



EBONY PARK ACADEMY

TRAINEE HANDBOOK

2024

DISCLAIMER

The HEART/NSTA Trust Ebony Park Academy reserves the right to change any information appearing in this or any publication relating to admission, its programmes, fees and policies.

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INFORMATION PAGE

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EBONY PARK ACADEMY

WELCOMES YOU!

Overview of HEART/NSTA Trust

- Mission
- Vision
- Core Values
- Motto

Overview of Ebony Park Academy

- Background · Objectives
- Quality Policy
- Messages

INTRODUCTION

BACKGROUND

The Human Employment and Resource Training/National Services and Training Agency(HEART/ NSTA) Trust was established by an Act of Parliament in 1982 to finance, develop, and monitor employment training schemes, help place persons looking for jobs, and promote employment projects. The Trust operates under the Office of the Prime Minister and is administered by a Board of Directors. A 3% Payroll Levy finances the HEART/NSTA Trust from eligible employers. As Jamaica's National Services and Training Agency, the organisation is mandated to enable the provision of technical and vocational education in both the Public and Private sectors. Upon the successful completion of all courses, HEART Trainees are provided with internationally recognised certification by the National Council on Technical and Vocational Education and Training (NCTVET).

VISION

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

MISSION

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

CORE VALUES OF HEART/NSTA TRUST

- Respect
- Integrity
- Care
- Teamwork
- Accountability
- Customer Focus
- Quality
- Relevance

PROFILE OF THE EBONY PARK ACADEMY

The HEART/NSTA Trust Ebony Park Academy is located on a 500-acre property in Toll Gate, Clarendon, and started its training programmes in 1987. The Institution through which "milk and honey flows" is situated off the main road and is located close to the Bridge Palm Hotel. Other facilities in the community include an automated teller machine, community health centre, service stations, grocery outlets, medical facility and several churches with varied denominations.

OBJECTIVES

At the Ebony Park Academy, we seek to:

1. Create and sustain the best learning environment for the transference of the appropriate knowledge, skills and attitudes to trainees, thereby increasing their potential for employment and entrepreneurship.
2. Provide training and assessment services for prospective and current Agricultural, Hospitality and Manufacturing workers.
3. Promote lifelong learning among all trainees and learning facilitators.
4. Develop and maintain partnerships with key stakeholders for the growth and development of the Agricultural sector and related industries.
5. Maximise production efficiencies in agro-processing facilities and service delivery in response to the needs and demands of various stakeholders.
6. Facilitate activities to enhance trainees' and Staff's social development.

MESSAGE FROM THE DIRECTOR/PRINCIPAL



"Welcome to Ebony Park Academy, where excellence is nurtured, and potential is unleashed". As Director/Principal, I extend a heartfelt welcome to all trainees as you begin your journey with us at the Ebony Park Academy. Our Academy stands as a bastion of knowledge, innovation, and character development which transcends into nation-building.

In the pages of this handbook, you will discover the guiding principles and expectations that shape our institution. As trainees of Ebony Park, you are not just learners but leaders in the making. Each day presents an opportunity to embrace challenges, cultivate talents, and uphold values like integrity, respect, and perseverance.

I am proud to lead a team of dedicated instructors and staff whose commitment and supportiveness are the bedrock of our institution. They are here to guide, mentor, and inspire you on your path to success. Together, we form a community where collaboration thrives, and every individual is valued.

As you embark on this journey, remember that your time here is not only about academic achievement but also about personal growth and contribution to society. I encourage you to seize every opportunity, forge meaningful connections, and strive for excellence in all endeavours.

Together, let us create a vibrant tapestry of learning, where every individual shines brightly, and collective success knows no bounds. Wishing you a fulfilling and transformative journey ahead.

Director/Principal

Calvin Weis

MESSAGE FROM THE INSTITUTION MANAGER

I extend my warmest greetings to every one of you as you embark on your journey with us.

At Ebony Park, we believe in fostering an environment of learning, growth, and excellence. Our commitment to your development is unwavering, and we are dedicated to providing you with the tools, resources, and support you need to succeed.

