordable for Jamaicans, effective September 1, 2022, the tuition fee for all programmes up to Level 4 is free of charge.

Withdrawals & Refund Policy

Policy

The organization has a fair and suitable refund policy that is uniformly administered in a timely manner. Refunds are issued fully or partially for assessment services or training not accessed by Trainees according to the established procedures.

Procedures for Tuition Refund

The following rules and regulations will govern the refund of Tuition Fees to Trainees.

1. A Trainees has to make an application for refund of Tuition fees by completing the Request Form. The form has to be submitted to the accounts department.
2. Refund of Tuition Fees apply only in the instances outlined in the table below:

Tuition Refund Payment Schedule	
Instance	Refund Amount
Before completion of Trainees Orientation	100% of the paid-up Tuition Fee
1-2 weeks of commencement of course	80%
3-5 weeks of commencement of course	70%
Beyond five weeks	No Refund
Cancellation of course	FULL Refund

Information to be noted:

1. Tuition refund will be calculated using information related to the attendance of the Trainees as outlined in the Tuition Refund Payment Schedule.
2. Administration fees for all programmes/courses are non-refundable.
3. No refund of the paid Tuition fee in full or part will be made if the Trainees is dismissed at the Discretion of the Management for insufficient academic progress, non- payment of fees or failure to comply with the rules, regulations, policies and procedures of the HEART College of Innovation & Technology.

4. Trainees will receive a full refund of their paid-up Tuition Fee and Administration fee if for any reasons the Management of the HCIT cancels the programme to which they enrolled. In other instances, Administration fee paid by the Trainees is non-refundable.
5. The Request for Tuition Fee Refund has to be accompanied by evidence of payment made.

6. The refund process will be completed within 40 Working Days of receipt at the Accounts Department. This includes the process time for other departments.

7. All refunds will be made in cheque drawn on the National Commercial Bank of Jamaica.

Assessment Only Services Refund Policy

1. Cancellation of request for assessment services must be submitted in writing to the Office of the Registrar.
2. Supporting request for refund must be submitted to the accounts department on the Refund Request Form.
3. The date on which the cancellation request is received at the accounts department will be used as the cancellation date for computing all refunds.
4. Requests for refund sent by mail will be processed according to the date the mail was received. Assessment Registration fees are non-refundable.
5. If the Trainee fails to attend an agreed assessment without formally notifying the College at least one day prior to the scheduled date & time, the situation will be treated as an abandonment of the agreement and no refund will be granted.
6. Where the reason for requesting a refund is triggered by the dissatisfaction of the client/Trainees; the Trainees will be referred to utilize the appeals procedure as no refunds will be granted after assessments.
7. Trainees will receive fee refunds according to the following schedule:

Transcript/Statement of Competence/Status Letters

The available services include regular- 10 working days and express - 5 working days. Mailing charges equivalent to the actual cost incurred will be charged for requests for mailing transcript/statement of competence/status letters to local and overseas destinations. Please see the transcript request form for more information.

Returned Cheques

All cheques made payable to the HEART College of Innovation & Technology are expected to be cleared at the bank upon which they are drawn. If a cheque is returned all fees will be considered unpaid and a $750 service charge plus applicable bank charges will be billed to the trainee's account.

I.D. Card

Each Trainee is issued an identification card which certifies that he/she is enrolled as a Trainee at the HEART College of Innovation & Technology.

SECTION E: TRAINEE RESPONSIBILITIES & SECURITY

Code of Conduct

The Trainees code of conduct and other policies including lab use and dress code exist to assist in the effort of providing the best possible learning environment for all Trainees. Trainees are expected to read and be fully conversant with these and other Trainees related policies. Trainees and client policies are available and accessed from the e-Learning Management System. Any infringement of the code of conduct and other policies will be considered very seriously, and appropriate actions will be initiated. Kindly refer to the *Trainees Code of Conduct Agreement* and the *HEART Trust/NTA Rules and Regulations* handbook.

Trainees Rights

Whilst the institution views Trainees misconduct and infringement of policies as serious offences, it also recognizes their rights and freedom. The Trainees rights and freedom of speech, assembly, organization, impartial assessment, academic appeal, discrimination, harassment, privacy etc. are enshrined in its operations. The documentation of rights is available to all Trainees on the Online Learning Management System [HCIT eLearning Centre]. Trainees are requested to read and understand and make appropriate use of this policy. The policy is summarized below, as well as you can (However, you can kindly refer to the e-Learning portal for detailed versions of all the related policies).

Trainees Rights Policy

In this policy, the Trainees of HEART College of Innovation & Technology shall have and may exercise their individual rights and freedoms, subject always to the need to respect and protect the rights of other members of the college. Subject to these qualifications the following rights and freedoms of Trainees are recognized by HEART College of Innovation & Technology just to name a few:

1. Freedom of Speech – The right to express themselves on any subject without hindrance, but subject always to the college's Policies, Procedures, Regulations and Guidelines and civil and criminal laws.

