

MSMU

*Policies & Procedures*

MSMU

POLICIES & PROCEDURES

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**Brief History**

Mechanical Systems Miami University (MSMU) became an Accredited Training Sponsor in August 2016 and sought NCCER accreditation based on its desire for a portable, nationally recognized, and standardized training process. This process is available without discrimination due to race, color, religion, national origin, gender, age, veteran status, physical or mental disability, sexual orientation, or any other reason prohibited by local, state, or federal regulations.

**Organizational Configuration**

The Training Program Director will be responsible for the administration of the NCCER training program at MSMU. The Training Program Director is the single, official liaison between MSMU and NCCER. The Training Program Director reports directly to MSMU. In addition, MSD, Inc. Human Resources may contribute company policies, procedures and practices that will apply to the students who participate in MSMU‘s program.

It is the responsibility of the Training Program Director to ensure that proper recordkeeping procedures are in place and adhered to concerning curriculum for the student. In addition, the Training Program Director will be responsible for appropriate certification and training of appropriate personnel.

**General Information**

The policies and procedures explained in this document apply specifically to the Training & Assessment Program of MSMU. MSMU will serve as the sponsoring body in the NCCER program of Accreditation for both Training and/or Assessment and provide services to all contracted entities under this sponsorship as requested or required. As such, policies stated within this document can be understood to apply to any NCCER certifiable training and/or assessment conducted by MSMU.

**Disclaimer**

MSMU has the right to modify or revoke this policy at any time. MSMU may deviate from this policy in its discretion.

**Sponsorship**

NCCER is the source of accreditation for these programs providing MSMU with a nationally recognized standard for training and/or assessment.

The Training Program Director for MSMU is:

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MSMU Instructors are listed below:

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The Training Program Director is responsible for the day-to-day oversight of MSMU administration of all NCCER Curriculum. This includes all recordkeeping and document (5 years after last contact from student) retention that is required according to NCCER.

By written agreement with NCCER, the Training Program Director provides assurance that MSMU will abide by the program conditions as described by NCCER.

On an annual basis, the Training Program Director will meet with MSMU’s executives, board members, etc. to review and evaluate MSMU‘s administration of the NCCER program. This review will include site visits at all exterior classroom facilities, and the monitoring and evaluation of all Instructors by the Training Program Director or his/her qualified designee. The Training Program Director will document the findings of this review.

**Safety Policy**

All MSMU locations, where NCCER Curriculum is being conducted, will comply with all applicable safety, health and environmental laws and regulations. MSMU will ensure safety for classrooms, labs, and any field trip activities. All NCCER Instructors who teach NCCER Curriculumwill ensure that safety practices of NCCER and MSMU’s safety policy, are being adhered to.

Our goal is to provide an injury-free work environment where facilities and projects are free of recognized hazards; and people, equipment and the environment are not placed at unreasonable risk of injury or damage.

**Drugs, Substance Abuse, Alcohol and Firearms**

All MSMU locations, where NCCER Curriculum is being conducted, will comply with all applicable Drug Free Workplace regulations. This includes but is not limited to all classrooms, labs, and any field trip activities. This applies to all instructors, students, and visitors.

All instructors, students, and visitors shall not possess firearms or any other dangerous weapons of any type in the main office, classrooms, labs, sheet metal shop, and vehicles parked on company property or on any job sites. This prohibition applies even though an individual may be licensed in his/her private capacity to carry a concealed weapon. In addition, any other related object carried for the purpose to injure or intimidate others is not permitted on company property.

**EEO, ADA, Harassment Policies**

MSMU is committed to full compliance with applicable local, state, and federal laws. MSMU will ensure all registering of individuals, program administration, testing, credentialing, and release/reporting of information will be conducted without regard to race, color, religion, national origin, gender, age, veteran status, physical or mental disability, sexual orientation, or any other reason prohibited by local, state, or federal regulations. Harassment of any kind by any instructors or other students is improper and will not be tolerated. All students of MSMU are provided with policies specific to these areas and a copy of these will be provided to other authorized students/participants and/or individuals.