As trainees of Ebony Park Academy, you are not only embarking on a path toward personal and professional growth but also becoming part of a community that values diversity, inclusivity, and mutual respect. We encourage you to embrace every learning opportunity, challenge yourself to think critically and collaborate with your peers to achieve collective success.

Throughout your time at Ebony Park, you will encounter challenges, triumphs, and moments of discovery. Embrace each experience wholeheartedly, for it is through adversity that we grow stronger, and through perseverance that we achieve greatness.

I wish you the very best on your journey ahead. May your time with us be filled with growth, inspiration, and endless possibilities.

Welcome to Ebony Park Academy, where your future begins today.

Warmest regards,

Shaner Calimore

MESSAGE FROM THE REGISTRAR

Welcome to HEART/NSTA Trust Ebony Park Academy. We are delighted that you've opted to continue your studies, and we're especially pleased that you've chosen our Institution to support you in reaching your educational objectives. Our commitment lies in fostering a dynamic and innovative institution through the progression of learning and the empowerment of our stakeholders. As a trainee, you play a pivotal role in this transformative process.

The primary goal of HEART/NSTA Trust Ebony Park Academy is to equip you with the essential skills, competencies, talents, and expertise that will foster your ongoing development and contribute to national progress. The journey toward certification may present challenges, but with dedication, commitment, and a willingness to learn, you can attain your objectives.

Intellectual stretches and challenges may arise, pushing you in ways that may be new to you. Be assured that the Staff are ready to assist you. Our doors are always open, and we are here to offer the necessary support for your success. We encourage you to maximise this opportunity and the available resources.

Warmest regards,

Yvonne Samuels-Ramsay

ACCESS TO INFORMATION

- Access to clients' records
- Obtaining Transcripts/Status Letters
- Privacy Policy
- Maintaining Management and Security of Clients' Records
- Registration and Enrolment
- Change of Address and Telephone Number
- Training Hours
- Punctuality and Absence
- Attendance
- Gate Pass and Sign Out
- Deferrals
- Leave of absence/ suspension of Studies
- Drop-Out / Inactive Trainee
- Reinstatement
- General Deportment

ACCESS TO CLIENTS' RECORDS

Clients/ Trainees may have supervised access to their records upon their request. To establish the tenets under which clients/trainees may access their records.

Procedures

Any client/trainee who wishes to access their file may do so in the following manner:

- Complete the Access to Records form

- Submit the request to the custodian of the file.
- Approval may be given by the custodian of the files.
- Files are perused in the presence of the custodian of the files.
- Trainees are not permitted to take photographs or remove any document or part of their personal files.

OBTAINING TRANSCRIPTS/STATUS LETTERS

Transcripts or status letters will be provided upon request to clients/trainees, potential employers and institutions to ensure that clients, potential employers and/or institutions are provided with records of clients' performance at the Institution upon request.

Procedures

- Transcripts/status letters will be made available to institutions/organisations upon written request received by the Registry Department.
- Transcripts must be requested ten (10) working days in advance, while status letters should be requested five (5) working days in advance of the date required.
- Request forms are available for the types of documents required. Upon receipt of this request, a transcript request is sent to NCTVET through the Director/Principal.
- A status letter will be prepared and signed by the Registrar and Director/Principal and sent to the requesting party.
- Transcripts attract a fee of Jamaican Four Hundred dollars **(Ja \$400.00)**.

PRIVACY POLICY

The Institution keeps all client records in a secure environment and allows limited access to staff and supervised access to clients. The individual's right to privacy and confidentiality should be protected. Trainee records are to be properly secured in locked filing cabinets, in locked offices and, where applicable, in password-protected electronic systems. To protect individual privacy rights and ensure the confidentiality of each client's personal records.

- Trainees' records are kept safely in cabinets in the Registry Department.
- The Registrar, Admissions Officer, Records Officer and Records Clerk are the individuals with access to these records.
- The Registrar, Admissions Officer, Records Officer and Records Clerk will update the records according to continued activities associated with the trainees/clients.
- Trainees can view their personal and assessment records upon completion and submission of an Access to Records Form.
- All files must be viewed in the presence of the Custodian of the file.