2. Assembly – The right to organize and take part in orderly assemblies at the college, so long as such assemblies are not contrary to the college's Procedures, Regulations and Guidelines.

3. Impartial Assessment – The right to be assessed fairly on academic performance and to be protected against bias, prejudice or capricious assessment by faculty.

4. Academic Appeal - The right to request a review of those matters, which may affect academic status and/or advancement.

5. Freedom from Discrimination and Harassment – The right to be secure from discrimination and harassment, including sexual harassment. The college prohibits discrimination or harassment based upon any of the following grounds: race, sex, sexual orientation, political belief, age, marital status, family status, physical handicap, mental handicap, or HIV/AIDS status

6. Privacy of Records – The right to access their personal academic or non-academic records including the right to request a correction of any personal information believed to be in error or incomplete.

7. Release of Information – Trainees records are confidential personal information which is not released except in the following circumstances:

    a) With the written consent of the Trainees; b) for the investigative, administrative, or statistical purpose of the college and/or departments and agencies of government.
    c) For compassionate circumstances to facilitate contact with next of kin.

8. Privacy of Information – The right to be free from disclosure of information about their views, beliefs, and political association, which any staff of HEART College of Innovation & Technology may acquire in the course of their work as advisors or counsellors.

9. Discipline - The right to have the enforcement of all disciplinary matters follow the Procedures, Regulations and Guidelines provided in the Colleges Policy documents.

10. Complain & Petition – The right to make a reasonable complaint or petition to the appropriate authority.

11. Policies and Procedures – Policies, Procedures, Regulations and Guidelines shall be made available to any Trainees upon request. Trainees are advised that units/programmes within the college may have Regulations and Procedures that are specific to their areas. Each Trainee shall be provided with a copy of this Statement of Trainees Rights and the Trainees Code of Conduct prior to beginning a programme or training.

12. Academic Information – The right to obtain in writing and have access to appropriate instructional information such as course outlines, grading/evaluation systems.

Grievance Policy

Policy

The policy of the College is to ensure that the grievance procedure is activated in settling requests/complaints from Trainees.

Grievance can be defined as a formal complaint arising from discrimination/harassment or an alleged action of the faculty, administrators, or staff of the HCIT or any of the Trainees enrolled at the HCIT. Such action is alleged by Trainees to be:

a) An unjustified, unauthorized, and unethical action, which adversely affects the status, rights, or privileges of the Trainees.

b) In violation of Policies, Procedures, Regulations and Guidelines of HCIT.

c) The subjective or unequal applications of College's procedures, regulations and guidelines.

Discrimination

Discrimination is any unjustified action to limit a Trainee or group of Trainees access to education, training, facilities, activities, and employment. Discriminatory action often takes the form of unfavourable differential treatment of one individual by another or the exclusion or restriction of a Trainee or group of Trainees or harassment of a Trainees or a group.

Harassment

Harassment is a form of discrimination that includes any course of vexatious or abusive comment, conduct or display that is known or ought reasonably to be known to be unwelcome. Intimidating, malicious, annoying or hurtful actions or comments by any person are considered to be vexatious.

How does one file a grievance?

1. A grievance shall be filed no more than ninety (90) calendar days after the occurrence of the alleged action on which it is based.

2. Every level of grievance shall be considered confidential and information relating to a grievance shall not be divulged to individuals or organizations not party to the grievance. All materials developed in the course of the grievance investigation and hearing shall be placed in confidential, no personnel file to be maintained by the Career Counsellor.

3. Prior to initiating any grievance procedure, the Trainee(s) is/are required to make in good faith an effort to resolve the dispute informally.

4. Any member of the HCIT Management Team may be approached for assistance in resolving the grievance through informal discussion if the Trainees so requires.

5. If the Trainees feels that any of the grievances have not been resolved amicably despite informal discussion, he/she may take the issue to the Institution Manager by filing a Trainee Grievance Form to initiate the formal grievance procedure.

6. On receipt of any Trainee Grievance Form, the Institution Manager is to inform the Career Counsellor who will record the receipt of this complaint in the Trainee Grievance Register.

7. The Institution Manager is to thoroughly investigate the allegation and notify the Trainee of his/her decision no less than 15 calendar days from receipt of the grievance on the completed Trainee Grievance Form.

8. Following his/her investigation the Institution Manager may dismiss the allegation and notify the Trainee of the reason for the dismissal of the allegation in writing and if the decision is appealable, shall notify the Trainee of his/her right to appeal.

9. Following his/her investigation, if the Institution Manager decides that the Trainees' allegations are valid, he/she shall send a report to the Director Principal detailing his/her investigation and recommend disciplinary action against any staff or Trainee found guilty. The Institution Manager may inform all parties involved, in writing, of the results of his/her investigation and recommendations.