**Policy and Procedure Changes**

The policies and procedures for administering these programs are subject to change by MSMU or where those policies are required by NCCER. The Training Program Director will ensure that all programs, including the remote sites, are provided with copies of these policies and procedures as they are updated.

Any variations of the policies included within this document must be approved in writing by the Training Program Director or NCCER as appropriate. All revisions will be communicated through electronic/ hard copy notification, classroom, and at the annual kick off meeting

**Program Goals**

The primary goals of the program at MSMU are as follows:

* Provide a standardized method that will verify and document a student’s mastered skills.
* Have a tangible method by which to ensure the qualifications of students.
* Match job assignments with proven performance capabilities in a manner that will foster a sense of ownership, contribution, and pride.
* Offer a program for students to advance in their jobsite roles through documented training.
* Allow experienced students to “test-out” according to NCCER guidelines to verify their current knowledge.

**Facility Requirements**

MSMU meets NCCER’s facility requirements. MSMU will provide adequate space and layout to carry out instruction and curriculum with the required equipment for realistic methods and procedures. MSMU will supply adequate/appropriate materials, tools, and equipment needed to support the class size and instructional content for instructors and students. The physical facilities should be well maintained and organized to accommodate teaching/learning/assessment activities such as lectures, discussions, laboratory work and performance verifications. The nature of the program and/or assessments imposes a need for special types of space and equipment to provide for realistic construction, maintenance, and pipeline methods and procedures. It is important that the facilities be arranged to encourage interaction as warranted. The physical facilities must meet all regulatory and MSMU’s safety and health requirements.

Appropriate instructional and assessment support services and resources must be available to the students and instructors.

It is the responsibility of the local Site Representative to ensure that these requirements are met. Any questions concerning the above should be submitted to the Site Representative. The Training Program Director is also responsible for ensuring that any site that is conducting NCCER training under the sponsorship of MSMU is operating within NCCER.

**Participation**

Students who are enrolled in NCCER program may be responsible for reimbursing MSMU for the cost of tuition and materials if they withdraw prematurely from the program. No guarantees of acceptance or continuation in the program are given, intended, or implied. Such agreements must be documented. (See apprenticeship agreement).

**Eligibility**

Students will be considered for acceptance into MSMU if the criteria below are met:

* Must be a minimum seventeen (17) years of age; sixteen (16) years of age, if in enrolled in an OSAC recognized Pre-Apprenticeship program.
* Must possess a valid driver’s license.
* Must be able to pass a drug test and physical, this is to ensure ability to perform the job, without causing harm to self or others.

**Student Selection**

MSMU Management shall have the authority to determine eligibility and entry into the program. The “Eligibility Requirements” listed above will be used as the minimal criteria for participation.

**Application**

Students wishing to attend MSMU must complete a registration or sign-up form provided by MSMU.

Students who wish to apply for formal NCCER based lab program or for “test-out” must complete and sign the NCCER Registration and Release Form. The Training Program Director shall ensure that forms are readily available to the students. It is the responsibility of the Training Program Director to ensure that all relevant information concerning training options, times and application requirements are posted and/or made available in a timely and efficient manner.

**Approval Authority**

Acceptance at MSMU remains the exclusive right and decision of MSMU.

**Removal from Participation**

Removal from participation at MSMU is based on objective criteria. Some reasons for considering the removal of a student include, but are not limited to, the following:

* The student is repeatedly absent from scheduled class sessions (This is an indication that the student is unable or unwilling to attend regularly.)
* The student demonstrates unwillingness to study, learn, or participate in class activities or expresses a desire to withdraw from the program.
* The student’s conduct violates project or program guidelines.

There may be other reasons that warrant consideration of removal. Some circumstances may be straightforward with the student in full agreement. Others may be controversial. The student may disagree with the alleged reason(s) for removal. In all cases, the instructor will document their position and ensure that the student is clearly informed of the reason(s) for removing them from the program. If the reason for removal lies in the fault of the student, reimbursement for expenses may be required by the student.

