



**Craft Training Center
of the Coastal Bend**

**Student Handbook
Policies & Procedures**

**Visit Our Website at:
<http://www.ctccb.org>**

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Equal Opportunity Training

The recruitment, selection, and training of students shall be without discrimination towards race, color, religion, national origin, or sex.

Admission Requirements

Admission requirements for specific programs are detailed under the respective program sections.

General admission requirements are as follows:

1. Students must be eligible to work in the United States as required by the completion of an I-9 Employment Eligibility Verification form.
2. Students must complete the CTCCB application by stated enrollment deadline.
3. Students must be drug-free. Admission to the program requires a drug test. All students are subject to and must participate scheduled and random or for cause drug and/or alcohol tests while enrolled in classes at the Craft Training Center. Students not in compliance and those refusing to participate in Drug or Alcohol testing are subject to immediate dismissal from the program for at least one year. If the student wishes to be considered for re-enrollment after one year, a drug screen must be provided at the student's expense and forwarded to CTCCB by the testing company. (The Board requires that **all** students must be drug tested at least annually.)
4. Students must pay full tuition fees by the stated payment deadline, as noted on calendar.
5. Students 18 years of age or older may apply for admission to the adult program (diploma or GED not required). Students still enrolled in high school may apply to attend daytime classes if enrolled in a qualifying high school program. Minors (below 18 years of age) must have parental consent signatures on all required documents and the student must be accompanied by a parent or legal guardian upon registration for admission to the adult evening program.

Advanced Placement

To be awarded an advanced placement into a higher level of training, the Instructor and Director of Education will need to be consulted. After a written and/or practical test is given the Instructor will determine whether the student is qualified to advance. Students being tested for advanced placement do so with the full understanding that they will be skipping modules necessary for an NCCER Certificate of Course Completion. Students who qualify for advanced placement and choose that course of action must sign an acknowledgement form stating they understand they will not be receiving NCCER credit.

Granting of Course Credit

Students who have previously attended an accredited NCCER training program, and have successfully completed training modules which are not obsolete, need to present their valid NCCER transcript in order to have qualifying knowledge-based credits applied toward their course of study at Craft Training Center of the Coastal Bend. In order to determine a student's appropriate skill level placement a performance verification assessment based on NCCER competencies will be required.

Del Mar College Continuing Education

Del Mar College adult continuing education credit is granted through a dual enrollment partnership with Craft Training Center of the Coastal Bend. **Students who meet Del Mar eligibility requirements and complete all paperwork by the first class day** may be eligible for Del Mar College continuing education credit.

Student Registration

I. New Students

New students are those who did not attend classes for one or more semesters immediately prior to the upcoming semester, those students must attend orientation. Orientation dates are listed on the Official School Calendar.

New students may pre-register for courses at any time prior to or on the scheduled orientation night for the upcoming semester. Applicants who have not paid, drug tested and enrolled stated deadlines for the upcoming semester are not eligible to attend classes for that semester. Courses are available on a first pay first served basis, and class size may be limited. A student is not officially enrolled for a course until the following conditions have been met:

- All required documentation has been completed by the prospective student and documentation has been submitted to the Student Services Coordinator by the stated deadline for the upcoming semester.
- A drug screen was taken on orientation night and negative drug screen results for the prospective student have been received by the Craft Training Center.
- All tuition and fees have been received and receipted by the Craft Training Center no later than the stated deadline for the upcoming. Unless Scholarship or employer paid.

All fees must be paid in full by the New Student Official Tuition Payment Deadline issued by the CTCCB for that semester. (Please check calendar for Official Enrollment/Tuition deadlines.) If enrollment requirements have not been met by the **Official Tuition Payment Deadline**, the applicant is no longer considered registered for the class and his/her name will be removed from the current student enrollment.

II. Returning Students

A returning student is one who has attended semesters consecutively and did not skip one or more semesters just prior to the upcoming semester. A student who did not attend the previous semester is defined as a new student for the purposes of mandatory attendance of orientation and payment/enrollment deadlines.

Returning students are provided ample opportunity to pre-register and pay for the next semester well in advance of the end of each semester, and are encouraged to do so to retain a place in class.