10. The Institution Manager is to forward all Trainees grievances related documentation, including the investigation report, recommendations, and correspondence to the Career Counsellor for record keeping.

11. The Career Counsellor is to maintain all Trainees grievance related documentation in the respective Trainees file, as well as maintain a Trainee Grievance Register. The Career Counsellor will also provide counselling services to affected Trainees as needed.

12. Following his/her investigation, if the Institution Manager dismisses a Trainees allegation as defined in paragraph 6.8, the Trainee may appeal within seven (7) calendar days against the decision by making a written request to the Director Principal, detailing the reasons for his/her appeal.

13. Based on the Institution Manager's report and the detailed reasons for Trainee's appeal, the Director Principal may dismiss the appeal OR may appoint a team consisting of one or more members of the Senior Management Team but not including the Institution Manager to investigate the allegation considering the Trainee appeal.

14. The Director Principal is to convey the decision of the appointed team to all parties involved within 15 calendar days of the appeal.

15. The decision of the appointed team is final and binding.

Trainees Discipline Policy

Policy
It is the policy of the College to apply intervention strategies/sanctions to treat with disciplinary matters and deportment that have been demonstrated by Trainees.

Definitions
Trainees / Client Disciplinary Probation

A sanction imposed for Trainees / client misconduct, which permits a Trainees / client to remain in a programme or course subject to certain terms and condition. The sanction may involve exclusion from use of specific facilities owned or operated by the HCIT or participation in certain privileged or extracurricular activities.

Disciplinary Probation may not exceed 1/3rd of the total programme days in an academic year and may be further extended upon the authorization and approval of the Institution Manager / Director Principal as provided in this procedure.

Disciplinary Committee
To provide fair hearing for trainees'' disciplinary matters ensuring that proper investigations are conducted into each matter and to make recommendations for sanctions as guided by this policy. The disciplinary committee shall be comprised of the following persons:

- Programme Coordinator (chair)
- Career Counsellor
- Career Counsellor (Ex-officio member)
- Instructional staff (1)
- Director Principal (Ex-officio member)
- Trainees Union Representative (President or his/her designate

Procedure

1. All disciplinary matters shall be reported to the Programme Coordinator for action. This must be done through a letter (submitted electronically or physically).
2. The disciplinary committee will meet with the Trainees(s) involved within 3 working days of receipt of the reported disciplinary matter/complaint. Witnesses may be called upon to provide additional evidence.
3. Following the initial meeting and investigations, the Programme Coordinator shall prepare and submit a report of the findings and recommendations of the disciplinary committee to the Institution Manager for review and approval.

The report shall outline the following:

a. a description of the alleged incident(s) of Trainees / client misconduct.

b. particulars of any information obtained by him/her in relation to the alleged incidents (evidence)

c. Possible sanctions, which may be imposed and those recommended by the committee

1. The Institution Manager shall review and approve the recommendations. Depending on the gravity of the disciplinary matter, the Institution Manager reserves the right to overturn a recommendation, in consultation with the Director Principal.
2. The Institution Manager shall communicate the final decision, in writing, to the Trainees, indicating if the decision is appealable or not appealable. This letter shall be given to the Programme Coordinator for action.
3. Upon receipt of the letter from the Institution Manager, the Programme Coordinator will convene a closing meeting with the Career Counsellor and the Trainee involved to ensure that:
4. The Trainees(s) involved receives the written decision of the institution
5. and signs file copy in acknowledgement
6. Scheduling of counselling sessions are done to provide intervention for the Trainees(s) involved

a. If the decision is appealable, the Programme Coordinator shall:

7. notify the Trainees / client of his/her right to appeal
8. give the Trainees / client a copy of the Trainees Appeal Policy and the Trainees Appeal Form

9. The Career Counsellor shall facilitate the Trainees(s) involved for counselling sessions as a. necessary.
10. A copy of the letter given to the Trainees(s) and all other related documentation shall be placed on the appropriate trainee's file and also on the Trainees Discipline file maintained by the Career Counsellor.
11. All discussion with the Trainees / client with respect to the alleged incident (s) will be confidential.
12. Sanctions

Following a review of the findings of the report from the disciplinary committee, the Head of School may dismiss the allegation, or find that the Trainees / client has committed the alleged incidents(s) of Trainees / client misconduct and impose one or more of the following sanctions: a. a written reprimand

b. assignment of mark of zero or removal of ratings for an assignment, test or examination in respect of which a breach was committed.
c. assignment of failure in or cancellation of credit, ratings or achievement for any unit, course/module or qualification itself of which a breach was committed.
d. other recommended action (in accordance with HEART Trust/NTA's guidelines

NB: In the absence of the Institution Manager all matters relating to this position will be handled by the Director Principal.