**Appeals of Removal Decisions**

The Training Program Director will provide students an “open door” to discuss removal from participation at MSMU. If a student offers information that could potentially reverse the removal decision, the information will be accepted and given due consideration by the Training Program Director. If the student does not receive satisfaction at this level, and appeal may be made to the Training Program Director with subsequent formal appeal (letter) to the MSMU Board of Directors.

**Test Security**

All tests are monitored and completed in-person as defined within the NCCER guidelines. All module or level tests will be administered through the NCCER’S Registry System. The student will provide their issued NCCER card number (#) to sign in the Registry System. If a student is not known, a valid Photo ID will be used to identification. All non-approved items (cell phones, textbooks, and notes) will be collected and retrieved at the end of the testing session. Some modules or level test will allow approved reference materials. A list of module or level tests allowing reference materials can be found on the curriculum pages of the NCCER website. The testing area will provide pens, scratch paper and non-graphing calculator. Any scratch paper will be collected at the completion of the test by the instructor or proctor. A grade of 70 or above will be required to obtain passing status. NCCER will provide a Score Report and Training Prescription stating the Achieved/Actual Score, Test Status and Breakdown of the section numbers for the focused remediation. In the event the student will need to retest, a two-day (2) mandatory waiting period will be required.

**Cheating**

If a student is caught cheating, the Instructor/ Proctor will immediately terminate the testing session. Documentation will be provided to the Training Program Director stating all the details of the incident then report the incident to the NCCER Audit Department. All parties must cooperate with the investigation involving potential cheating or compromises of the assessments. NCCER will take the appropriate action. NCCER may fully prosecute any violators of the applicable local, state, and federal laws. This will include loss of credentials with NCCER and a report being issues to the student’s employer sponsor. “No Cheating” posters will be displayed through out the testing facility.

**Special Needs/ Accommodations**

NCCER certified personnel, working with the Training Program Director, should ensure that appropriate requests for students are met. Any questions regarding whether a proposed student accommodation is permissible under these guidelines should be referred to NCCER before any accommodation is granted.

To ensure NCCER standards and the integrity of credentials is maintained, changes to any NCCER module exam, including the number of possible answer choices, is prohibited. Any individual who completes a module exam that has been altered will not be eligible to earn an NCCER credential.

Neither the lack of general reading ability, nor the lack of the ability to read English qualifies a participant for ADA accommodations. Interpretation or translation of a module exam in any other language is NOT permitted.

**Recordkeeping**

Documentation of the curriculum conducted will be maintained in the student file. This documentation is to be maintained at the corporate location for the duration as determined by MSMU Training Program Director, according to the guidelines and procedures as required by NCCER. It may be required that copies of this documentation are to be provided by the Training Program Director office for master filing and/or entry into MSMU’s database. This policy applies to all documentation, either internally or provided to MSMU by a qualified third-party. The Training Program Director is responsible for all aspects of the recording keeping for MSMU’s administration of NCCER curriculum. All records must be kept secure and confidential. A breach of confidentiality is serious and may lead to loss of accreditation.

**Program Evaluation**

MSMU will provide a written policy for a program evaluation process for all sites, instructors, students, facilities, and curricula. MSMU will ensure the Training Program Director will conduct and document periodically scheduled audits to ensure compliance for all training sites and retain documentation. Classroom sessions by each instructor will be monitored each semester by a Training Program Director on a scheduled basis. Students will also be provided with instructor evaluation forms to complete. The Training Program Director will review evaluations and provide feedback as necessary to instructors.

It shall be the responsibility of the MSMU Assessment Committee to meet at a specifically scheduled time and place at least once per year for the purpose of evaluating the program’s effectiveness, review policy and to set the budget. This meeting shall take place in July prior to the start of the fiscal year to allow for enough time to provide for inclusion within the corporate budget.

To assist the MSMU Assessment Committee with its evaluation and budgeting process:

* Instructors will be evaluated each semester by the Training Program Director and retain written documentation in each instructor’s file.
* Students will fill out evaluation forms each semester of the curriculum provided or assessment at its conclusion. As applicable, this evaluation will also include student evaluation of the instructor and/or assessment participant evaluation of the proctor. A copy of this evaluation shall be retained locally for review with the instructor or proctor, and another forwarded to the Training Program Director for review.
* Supervisors at the employer sponsor level shall complete an evaluation form to determine curriculum and/or assessment impact on job performance.
* Instructors will fill out an evaluation form of the program.
* An assessment of the local assessment facilities as well as training needs for the upcoming year will be conducted.