MAINTENANCE, MANAGEMENT, PRESERVATION AND SECURITY OF CLIENT RECORDS

All clients'/trainees' records are maintained in secure and appropriate filing systems.

Purpose

To ensure that all trainees'/clients' records are maintained in a secure environment and that they are managed responsibly to ensure their continued

security.

Procedures

- All clients' records related to assessment and personal records are maintained in the Registry in folders individually labelled with the trainees/clients' name.
- Individual files are stored in lockable filing cabinets and accessed periodically for updating purposes according to activities associated with each client/trainee.

REGISTRATION AND ENROLMENT

- Enrolment
- Change of Name, Address and Telephone
- Course requirements
- Training Hours
- Punctuality & Absence
- Attendance
- Gate Pass
- Deferrals
- Leave of absence/Suspension of studies
- Dropout/Inactive trainee
- Reinstatement
- Dress Code
- General deportment

ENROLMENT

ENTRY REQUIREMENTS FOR PROGRAMMES

Levels	Matriculation Requirements		
General Requirements	All applicants will be required to complete an online application at https://apply.heart-nta.org/ and submit the original transcript or certificate of programme. The following items are required for full registration: - Tax Registration Number (TRN) - Birth certificate - One passport-size picture - One recommendation - Proof of qualification where applicable - Medical Certificate of Fitness - Food Handlers Permit All Applicants will be interviewed		
Levels 1-2	Qualification	Subject	Accepted Grades/Level
	CXC/CSEC	Any 1 subject	I-III or 1-3
	CAPE		I-V or 1-5
	GCE		A-C
	SSC	Any 2 subjects	3-5
	Diagnostic Testing	Mathematics English Language	Pass
	Relevant Skill Area	CVQ/NVQ-J Level 1	Competent
	1 Skill Area	CVQ/NVQ-J Level 1	Competent
	JSC	Stage 3 Mathematics & English Language	Credit/Pass
	CCSLC	Mathematics & English Language	Mastery, competent
Level 3 (Entry level)	Same as Level 2 above		

Level 3 (Advanced)	- CVQ/NVQ-J Level II certificate in the skill or related skills - Mature applicants with at least two year of experience		
Level 4	Qualification	Subject	Accepted Grades/ Level
	CXC/CSEC	4 subjects (two subjects in the related field of study)	I-III or 1-3
	CAPE		I-V or 1-5
	GCE		A-C
	CCSLC		Mastery, competent
	JSC	5 subjects including Mathematics & English Language	Credit/Pass
	SSC		3-5
	CVQ/NVQ-J- Level III	Relevant Skill Area	Competent
	City & Guilds		Distinction, Merit, Pass
Assessment Only Programmes	- The applicant must be working in the field for a period of one year or more. - A testimonial should be provided by their current or previous employer - Portfolio of Work: This should include pictorial evidence where applicable for all prior learning candidates		

Prior to enrolment each Trainee must pay all required fees (where applicable) and submit the following documentation:

- A medical report
- A birth certificate
- Two passport size photographs
- Two references
- TRN
- NIS (if applicant is 18 years and over)
- Food Handler's Permit
- Completed Bio Data Forms

- Completed Rule and Regulations Forms
- Signed Quaification plans

CHANGE OF ADDRESS AND TELEPHONE NUMBER

Trainees/Clients have an obligation to ensure that all personal data provided are accurate and current. Trainees/Clients who have changed their home or local addresses, name(s), or telephone numbers after registration are expected to notify the Registry of this change immediately.

If a name is changed by marriage or deed poll, trainees are required to submit a copy of the document along with the original for verification. If Trainees/Clients want their new names on their certificates, they will be required to update their TRN to reflect the same and submit a copy with the original for verification.

TRAINING HOURS

Training hours are from 8:30 am to 4:30 pm, Mondays to Fridays and 10:00 am to 4:00 pm, Saturdays and Sundays for full-time trainees. Programmes are also offered part-time evenings and weekends. Each full-time Trainee is scheduled for a maximum of 40 hours per week. No trainee may leave the premises during the training day without written permission (Gate Pass) from the Director/Principal, Institution Manager, Programme Coordinator, Nurse, or designated persons.