A returning student is not officially re-enrolled until the following conditions have been met:

- All required documentation has been completed and submitted to the Student Services Coordinator by or before the stated enrollment/payment deadline.
- All tuition and fees have been paid by or before the returning student payment deadline/ late fee deadline. Unless student tuition is paid by scholarship or billed to employer.
- There are no outstanding fees, i.e. books, late fees, tuition fees from employer, etc.

Returning students who have not met enrollment conditions by the Official Returning Student Tuition Enrollment/Payment Deadline will be given the opportunity for late enrollment and payment until 12 NOON on the scheduled orientation date each semester, there is a greater risk that the desired course may no longer be available, and returning students must also pay the stated late fee, when using the late enrollment/payment option. Those who do not meet the all conditions and deadlines will be dropped from the class.

III. VA Students

Craft Training Center of the Coastal Bend was approved by Texas Veterans Commission effective May 6, 2013 to train veterans in the following crafts: SMAW and GTAW Welding, Industrial Painting, Instrumentation Technician, Instrumentation Fitter, Pipefitting, Scaffold Building, Mobile Crane Operations, Construction Site Safety Technician, and the Electrical and Plumbing Apprenticeship Program. Please see the Student Services Coordinator for the Required Document Checklist.

Textbooks

Textbooks are included in the tuition fee for most courses. Students who enter a program at a level above Semester 1 may have to pay for the textbook for any levels not previously attended, as well as applicable tuition and fees. The Student Services Coordinator will assist students in determining course fees and textbook requirements. (Certain courses are issued books that must be returned in a specified condition)

Satisfactory Progress

Grading and Program Completion

Students' work is graded on two criteria: Knowledge-based assessments and performance-based assessments. To successfully complete a course, all learning competencies must be passed as follows:

- 70% on every knowledge-based module
- Pass all performance-based competencies

Knowledge-based assessments are objective tests based on the *Contren[®] Learning Series* and are administered at the conclusion of each knowledge module in the appropriate curriculum. If a student fails a module, the Instructor may offer the student one opportunity to re-test and pass the module. If the student fails the re-test opportunity, the Instructor will refer the student to the Director of Education who will determine if the student can re-test one more time after tutoring, if student must retake the course at the next opportunity, or is dismissed from the program.

Performance-based assessments also follow the *Contren[®] Learning Series* assessment criteria and are graded on a Pass-Fail basis. All performance-based modules must be passed by the end of the semester in order to pass the course. Students not demonstrating progress sufficient to pass all required performance-based assessments by the end of the semester must repeat the course in the following semester.

Progress reporting occurs on a continuous basis throughout the semester as students receive graded and returned written work from their Instructors. A progress evaluation period is any 14-week semester during which a student is enrolled and attending classes. At the end of each semester of enrollment, the student receives a written evaluation of progress.

A student who has paid for the full semester tuition may request a grade of "Incomplete" from the Director of Education if the student withdraws for an appropriate reason unrelated to the student's academic status. If approved, the work required to complete the semester must be completed within one calendar year of the issuance of the incomplete (I). A student receiving an incomplete should contact the Director of Education for course completion details.

Students should periodically request a copy of their transcript, from the Student Services Coordinator, to verify class progression. Students should monitor their own records to verify their transcript is complete and correct and immediately inform the Student Services Coordinator if there appears to be an error.

Certificate of Completion

Students will be awarded a Certificate of Course Completion from NCCER once all course requirements are met. NCCER Credentials and a transcript will be sent to the student through the mail using the address provided on the application. A formal graduation ceremony is held each year, typically late October, for all eligible students.

Policies

I. Attendance Policy

Tardy arrivals and absences are recorded by the Instructor and reported to Student Services. Students are required to attend classes regularly, and to be on time. Students must personally sign in for every class. Students who fail to sign in for a class for any reason will be considered absent and must arrange to make up that class. Students are required to make up all absences; enrollment may be terminated after three absences per semester. Students are responsible for contacting their regular Instructor to get a make-up slip and the student must present the make-up slip to the make-up instructor at the beginning of the class.

Termination

A student's enrollment may be terminated after **three** absences per semester. Students have up to **two** weeks to make up an absence. (Extenuating circumstances must be reported to and approved by the Director of Education.) Lab and/or classroom space for make-ups is limited and will be assigned on a first come, first served basis. Students are encouraged to contact Instructors and/or the Director of Education to make up missed classes and/or labs as soon as possible following the absence. (Extra time to refine welding skills will cost the student an additional fee.) Only registered students and CTCCB personnel are allowed in the classrooms and lab areas. No unauthorized individuals will be permitted in these areas at any time.