Evaluation of instructors should utilize MSMU’s materials provided for that purpose. All evaluations are to remain confidential.

All evaluations will be provided to the Training Program Director prior to year-end and will be available to MSMU Assessment Committee for its review and improvements will be made as needed. The MSMU Assessment Committee may schedule additional meetings throughout the year to follow up on these or other issues that may arise.

In cases where a third-party provider is utilized for classroom and/or assessment purposes, MSMU will retain the right to observe and evaluate its sessions, those instructors or assessment personnel conducting, and the materials and facilities used. MSMU students will be required to complete an evaluation of the curriculum provided. These evaluations will be used by the Training Program Director to help determine the effectiveness and desirability of maintaining the curriculum, assessment and/or third-party provider.

**Attendance**

All students will be required to attend classes as scheduled and on time. Anyone arriving after the start of class is to be listed on the attendance sheet as tardy. Attendance shall be taken prior to the start of class. An absentee and tardy policy must be established, through consultation with MSMU Training Program Director before each class is initiated. As a guideline based on the total hours per class: A student whose arrival time past the start of class is such that they will have missed more than 10% of that session may be considered absent. Three (3) tardies shall be recorded as one (1) absence. Attendance rosters are to be taken for each class. They shall be kept on file with the Training Program Director for a six (6)-month period after the end of the last classroom session, or as determined through consultation with MSMU’s Training Program Director.

Students are allowed one (1) excused absence during the school year. Students who miss more than one (1) class, may be subject to academic probation and will be required to go in front of the MSMU Board of Directors, which may lead to a loss eligibility for the program~~.~~

After the one (1) excused absence, students may be required to provide documentation of future absence to include but not limited to the following:

* Personal illness
* Bereavement
* Illness in the family requiring attendance
* Doctor’s visit
* Admittance to a hospital
* Verifiable/ supporting document for the incident that is approved by the local site representative

The above documentation must be provided to the MSMU Board of Directors during their meeting to determine continued eligibility. The documentation will be maintained in the student file regarding attendance. In those cases where attendance is mandatory, the student must sign-off on the attendance form, to be included in the student file.

Absences will only be excused if the student submits the MSMU Absenteeism request form **AND** acquires approval from the MSMU Instructor.

However, the student **MUST** meet with the instructor and complete all reading along with all homework assignments prior to the absence. No more than one (1) class per school year.

**Inclement Weather**

In the event of severe weather, student safety is of primary consideration.

The decision to report for school during severe weather will be at the discretion of each student based on their assessment of weather conditions and travel safety experienced in their area.

Should the weather present road conditions that are deemed hazardous by county officials through the issuance of any Level Snow Emergency *(either in the county in which you reside or county in which you work)*, this absence will be considered the one (1) excused absence

Should weather conditions impact the ability to report to school, normal protocols need to be followed to report an absence.

**Release of Information**

When students create their NCCER Card they will be required to complete and electronically sign a Registration and Release Form authorizing the Training Program Director to verify classroom and/or assessment information within MSMU. This release form will also authorize NCCER to verify this information to other NCCER Accredited Training Sponsors/Assessment Centers as appropriate and requested. Signature of this release form will hold harmless NCCER as well as MSMU and its member companies for this verification process. MSMU will not provide any class and/or assessment records of any student who participated in class and/or assessment program(s) without prior written request and consent of that specific individual.

**Verification**

All classes sponsored by MSMU (whether internally provided or through a third-party provider) must include a verification or testing process that will demonstrate successful completion of the classes. The details of this process must be provided to both instructors and students at the beginning of instruction, prior to the administration of the first test. In the administration of assessments, these details must be understood by administrators and participants prior to the actual assessment.