Trainees Dress Code Policy

Trainees Dress code and general appearance is a shared responsibility of the Trainees and the HEART College of Innovation and Technology (HCIT). The HCIT believes that adherence to dress code is an important aspect of a trainee's overall social, educational, and professional development. The reason for such code is based on the Institute's desire to:

- establish a level of professionalism that will enable Trainees to transition into the workforce as adults.
- prevent Trainees from identifying with, or feeling threatened by, attire or grooming associated with disruptive or negative influences.
- create a sense of identity among the Trainees.
- Reflect respect for themselves, each another, the faculty and staff, and the educational goals of the college.

The following shall be the guiding principle behind the HCIT Dress code

- Decency
- Neatness
- Cleanliness
- Safety
- Professionalism
- Suitability

The HEART College of Innovation & Technology caters to a wide cross section of the society. Its trainee population includes employed professionals and teenagers/youngsters. Programmes are offered on a flexible continuum between the hours 8:00 am to 9:00 pm and on weekends. Taking all these factors into consideration, the HCIT has devised a flexible dress code without compromising the underlying principle mentioned above. This dress code can be categorized as follows Formal and General.

The Formal Dress Code

The Formal Dress code applies to all trainees enrolled in programmes that are offered on a fulltime basis. The Formal Dress code requires that all full-time trainees attending classes at the HCIT Campus, or its affiliate wear the prescribed (colour) buttoned Oxford Shirt (long or short sleeve) as

indicated on the Uniform & Dress Code Guidelines issued in the acceptance package. The rest of the dress code is as follows:

All male Trainees are required to wear navy blue pants. The buttoned Oxford Shirt should be neatly tucked into the pants.

All female Trainees may wear either pants or skirt (navy blue). The shortest skirt hem must be on the knee).

Other requirements

In accordance with the MOE new grooming guidelines for public schools the following will apply:

Guidelines for Males:

MOE Guideline

Clean neatly maintained hair: shall be kept in a conventional low cut that is evenly graded around the head with the length kept close to the scalp. Alternatively, hair shall be groomed to conform with the conventional standard of an even profile appearing close to the head. As a result, hair shall either be worn in a low evenly graded cut or in a style that is close to the head, away from the face ears and eyes and secured. Only Rastafarian will be allowed to wear institutional approved headwear, and hair must be covered at all times.

Hair shall remain in its natural texture and colour; no hairstyle affiliated with gangs, antisocial cliques, or groups; no chemical processed style, bleached or dye hair; eyebrows shall not be shaved or have any visible lines or patterns; beards, moustache, or sideburn are allowed and should be neatly groomed.

Cornrows, plaits and twists that are properly groomed will be allowed.
Kindly refer to the institution Dress Code Flyer for a visual example.

Male Trainees must not wear:

- Torn or cut-up/off clothing.
- Jeans
- Fashionable Belt Buckle
- Visible tattoos, body markings, or body piercing ornaments (this must be covered at all times)
- Hats, sunglasses, skullies, or do-rags

- Shorts
- Earrings/ Tongue Ring, Nose ring
- Chain should not be worn outside of shirt
- Slippers, Sandals, Flip Flops, peep toe, coloured sneakers
- Hair extensions
- Garish hair colours resulting from bleaching or dying.
- Oversize imaged rings

Guidelines for Females:

MOE Guideline

Clean neatly maintained hair. Hair may be worn in, braids or twist of locks. Hair extensions should not exceed (ten) 10 inches, no multiple hair colour, no garish hair colour. Hair accessories shall be pinned in conspicuous and school colour with no more than two colours worn at any time.; no shave sides, visible lines or patterns; no styles associated with gangs, antisocial cliques or groups; eyebrows should not have any visible lines or patterns.

Female Trainees must not wear:

- Jeans
- Visible tattoos, body markings, (must be covered at all times)
- Body piercing ornaments such as tongue ring (except 1 pair of earing)
- Mini Skirts, skirts with long split, tight skirts
- Skinny or tight pants
- Capris or three – quarter pants
- Hats & Caps
- Ankle Bracelet
- Shorts
- Hats, sunglasses, hair curlers, skullies, or do-rags.
- Slippers, Sandals, Flip Flops, peep toe, coloured sneakers
- Multiple hair colour
- Garish hair colours
- Hair extensions should not exceed (ten) 10 inches in cm.

Pants

- Trainees are required to wear dress pants or casual pants. They must be solid colour, regular or relaxed fit cut.

- Pants must be of an appropriate waist size and length.
- Pants must be worn at the waist. (No sagging)
- Pants may not be altered, rolled up, or tucked in at the ankle.
- Pants must be properly tailored (no staples or tape).
- These pants are not allowed: oversized, overalls, sweatpants, fatigues, cargo style, cut-offs, or Tight fitted pants.