PUNCTUALITY AND ABSENCE

Trainees/Clients are required to be on time for Scheduled classes as follows:

- Mondays to Fridays - 8:30 am to 4:30 pm unless otherwise scheduled.

- Early Morning duties commence 5:00 am for all residential trainees (except the Dairy Unit), which starts at 2:00 am.
- Trainees/Clients are required to promptly present a letter of explanation after being absent from training without prior approval.

Trainees/clients must submit a medical certificate upon return to training, after being absent more than three (3) days if absence was due to medical illness.

ATTENDANCE

Trainees/Clients are required to attend all classes (including commercial activities and morning duties) listed on their timetables.

If a trainee is absent from classes/training base enterprise work, he/she should inform his/her Form Teacher/Supervisor within one (1) hour of the start of the scheduled session or at the earliest opportunity, giving the reason for absence and the expected date of return.

GATE PASS AND WEEKEND REQUEST

If a trainee is going to be absent from training for any particular reason, he/she must complete a Gate Pass, which should be recommended and approved by the relevant persons indicated on the form.

Residential trainees who are not scheduled for weekend duty and wish to remain on the weekend should submit a Weekend Request form by the Wednesday of each week to the Senior Instructor/Programme Coordinator.

Trainees who leave the compound are no longer under the supervision of the organisation and are required to take full responsibility for their actions whilst they are off campus.

SIGN OUT BOOK

- All trainees are required to sign in and out at the security post irrespective of receiving an approved Gate Pass.
- Non– residential trainees will sign in and out at the security post daily.
- Residential trainees on weekends off will sign out at the security post after 4:30 pm on Fridays and on their return on Sundays by 7:00 pm.
- Trainees on day or weekend pass should return to the Academy by 7:00 pm on the designated day.

DEFERRALS

Deferral of a trainee may be voluntary or due to academic or disciplinary infractions.

- Clients who were selected for acceptance to the Institution may request deferral for one year. Request for deferral must be communicated in writing to the Registrar through the Senior Career Development Officer/Career Development Officer (CDO). Failure to do so will result in the individual losing their space, at which point a second interview will be compulsory.
- A Copy of this letter is placed on the trainees' personal file, and the relevant department is notified.
- Clients/trainees who have been granted deferrals or deferred for academic reasons will be guaranteed places for the next academic year in the course of study for which the original offer was made only

if there are no changes to the matriculation requirements. If there are changes to the matriculation requirements, the client will be required to do a second interview.

LEAVE OF ABSENCE OR SUSPENSION OF STUDIES

Leave of absence is the suspension of studies with approval from the Institution for one *semester*/quarter or one academic year. Leave of absence must be communicated to the Director/Principal in writing and may be granted for the following reasons:

- Medical (injury/illness, pregnancy)
- Academic (internship locally or overseas, client exchange with other institutions)
- Other (participation in approved competition, financial problems, natural disasters)

In all instances, supporting documents will be required.

DROPOUT/ INACTIVE TRAINEES

Trainees who are absent from training for three (3) consecutive training days without permission/contact with the Institution will be eligible for dropout status and will be removed from the class registers, and the status will be communicated to the Registrar through the Career Development Officer so the TMS can be updated.

If trainees show up after they have been removed from the manual register and TMS they will be asked to commence training with the next intake group if they are accepted.

REINSTATEMENT

Trainees/Clients are required to request reinstatement by writing to the Registrar.

GENERAL DEPARTMENT

- The use of electronic devices (i.e., iPods, tablets, MP3 players, cell phones etc.) is not allowed during training sessions unless authorised. Breach of this will result in the confiscation of any of these devices.
- The guidelines governing the accepted behaviour in the DINING ROOM must be adhered to.
- Entrance to and exit from the compound are allowed through the main gate ONLY.
- Trainees are not allowed in the Staff Room unless invited by a staff member.
- Each Staff has full responsibility/authority for all trainees (whether the Trainee is a member of his/her class or not). As such, trainees should comply with any instruction given by Staff at all times.
- Smoking is FORBIDDEN on the compound.

Jewellery

- Only jewellery appropriate for school should be worn, such as:
- Female—wristwatch and one pair knob earrings or small hoops
- Male— wristwatch only.
- Wedding & Engagement Rings permitted where applicable.