NCCER Curriculum will consist of the following:

Students must complete bi-weekly classes as specified in the syllabus; this will consist of the following:

* Reading the chapter(s) - Textbook
* Watching videos
* Revisiting Chapters PowerPoint Presentations
* Weekly assigned homework
* Complete/pass test
* Complete/ pass performance evaluation test

Should the student fail the online test after 3 attempts, the student cannot retake the test for one (1) year and may lose eligibility to attend MSMU.

Those individuals entering Level 1, who have gained knowledge and at least two (2) years’ experience may “test out” of NCCER materials by passing each test for that level. One attempt will be allowed to “test out” per module. Failure to pass all testing during a “test out”, will require the individual to attend instruction for the specified modules.

**Appeals Process**

In the event a student has a complaint not addressed in the appeals process pertaining to MSMU, Facilities, Instructor, or MSMU policies; he/she may discuss the situation with the student(s) or personnel involved at an appropriate time. If the problem cannot be resolved, the student filing the complaint should submit a written statement describing the nature of the issue to the Training Program Director. The Training Program Director will review the statement and provide a solution within thirty (30) days. If unable to reach a satisfactory response from the Training Program Director, the individual must submit a statement to NCCER Audit Department via support@nccer.org for investigation within the next thirty (30) days (sixty days from initial written statement). The statement should include contact information (name, address, phone number, email address, etc.). The statement must also be dated and signed by the individual. At that time, NCCER will investigate the complaint and make an independent determination as to its validity. If the complaint is found to be valid, NCCER will notify the Training Program Director and ask that the correction be made. NCCER will require documentation provided in a timely manner to verify that corrective action has been taken. NCCER will communicate determination to the individual and the Training Program Director within sixty (60) days of the written notice to NCCER. NCCER’s decision is final with no further appeals possible.

**Instructor Selection**

Instructor candidates are to be selected on the basis of their ability to communicate and assist others in a positive and informative manner. MSMU will ensure all Instructor candidates must be at minimum, journey-level, or technician level in the craft they are to teach, or they must have a minimum of three (3) years of experience as a certified teacher in a vocational/technical construction-, maintenance-, or pipeline-related program.

**Certified Personnel**

All certified personnel will be registered through NCCER’s registry system following the NCCER guidelines and procedures.

**Conduct of Class**

All instructors are expected to arrive at the class site sufficiently prior to start time to ensure:

* Facility access (includes ADA accommodation as required)
* Proper classroom set-up (seating) and climate control
* Appropriate audio-visual equipment and power supply
* Adequate amount of materials (books or manuals for each student, etc.)
* Adequate safety provision (entrance and exit, fire extinguishers, first aid kits and/or trained personnel, emergency phone numbers and phone access, safety audit of equipment, tools, and materials to be used, etc.)
* Attendance recording

All instructors are required to provide their students with policies concerning their participation in the program. These policies should be provided in writing and the instructor should make every effort to ensure that the students understand these policies. These policies should be developed by or through consultation with Training Program Director and should include, but not limited to:

* Class times and attendance policies
* Classroom conduct and appearance
* Safety procedures
* Equipment and material handling (including HAZCOM or MSDS issues)
* Expectations for and from training

All instructors are expected to present a professional appearance and manner and be available to students (for a reasonable time period) for discussion and/or consultation outside of the normal classroom environment. Instructors should be made aware that they are not just “teaching” the material, but to a smaller or greater extent serving as a role model for those students who wish to develop their skills and advance their careers within the industry. Instructors are required to ensure the security of curriculum materials, equipment, and NCCER Curriculum tests under their control. Any breach of this security or awareness of the same is to be reported to their Site Representative or other superior immediately.

As is warranted, MSMU will provide information on, and in approved situations compensation for, additional instructor training. Instructors are to be compensated for their efforts, though the method and amount thereof will be determined by individual Training Program Director.

These policies apply to all third-party providers of training contracted and conducting services for MSMU.

**Third Party Providers**

All third-party providers of class and/or assessment services under contract with a division of MSMU will be expected to conduct those services under these policies and procedures. Exception may be noted and then approved under contract but only where so specified.