The General Dress Code

The General Dress code applies to all Trainees enrolled in classes at the HEART College of Innovation & Technology campus or its affiliates any time after 5:00 pm on regular weekdays and weekends. The General Code does not require the prescribed (colour) buttoned Oxford Shirt (long or short sleeve) as required by fulltime Trainees. The rationale behind this is convenience and flexibility. The typical Trainees population attending classes after 5:00pm and weekends are employed, and they have work related compulsions and dress code during weekdays/weekends, which the HCIT understands and accepts. Nevertheless, it is necessary that the mode of attire for
these Trainees should meet our principle of Decency, Neatness, Cleanliness, Safety, Professionalism and Suitability.

Trainees may not wear clothing that has words, expression, slogans, symbols, or graphics that are:

- Profane
- Obscene
- Suggestive
- Defamatory

- Demeaning; or with references to:
- Alcohol
- Drugs
- Tobacco
- Sex; or
- Promote hate and/or violence and/or a gang image

At no time they are allowed shorts or, Torn or cut-up pants, Sandals, Slippers, Flip Flops or Peep toe footwear.

Female Trainees

Female Trainees are to wear a combination of any of the following Shirts, tops, blouses, trousers/pants, skirts or jeans. Shirts, tops, blouses, and dresses must either have sleeves, or must cover the area from neckline to shoulder, or must have shoulder straps that are wider than what are commonly referred to as "spaghetti straps". All shirts, tops, and blouses must either overlap the bottom garment (i.e., pants, skirts) or be tucked inside the bottom garment. The length of the skirts and dresses must extend to, no more than 2 inches above the knee.

Clothing that inappropriately exposes body parts is not permitted, including low-cut shirts, tank tops, spaghetti strap tops, halter-tops, vests, see-through or mesh garments worn without shirts. Hair colours must not be 'loud' and must fit the professional image of the institution.

Male Trainees

Male Trainees are to be appropriately dressed in trousers, jeans, shirts, T-shirts. The trousers/pants or jeans are to be full length and are to be worn at the waist (no sagging) or tight pants. Trainees shall not attend classes in shorts, wearing sleeveless shirts, t-shirts or sandals / Slippers.

Other Requirements

Hats, sunglasses, hair curlers, skullies, or do-rags may not be worn. Headwear must not be worn (except for religious reasons)

Visible tattoos, body markings, or body piercing ornaments are not allowed. Body piercing jewellery is permitted for female Trainees to be worn only on the ears (both ears) not exceeding one (1) pair. No tongue ring is allowed. However, it must be noted that male Trainees are strictly prohibited from wearing any form of body piercing jewellery. Male and female Trainees are permitted to wear a ring on one finger of each hand.

Trainees may not wear torn or cut-off clothing, shorts, bathing/swimsuits, wind pants, jogging suits, or sweatpants. Underwear should not be worn as outerwear.

Safety and Security

All Trainees are required to adhere to the health, safety and security rules and practices of the institution. The College will hold Trainees responsible for the rules and their consequences. Entry and exit of the school compound are monitored and regulated by security personnel. Trainees are to have their ID cards in their possession at all times. All vehicles entering and exiting the compound are subject to a routine search. All electronic equipment must be logged with the security personnel before access to the premises is provided. Health and safety signs are strategically placed in the classrooms, common areas and offices. Kindly take note of the information in these signs and adhere to these safety principles.

SECTION F: CERTIFICATION

Policy

It is the policy of the HCIT to ensure that:

i. Strategies are implemented for ensuring that the Certification Processes are carried out as required by the established guidelines of the certifying body.
ii. Administrative arrangements are in place to accommodate the Certification Processes.
iii. Written procedures, relating to reviewing the Certification Process, are developed and implemented to ensure the continuous improvement of its systems. iv. Corrective actions are planned and initiated, and procedures are established to address opportunities for improvements resulting from the findings of the audit

Policy Guidelines

All programmes offered at the HEART College of Innovation & Technology (HCIT) are certifiable.

Short / Customized Courses-

- A Trainee must average at least 50% in the coursework to be considered eligible for final assessment.
- a Trainee must score a minimum of 50% to be successful in final Assessment

Procedure – Certification

Non-NVQ

The Assessment Officer keeps track of Trainees progress towards certification by maintaining a tracking system for each group which is updated after each assessment activity.

For Industry Certification Courses, certificates are requested in keeping with requirements of the certifying body.

The Registrar forwards the Certificates to the Director Principal for Sealing.

Provisions can be made for Trainees to be awarded the certificate for programmes for which certificate requirements are fulfilled.

Trainee's meeting certification requirements for programmes other than the one in which they were accepted may be awarded the certificate at the discretion of the Registrar. E.g., Trainees registered for bachelor's degree may be awarded the Associate degree; a Trainee registered to a NVQ Level 4 programme may be so awarded if they have achieved certification in an NVQ Level 3 programme.

NVQ Trainees

The certification process is activated upon registration of a Trainees on the NQS. Candidates on the Training and Assessments Pathway being registered for Assessment must meet the minimum coursework requirements as set out by the ATO.

The registry keeps track of all Trainees certification by:

- o Updating individual assessment files
- o Entering and verifying results on the NQS Assessment Module
- o Maintaining an internal tracking mechanism for each client.