CLIENT SERVICES

- Orientation
- Career Guidance
- Grievance Procedure
- Trainee Discipline
- Trainee Government Council
- Dining Room
- Extra-Curricular Activities
- Uniform
- Trainee Welfare

ORIENTATION

Each Trainee is expected to participate in the orientation session organised by the Institution, which serves the purpose of acquainting new trainees with the policies, functions and personnel of the Academy. New trainees are presented with the following:

- Orientation Programme
- Timetable
- Safety Procedures
- Qualification Plans
- Residential Agreement, where applicable

Additionally, clients must sign the agreement form and abide by the rules and regulations of the Institution, fill out their bio-data forms, and sign their qualification plans, which will be placed on their files. After orientation, the Admissions Monitoring Officer will update the status of clients to 'In-Training' on the TMS. Trainees are required to sign a register each day of orientation.

CAREER GUIDANCE

The Institution provides career advisement services to assist clients in planning and completing their training and preparing for employment.

- Each group is provided with career development sessions with a Career Development Officer (CDO) based on organised activities.
- One on One Counselling Sessions:
 - Trainees can access one-on-one counselling sessions independently or through recommendation by a member of the Staff or Disciplinary Committee.
- To further enhance the delivery of the Career Guidance and Employability Skills, personnel may also be invited to host seminars/workshops.

GRIEVANCE PROCEDURE

To ensure that complaints for clients/trainees are amicably resolved without prejudice. The Institution establishes and implements procedures to resolve queries, appeals and complaints brought to its attention fairly and speedily. All reported grievances are addressed using the stipulated grievance procedures.

Procedures

- The Trainee must first identify the problem and discuss it with the individual. This step shall be recognised as the first and most important opportunity for sincere and responsible effort to arrive at a fair and speedy solution.
- If the requests, complaints and/or grievances are not resolved, the Trainee may present his/her case in writing to the CDO for resolution within two (2) working days.
- If the requests, complaints and/or grievances remain unresolved, the CDO should seek intervention from the supervisor of the individual for resolution.
- If the problem is not resolved at that level, then it is referred to the Institution Manager. within one (1) working day.
- If all attempts at resolving the matter fails then at this stage the matter will be referred to the Director/Principal for resolution.

TRAINEE DISCIPLINE

- The Institution complies with the established disciplinary policies and procedures of the HEART/NSTA Trust.
- All disciplinary matters should be resolved within ten (10) working days
- Staff members should give a trainee a warning letter for minor offences
- All disciplinary matters are brought to the disciplinary committee and are handled based on the guidelines listed under the section *Schedule of Disciplinary Measures Applicable to Trainees*
- Trainees are recommended to the CDO for one-on-one counselling

based on the guidelines outlined in the section *Schedule of Disciplinary Measures Applicable to Trainees*

- In some cases, a parent/guardian or other responsible adult may be contacted.

Disciplinary Hearing Process

1. The Trainee will be informed of their rights to appeal and informed of the charges by the Chairperson.
2. Trainee will be asked to respond in writing within three training (3) days upon notification to the allegations brought to the committee.
3. The committee members may question the defendant and witnesses where investigations are required. Investigations may not be limited to questioning only.
4. Trainee will leave the room, and the Committee will deliberate in accordance with the evidence/information presented.
5. Action to be taken will be determined by the Institution's Rules and Regulations, which is outlined under the section *Schedule of Disciplinary Measures Applicable to Trainees*, the nature of the offence and how often it has been committed by the Trainee.
6. Findings and recommendations will be submitted to the Institution Manager or Director/Principal who has the authority to take appropriate disciplinary measures against trainees, including, but not being limited to, suspension/ recommendation for deferral from the Institution based on the gravity of the situation, and based on an appeal to higher authority as provided under regulations.
7. The Trainee may appeal the decision in writing to the Director/Principal, but this must be done within three (3) training days of the decision being handed down.
8. A response shall be given to the Trainee within ten training days of receipt.