Re-Admission

Students who are terminated for violation of the approved attendance policy may re-enroll for the next semester. This does not circumvent the refund policy.

Payment, Cancellation and Refund Policies

II. Payment Policy

1. Partial payments will not be accepted.
2. Students must pay their full tuition in one payment by the Official Enrollment/Payment Deadline.
3. Students who have not paid tuition by their Official Tuition Enrollment/Payment Deadline are not eligible to enroll in the current semester.
4. Checks returned for non-payment will be charged a \$25 NSF fee. Payments remitted to cover NSF checks must be made in cash or money order within three business days of the date the student was notified, otherwise the student will be dropped for non-payment of tuition.
5. The student is ultimately responsible for their own tuition, in the event a scholarship, employer assistance or other funding does not come through as expected.

Whether a Student drops on their own or is dropped for cause, a written refund request must be submitted to the Student Services Coordinator within five business days of their drop date in order to use the original drop date as the prorated refund date; otherwise the date that the written request is actually submitted to Student Services will be used to prorate the refund, which may substantially reduce the refund amount.

III. Cancellation Policy

All classes are subject to cancellation. In the event of cancellation, students have the following options:

1. Transfer to another class, if an appropriate class is available.
2. Receive full refund of tuition.

IV. Refund Policy

CTCCB's refund policy is as follows:

STUDENT/EMPLOYER INITIATED DROP When a student voluntarily withdraws or is withdrawn from a course by their employer, a *non-prorated* refund will be made, under the following conditions:

- A written refund request must be submitted to Student Services by the student or their employer **no later than 3:00 pm. on the FRIDAY prior to the first official scheduled class for each semester.** (See Calendar)
A \$20 processing fee will be deducted from refund.
A \$30 drug screen fee will be deducted from tuition refund. (If a drug screen has already been taken)

CTCCB INITIATED NO-FAULT DROP A *non-prorated* full refund will be made under the following conditions:

- The desired course of instruction is discontinued for any reason, or did not make due to low enrollment.
- The student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials or by owners or representatives of the school.
- And written refund request is submitted to Student Services by the student or their employer **during regular 8 am to 5 pm business hours, no later than five (5) business days from the official drop notice date.**
- New textbooks (If already issued) must be returned in "like new" condition and class set books must be returned in the specified condition agreed upon and signed for when book(s) were issued.
- Text book(s) must be returned to Student Services by or before the time written refund request is submitted.

CTCCB INITIATED DROP When a student is dropped from the program due to a failed drug screen or other policy violation, a *non-pro-rated* refund will be made, under the following conditions:

- A written refund request must be submitted to Student Services by the student or their employer during regular **8 am to 5 pm business hours, no later than five (5) business days from the official drop notice date.**
- A \$20 processing fee will be deducted from tuition refund.
- A \$30 drug screen fee will be deducted from tuition refund. (If a drug screen has already been taken)
- New textbooks (If already issued) must be returned in "like new" condition and class set books must be returned in the specified condition agreed upon and signed for when book(s) were issued.
- Text book(s) must be returned to Student Services by the time written refund request is submitted.

REFUND REQUESTS THAT ARE NOT SUBMITTED PER POLICY REQUIREMENTS WILL BE REFUNDED ON A PRO-RATED BASIS, AS SHOWN BELOW; MINUS APPLICABLE PROCESSING FEE AND STATE DECUTIONS

REFUND REQUESTS WILL ONLY BE ACCEPTED UNTIL 3 P.M. DAILY ON THE FIRST TWO NIGHTS OF CLASS

- * Written refund requests made after the Friday deadline, and prior to the 5th scheduled class will be refunded at 70%.
- * Written refund requests made after the 5th and 6th scheduled classes will be refunded at 40%.
- * Written refund requests made after the 7th and 8th scheduled classes will be refunded at 25%
- * Students are not eligible for a refund in any amount for classes 9 through 28

1. New text book(s) if issued, must be returned in "like new" condition at the time of the refund request.
2. Class set book(s) if issues must be returned the condition specified and agreed upon when book(s) were issued.
3. Books must be returned before by the time the written refund request is submitted. Otherwise the price of the book(s) will be deducted from the prorated refund.
4. **No refunds will be issued after the 8th class period.**

Refunds will be processed within 30 days of the date that the written refund request and books, (if any) were turned in to the Student Services Coordinator.