Trainees will keep track of their certification status by, viewing results: posted on the notice board, via electronic media.

When a Trainee has met all the requirements for certification, the Registrar, through the Director Principal will submit a request for certificates to the NCTVET.

Request for certificates will be processed on a monthly basis.
Confirmation of receipt of request by the NCTVET is done within seven (7) days.

The NCTVET has a turnaround time of 25 days within which certificates are processed.

The Office of the Registrar will ensure that Trainees are notified that certificates are available.

Trainees are required to present proof of identification and sign the log upon receipt of certificates.

Trainees who wish to have their certificates picked up by a third party should send written notification indicating same. The third party is required to submit a government issued ID to facilitate this process.

If a Trainees has had his/her certificate lost, damaged, stolen or received with errors resulting from incorrect information provided by the Trainees, he/she will be required to apply for a replacement. HCIT will verify the Trainees information (including proof of identification and supporting documents) before submitting to NCTVET along with the completed application form.

The Trainees is required to pay the requisite fee using a voucher provided by NCTVET, the copy of which will be submitted by the Institution with the application form. The NTCVET will finalize replacement within their stipulated timelines.

Where HCIT is responsible for the loss, damage or errors, a request for replacement will be submitted to NCTVET without charge to the client.

SECTION G: GRADUATION

Graduation

NVQ-J Trainees

The HEART Trust/NTA organizes a regional certification/graduation ceremony annually during the month of November. The following are the requirements for a Trainees to graduate

- Successfully complete the programme by earning all the required units or having passed all the modules of the programme.
- Have no fee of other financial obligations overdue.
- Have no library books overdue including any fines.

ASSESSMENT ONLY SERVICES

Applicants who have acquired competencies through formal and non-formal training/experience may apply to have their competencies assessed for certification under the Institution's Assessment Only Services. The Assessment Service is dependent on the client's experience, qualification, and willingness to participate in the required activities. Assessment service include Challenge Test, Prior Learning Assessment, On-the Job, and Job Certification Award.

Applicants without Work Experience

- Certificate/Transcript at an equivalent level OR pass the pre-assessment evaluation.
- A letter outlining why the applicant believes he/she is eligible to be assessed in the particular skill area for which assessment is being sought. (Not Applicable if the Applicant uses the Prior Learning Assessment Form)
- o TRN
- Picture ID (Passport/Driver's License/ Voters ID)

- o Birth Certificate

1. *Applicants with Work Experience Applying Outside of a Firm (Walk in Trainees)*

- Job Letter OR Professional Testimonial (Proof of Experience)
- A resume showing experience in the field
- A letter outlining why the applicant believes he/she is eligible to be assessed in the particular skill area for which assessment is being sought. (Not Applicable if the Applicant uses the Prior Learning Assessment or the challenge test Form)
- o TRN
- Picture ID (Passport/Driver's License/ Voters ID) o Birth Certificate

Applicants may submit an application form or apply online.

2. *Clients Registered through A firm*

- TRN
- Picture ID (Passport/Driver's License/ Voters ID)
- Birth Certificate (Optional)
- Resume (optional)

The coordinator representing the firm may submit the relevant biodata on behalf of the participants. The coordinator will submit the names of the participants as proof that client is employed to the firm in a capacity that makes them eligible for the particular area assessment.

In the BPO industry where there is a training component to their employment the required minimum work experience can be less based on information presented from the employer.

Required Experience for Assessments under ~~PLA~~ Assessment Only

Qualification	Minimum Required Experience
Job Certificates & Level 1	6 Months
Level 2 – 3	1 year
Level 4 & 5	2 years

Challenge Test

A Challenge Test is a summative assessment that can be used to determine the competency level of an individual in a particular occupational area. This assessment is

designed especially for skilled workers with no formal certification. Challenge Test is offered at Levels 1 and 2.

Procedure for Application

Apply online at heart-nta.org pending availability of an offering on the portal. OR submit hard copies of the HEART NSTA Trust Application Form. Applications must be submitted along with:

- TRN
- Picture ID (Passport/Driver's License/ Voters ID)
- Birth Certificate (Optional)
- Resume (optional)
- Candidates must be literate at the Grade 9 level

Procedure – Processing of applicants

The Assessment Officer/ Registrar reviews the client's application to determine if sufficient evidence exists to admit the client into the Assessment Only programme

The client is given feedback on the status of their application. They are advised on the recommended assessment service given their experience.

Orientation for the client is conducted by the Assessment Officer/Registrar

Assessment process of the HCIT.

Dress Code (if applicable)

Guidance on completion

Clients are assigned on Assessor/Advisor who will guide them through the assessment.

After consultation, a schedule for the completion of the client's assessment is established.

The assessment is offered at a mutually convenient time to the ATO, the assessor and the candidate.