TRAINEE DISCIPLINARY COUNCIL

The members of the trainee disciplinary council are as follows:

- Chairperson of the Disciplinary Committee
- Institution Manager
- Form Teacher
- Programme Coordinator (for the programme under which the Trainee is enrolled)
- Two selected Instructors
- Trainee Government Council representative.
- Residential Supervisor (if necessary)

TRAINEE GOVERNMENT COUNCIL

All registered trainees are eligible for office in the Trainee Government Council by the process of election. This council is designed to allow the trainees to express their concerns and ensure their welfare, thus ensuring inclusiveness, equity, and fairness.

DINING ROOM

1. No shorts, tube tops, merinos, vests, slippers, hair setters and caps are allowed in the dining room or the classroom block.
2. Trainees are required to maintain order while in the dining room.
3. ALL meals provided should be consumed in the dining room EXCEPT when authorised
4. Courtesy must always be extended to ALL Staff in the dining area.

MEAL HOURS

MONDAY— FRIDAY

Breakfast: 7:00am — 7:50am

Lunch: 11:30 am — 12:30 pm (First Shift: -Hospitality)

12:00 pm— 1:00 pm (Second Shift: Agriculture and Agro Processing)

Supper: 5:30 pm — 6:30 pm except on Fridays, where supper is served for the period 5:00 pm - 6:00 pm

SATURDAYS and SUNDAYS

Breakfast: 9:00am —10:00am

Lunch and Supper: 1:00 pm — 2:00 pm

You are expected to have meals within the prescribed times. Meals will not be served after the time allotted. However, if necessary, meals can be reserved if the kitchen supervisor is notified by a member of Staff. Eating and drinking must be done in the dining room.

EXTRA-CURRICULAR ACTIVITIES

All trainees are required to participate in the extracurricular activities on Thursdays between 3:30 pm and 4:30 p.m. Several clubs and societies operate after scheduled class periods. It is important to be an active member of at least one club.

UNIFORM

All trainees **MUST** be appropriately attired in their uniforms according to their respective disciplines during training hours and when attending a formal function to represent the Institution or, when advised otherwise, for field trips.

Fingernails should be neatly trimmed in accordance with Public Health

Regulations. (See appendix for pictorial guidelines)

Requirements for Females

- Skirts should be two (2) inches below the knees.
- Loose-fitting slacks or pants.
- Females wearing skirts should also wear stockings.
- Blouses should be loosely fitted.
- Black pair of shoes cleaned, polished and shined.
- No excessive hairstyles.
- Black dress belt.
- Absolutely no sneakers.
- No tights or ripped jeans.

Requirements for Males

- Absolutely no "spangy" or tight pants
- Black pair of shoes cleaned, polished, shined and in good repair
- Socks should be either black or blue
- Absolutely no sneakers
- Black dress belt.
- Shirt must be neatly tucked into pants at all times during training hours, and if trainees are wearing uniform to go home/going to do business.
- Facial hair should be properly groomed
- Short, clean hair with no hair-cut designs. (Except where dreadlocks are the established hairstyle.)
- Clean, well-pressed shirt. No frayed collars or cuffs.

TRAINEE WELFARE

Trainee welfare services are inclusive of:

- Counselling
- Behaviour Modification Programmes
- Wellness Session
- Needy Student Assistance
 - Print assistance
 - Toiletries
- Health Care Referrals
- Computer Literacy
- Family Life Session
- Drug Abuse counselling and referral
- After-School Academic Intervention
- Peer Counselling
- Social Intervention
- Recreational Sessions

FINANCIAL SERVICES

- Payment of fees
- Tuition Fee Refund
- Scholarship/ Sponsorship

PAYMENT OF FEES

Registration Fees apply to all non-nationals and must be paid in full for all Levels 2 and 3 programmes at registration. Trainees/ Clients enrolled in Levels 4 and above will be given the option to access a payment plan. Payments for registration fees can be made using any of the following methods:

- Direct Deposit
- Cash Payments
- Debit/Credit Card
- Manager's Cheque

TUITION FEE REFUND

To ensure customer satisfaction if a potential trainee decides not to pursue a training programme at the Institution. A refund may be made to trainees for previously paid tuition fees. Refund requests may be made up to two weeks before or after the course begins.