Refunds will be mailed to the address provided on the application unless the CTCCB has been notified in writing of a change of address.

The CTCCB will not be held liable for non-delivered mailings sent to an incorrect address due to student/applicant failure to update their mailing address in writing or any other reason beyond the control of the CTCCB.

V. Conduct Policy

Students will be respectful of other students, Instructors, staff, visitors, and school property. Conduct deemed inappropriate may be grounds for dismissal.

VI. Safety Policy

Proper clothing (shirts/pants/enclosed boots) must be worn at all times while attending CTCCB classes. Students are instructed on the proper use of Personal Protection Equipment (PPE). Students are required to wear proper PPE while in the welding lab. Students in other lab settings are also required to wear PPE as specified by their instructor. Shorts, flip-flops, etc. are not considered appropriate or safe clothing and are not allowed for any craft. All other safety procedures must be followed. Students are to notify their instructor of any injury while on the premises. If a student is found to be in violation of this policy he/she will be given a safety violation.

On the third safety violation the student will be dismissed from class and instructed to leave the property and will not be allowed to return to class until he/she confers with the Director of Education.

Major safety violations are handled on a case by case basis, and may not be given the same latitude as minor violations. CTCCB will not be held liable for injuries that occur due to a student's failure to properly wear required PPE.

VII. Substance Abuse, Weapon, & Contraband Policy

Craft Training Center of the Coastal Bend has a strong commitment to provide a safe environment for its students and staff and visitors on its premises. In order to assist in maintaining a safe learning environment and to protect lives and property, this policy will be enforced.

The use, possession, concealment, transport, promotion, or sale of the following items is strictly prohibited on CTCCB premises to include all property owned, operated, leased by, or under the control of CTCCB and the CSCCB:

- Alcohol
- Drugs, Synthetic Drugs, or Drug paraphernalia
- Firearms
- Unauthorized explosives
- Stolen property
- Any type of contraband prohibited by law or school policy

The term "premises" in this policy is used in its broadest sense and includes all land, property, buildings, structures, and installations leased or otherwise being utilized by Craft Training Center of the Coastal Bend and Contractors Safety Council of the Coastal Bend. CTCCB reserves the right to conduct unannounced searches and inspections of students, including their effects, lockers, baggage, desks, toolboxes, clothing, and vehicles while on CTCCB premises.

In addition to physical searches for contraband, other testing procedures such as laboratory analysis of urine, blood, hair, or other biological specimens of the human body may be used to detect drugs, synthetic drugs, or the presence of alcohol. A positive drug screen or an alcohol screen reflecting alcohol content above CTCCB policy limits will result in removal from the program for a minimum on one year. Refusal to participate in drug or alcohol screens, walking out on or neglecting to participate in mandatory drug or alcohol screens will constitute a refusal and will result in removal from the program for a minimum of one year.

Testing situations may include, but are not limited to, the following:

- Orientation
- Scheduled post-enrollment
- Testing after an accident, or injury
- For cause
- Random

If a student wishes to challenge drug or alcohol test results, they must do so with the testing agency, not with CTCCB. Typically, challenges must be filed with the testing agency within 24 hours of notification of results.

VIII. Tobacco Policy

If a student chooses to smoke or use other legal tobacco products during scheduled classroom breaks they are to be used only in the DESIGNATED SMOKING/TOBACCO AREA on the south side of building number 5 (*picnic tables& signs are positioned in approved area.*)

Tobacco products of any kind are not allowed to be used in classrooms, labs, under awnings, on sidewalk or any non-designated area. Students found to be using tobacco products, spitting tobacco or throwing cigarette butts in any other area of the campus or taking breaks/tobacco breaks while class is in session are in violation of this policy. Student will be given one warning; further violations will result in disciplinary action up to and including removal from the program.

IX. Clean-Up Policy

Each class period there will be a clean-up period of 15 minutes prior to the end of class. Student will be responsible for cleaning up his/her work area in the labs. Instructors will verify these areas are in satisfactory condition prior to students being released from class.