Assessment requirements/guidelines:

Candidate must access/acquire the relevant Competency Standards

The assessor will conduct planning sessions with the candidates prior to the conduct of assessment to include:

- The HCIT assessment process
- Special Needs
- The Appeal Policy
- Context of the Assessment
- Tools & Equipment Requirement
- Maintaining the Integrity of the assessment process

Candidate has a maximum of three (3) years to re-sit any component failed

Gaps identified must be closed (e.g. through formal and informal training) before reassessment

The Assessment Process

Candidates are assessed against the requirements of the Competency Standards as listed on the relevant Qualification Plan available on the NCTVET website at: www.nctvetjamaica.org.

The assessment consists of two (2) components:

1. **External Written Assessment (EWA) [multiple choice questions]**
2. **External Practical Assessment (EPA) [maximum of five (5) related tasks]**

NVQ-J Certificate of Competence will be awarded once all the requirements for certification have been met. A Job Certificate can also be awarded if only job specific competencies were assessed during the assessment process.

Prior Learning Assessment

Prior Learning Assessment (PLA) is the recognition of knowledge, skills and attitudes acquired through formal and non-formal education, training, past experience, achievements, or work. PLA is offered at all levels.

PROCEDURE – Processing of applicants

The Assessment Officer/ Registrar reviews the client's application to determine if sufficient evidence exists to admit the client into the assessment only programme

The client is given feedback on the status of their application. They are advised on the recommended assessment service given their experience.

Orientation for the client is conducted by the Assessment Officer/Registrar

- Assessment process of the HCIT.
- Dress Code (if applicable)
- Guidance on completion

Clients are assigned on Assessor/Advisor who will guide them through the assessment.

After consultation, a schedule for the completion of the client's assessment is established.

The assessment is offered at a mutually convenient time to the ATO, the assessor and the candidate.

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Candidate must access/acquire the relevant Competency Standards

The assessor will conduct planning sessions with the candidates prior to the conduct of assessment to include:

- The HCIT assessment process
- Special Needs
- The Appeal Policy
- Context of the Assessment
- Tools & Equipment Requirement
- Maintaining the Integrity of the assessment process

Candidate has a maximum of three (3) years to re-sit any component failed.

Gaps identified must be closed (e.g. through formal and informal training) before reassessment.

Where the evidence presented is insufficient, the candidate will be required to sit a theory and/or practical assessment.

The Assessment Process

Candidates are assessed against the requirements of the Competency Standards as listed on the relevant Qualification Plan available on the NCTVET website at: www.nctvetjamaica.org.

The assessment consists of two (2) components:

1. **Portfolio Presentation** (evidence of prior learning competencies)
2. **Panel Assessment** (interviews/discussions with external assessor/verifier).

Portfolio

A compilation of a variety of samples, documents, or demonstrations to substantiate a claim of competence, such as, must be submitted:

- Certificates of achievements/transcripts.
- Testimonial from past and present employers/customers; resume/work experience documents.
- Sample/pictorial evidence of work; explanation/description of procedures and techniques.

On-the-Job Assessment

On-the-Job Assessment provides a flexible way of awarding occupational qualifications in the workplace. The assessment places emphasis on the practical demonstration of competencies as they are performed on the job as well as on the theoretical/underpinning knowledge component of industry-determined standards. On-the-Job Assessment is offered at all levels. The procedure for On-the Job Assessment will be administered as outlined in the NCTVET Brochure.

The Assessment Process

Candidate is assessed against the requirements of the Competency Standards as listed on the relevant Qualification Plans.

The assessment consists of three (3) components:

1. **Internal Assessment** conducted by the supervisor/trainer over a period of time.
2. **External Written Assessment** conducted by the NCTVET/ATO at the end of the observation period.
3. **External Verification** conducted by an external verifier /assessor assigned by the NCTVET/ATO.

Format of the External Written Assessment

The assessment may consist of multiple choice (Levels 1 and 2), short answer/essay/case studies (Levels 3 – 5). Assessment at Level 3 will include a project while Levels 4 and 5 will include a portfolio presentation of evidence to support the candidate's competencies. Levels 6 to 8 will include a thesis.

Assessment requirements/guidelines

- Gaps identified must be closed through further formal or informal training and assessment
- Applicant must be attached/employed to the participating company/organization
- Commitment (in writing) of the company's willingness to participate in the assessment

The NCTVET Job Certification Award

The Job Certification Award is a formal recognition intended to satisfy the needs of individuals for certification in the specific job/tasks. It is also intended to satisfy the needs of employers for proof of competence in a specific job or tasks. The award provides proof of competence in a specific set of tasks associated with a recognized job. (The procedure for Job Award will be offered as outlined in the NCTVET's Job Awards Manual. See Appendix

1. The assessment will comprise of two (2) components:

a. demonstration of knowledge which will be based on the requirements of the standards. *This should be done via a summative written paper comprising of forty (40) multiple choice items.*

b. observation of the performance of the skill set in an on-the-job *or simulation (practical) setting.*

APPENDIX 1

HEART College of Innovation & Technology

TRANSCRIPT REQUEST FORM

Date of Request: _____

NAME (used while at institution) ☐ Mr. ☐ Mrs ☐ Ms.

_____

SURNAME FIRST NAME MIDDLE INITIAL ADDRESS

ADDRESS _____

TELEPHONE #_____(WORK)_____(MOBILE) _____

PROGRAMME PURSUED_____ID# _____

COMPLETION _____ DATE

DATE OF ENTRY _____

PURPOSE OF TRANSCRIPT

[] FUTHER STUDY [] PRESENT EMPLOYMENT [] FUTURE EMPLOYMENT [] OTHER (please specify)_____

TRANSCRIPT TO BE ADDRESSED TO:

NAME OF INSTITUTION _____

CONTACT PERSON_____ TITLE_____

ADDRESS OF INSTITUTION_____

TRAINEES SIGNATURE _____

Transcript being an official document will be sent from institution to institution. Only in exceptional circumstances will we deviate from the norm.

SERVICES AVAILABLE (Tick Option)

Option 1	**Option 2**
Regular Service	Express Service
10 working days	5 working days

All payments MUST be made to the HEART Trust/NTA NCB Account Number 211-110-481 prior to processing. Transcript will be processed when proof of payment has been received.

FOR OFFICE USE ONLY

PREPARED BY _____ CHECKED BY _____

APPROVED BY _____ DATE PREPARED _____

[] MAIL [] COURIER VOUCHER/RECEIPT# _____

DATE OF DISPATCH _____

HEART College of Innovation & Technology
1 Rampart Close | Montego Bay, St James
Tel: 876-99-HEART(43278) |Email:hcit_registry@heart-nta.org

Appeal Form

An appeal may be initiated by a trainee/client who:

1. is dismissed from an assessment
2. receives a rating or grade decision which would affect the student's/client's ability to pass the programme, course, assessment, or attain the certificate, diploma, or degree
3. receives a rating or grade that he/she believes is not in accordance with his/ her performance.

Some points to remember

1. Refer to the relevant appeal policy for details of timelines and procedures.
2. When required, please attach additional sheets to fully respond to the questions and include any additional information you wish to provide.
3. Please complete this form and submit to the Registry within five (5) working days of receiving your assessment results

Trainee /Client Information

Name: _____
Last Name *First Name* *Middle Name*

Programme: _____ NQS ID Number: _____

Address: _____

Parish: _____

Phone # _____

E-Mail Address _____

1. **What was the outcome of your previous appeal/s (if applicable)?**

2. **Are there any witnesses you will be calling on your behalf?**

☐Yes ☐No

If Yes, please provide their names and how they can be contacted:

3. **Describe the result or outcome you are seeking.**

4. **Are there any documents that you want to submit?**

☐Yes ☐No

If Yes, please enclose the documents with this form.

I hereby affirm that the information on this form is an accurate description of the circumstances that led to this appeal.

Signature: _____ **Date:** _____

FOR OFFICE USE ONLY

Date received: …… **Received by:** ……

Sent to: …… **Date:** ……

Submitted by: …… ……
(Assessment Officer) (Date)

Reviewed by: …… ……
(Registrar) (Date)

Recommendation: ☐ Appeal Accepted ☐ Appeal Denied
Comments (if necessary):

……

……

Action 1: ☐ Assessor Informed ☐ Student Informed
Comments (if necessary):

……

……

Action 2: ☐ Second Marker Engaged ☐ QAC Informed
Comments (if necessary):

……

……

Appeal Outcome Communicated: ☐ QAC Informed ☐ Assessor Informed
Comments (if necessary):

……

……

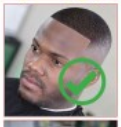
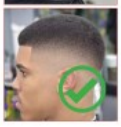
Final Decision Communicated:

…… ……
(Registrar) (Date)

DRESS CODE STRICTLY ENFORCED

-STUDENTS-

MALE (DAY STUDENTS)

- YES GROOMED LOW-CUT HAIR (NO MORE THAN 2 INCHES HIGH)
- YES GROOMED CORNROWS, PLAITS, TWISTS
- NO COLORED HAIR
- NO EARRINGS
- NO TIGHT PANTS, NO JEANS PANTS
- NO UNAUTHORIZED HEAD GEAR (TAMS, HATS, CAPS)



FEMALE (DAY STUDENTS)

- NO SKIRTS ABOVE THE KNEE
- NO EXCESSIVELY COLORED HAIR AND/OR HAIR ADORNMENTS
- NO 3/4 PANTS
- NO TIGHT SKIRTS
- NO MORE THAN ONE PAIR OF EARRINGS



NO WEAPONS ALLOWED!

HEART NSTA TRUST

HEART
College of Innovation & Technology