X. Copyrighted Material Policy

It is against the law to copy published material through any of the means listed below:

1. To reproduce copyrighted material by making copies or record such material by other means.
2. To prepare works based upon the copyrighted work, without obtaining proper permission from the creator and give appropriate credit to the creator.
3. To distribute copies of the copyrighted work for public sale, or other transfer of ownership, or by rental, lease, or lending.

Textbooks, pamphlets, assessments, etc. are copyrighted material and may not be reproduced by anyone without permission from NCCER or Pearson.

XI. Change of Address Policy

NCCER credentials, graduation certificates, and other mailings will be mailed to the last reported address provided to CTCCB in writing by the student. CTCCB will not be held responsible for any non-delivered mailings sent to an incorrect address due to the student not having updated their mailing address in writing with the CTCCB.

Harassment, Discrimination and Retaliation Policy

When reading this policy, titles such as “workplace” and “employee” should be substituted with “training facility” and “student” as applicable.

CRAFT TRAINING CENTER OF THE COASTAL BEND (“CTCCB”) is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, CTCCB expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment. CTCCB will not tolerate harassment or discrimination based on age, race, gender, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal, or local law. Such conduct is prohibited in any form at the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to all CTCCB employees, clients, customers, guests, students, vendors, and persons doing business with CTCCB.

Sexual harassment is one type of prohibited harassment that warrants special mention. One form of sexual harassment occurs when a supervisor takes a tangible employment action against an employee because the employee rejects the supervisor’s sexual advances, requests, or demands. A tangible employment action is a significant change in employment status, such as hiring, firing, demotion, failing to promote, reassignment with significantly different responsibilities, undesirable reassignment, or a significant change in benefits. (Even if a supervisor has threatened but not taken a tangible employment action, the supervisor’s conduct may, considering all the circumstances, amount to hostile work environment sexual harassment, which is discussed in the following paragraphs.)

Another form of sexual harassment does not require a tangible employment action and may be based on the conduct of one or more supervisors, co-workers, and persons who are not employees. That form of sexual harassment involves conduct sufficiently severe or pervasive to alter the terms or conditions of employment and create a hostile or abusive work environment. To determine whether conduct rises to a level that alters the terms or conditions of employment, all the circumstances should be considered, including, among other things: the frequency of the conduct; its severity; whether it is physically threatening or humiliating, or a mere offensive utterance; and whether it unreasonably interferes with an individual’s work performance. While any relevant factor should be considered, no single factor is required to conclude that a sexually hostile or abusive work environment exists.

Although sexual harassment must be based on sex or gender, conduct creating a hostile or abusive work environment need not be motivated by sexual desire. Sexual harassment may include extremely insensitive conduct because of an individual’s sex/gender. Simple teasing, offhand comments, sporadic use of offensive language, occasional gender-related jokes, and isolated incidents (unless extremely serious) generally may not be enough to amount to discriminatory changes in the terms and conditions of employment.

Discriminatory intimidation, ridicule, sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature in the workplace may be sufficiently extreme to alter the terms and conditions of employment. Whether a hostile or abusive work environment exists must be viewed from the perspective of a reasonable person. That is, the conduct cannot be viewed from the perspective of an overly sensitive person, nor should the conduct be viewed from the perspective of someone who is never offended. To amount to sexual harassment, the conduct must, however, be unwelcome, and the affected individual must find the conduct offensive. The conduct need not cause psychological or physical injury to amount to sexual harassment.

There is no requirement that a person committing sexually harassing conduct and the individual affected be of different genders. That is, sexual harassment may occur among members of the same or different genders.

If you believe that you are being subjected to workplace harassment, you should:

1. Tell the harasser that his/her actions are not welcome and he/she must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your Supervisor/Instructor, the President or any member of the Board of Directors.
3. Report any additional incidents or retaliation that may occur to one of the above resources.

Any reported incident will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible, given CTCCB's obligation to investigate and act upon reports of such harassment. Appropriate actions will be taken by CTCCB to stop and remedy any and all such conduct, including interim measures during a period of investigation.

Retaliation of any kind or discriminating against an employee who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. An employee who violates this policy or retaliates against an employee in any way will be subject to disciplinary action up to and including immediate separation.

Please save this handbook for future reference.