Refund of tuition fees are paid as follows:

Prior to the start of the programme, fees paid	100% of
One to two weeks after the start of the programme fees paid	90% of
Two to four weeks after the start of the programme fees paid	50% of

No refund is granted after four (4) weeks of training have passed, except in extenuating circumstances, even if the Trainee has failed to attend classes. A full refund is granted if a programme is cancelled by the Institution.

Refund Application Process

A trainee may apply for a refund by completing the relevant form, which may be obtained from the Accounts Department.

Refund Processing Time

Processing refunds and cheque preparation are the responsibilities of the Corporate Office. The timeframe for processing is 4 – 6 weeks. When the refund cheque arrives, contact is made with the trainees who made the request.

Scholarship/Sponsorship

Recipients of scholarships/sponsorships should ensure that all documentation is presented at registration.

TRAINING

- Competency Based Training
- The Unit of Competency
- The Elements
- Performance Criteria
- Range Statement
- Pre-Requisite requirements
- National Qualification Register
- Value of an NVQJ
- The TVET Model
- Internal Training Assessment
- Grading Scheme
- Orientation of Library User Groups
- On the Job Experience
- Training Based Enterprise
- Learn and Earn Programme

THE ELEMENTS

These are the building blocks of the unit; they describe the work to be performed in outcome terms. They are the smallest logical, identifiable, discrete sub-groupings of the action and knowledge that comprise a unit of competency.

THE PERFORMANCE CRITERIA

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

- Describe observable evidence.
- Describe only essential aspects of performance.
- Refer to the requirements, where practicable.
- Describe elements of the work organisations and overall work role.
- Avoid specifying procedures and methods.

RANGE STATEMENT

These expand and place the performance criteria and elements in context and provide the specific details that should be used to design training specifications and assessment strategies.

Range Statements include:

- Occupational Health and Safety and other statutory requirements.
- The range of equipment processes and procedures.
- Requirements arising from company procedures.
- Information on particular locations.
- The range of applications arising from quality assurance systems.

PRE- REQUISITE REQUIREMENTS

These are conditions precedent to, or competency standards that need to be in place prior to your being assessed or certified on the competency in

question.

COMPETENCY-BASED TRAINING

At the heart of competency-based training are competency or skill standards. Competency standards are nationally agreed, industry-developed statements that describe:

- The minimum skill, knowledge and attitude necessary to be applied in performing a particular task in the workplace.
- The indicators that describe when someone performs the tasks well.
- What employers and workers describe as required work competence are the criteria used for the assessment of competency.

Competency standards are intended to describe the industry's perspective on work requirement specifications. A competency standard by itself is measurable and, therefore, certifiable. It identifies the appropriate practical (psychomotor) skills, the intellectual/reasoning (cognitive) skills and the values/norm-based (affective) skills.

VALUE OF AN NVQ-J

The NVQ-J allows more Jamaicans to get formal recognition of their competence. The NVQ-J can be awarded to:

- High school graduates
- School leavers without graduate certification
- Workers in the labour force
- Re-trenched (displaced) workers seeking new skills to re-enter the workforce.
- Self-employed individuals
- A certificate which attests to competence
- Awarded on the achievement of competence in a qualification.

- Recognised by employers island-wide
- Recognised in CARICOM and Commonwealth countries.
- Based on standards determined by industry
- Recognised by regional and international awarding bodies.

THE UNIT OF COMPETENCY

This is related to the outcome of your expected work performance. These units provide the basic building blocks for the Vocational Education and Training Programme. They also create a comprehensive tool kit for learning and assessment leading to nationally recognised qualifications.

The Unit of Competence forms the basic building blocks of qualifications. Units may represent complete jobs or be blocks of skills, knowledge and attributes that may apply across several jobs or job functions.

NATIONAL QUALIFICATION REGISTER/

NATIONAL TRAINING AGENCY (NTA) QUALIFICATION SYSTEM

The National Qualifications Register and the National Training Agency (NTA) Qualification Systems are the centralised databases that provide information to:

- employers
- trainers and trainees about training opportunities
- assessment and certification services in technical and vocational education and training

The National Qualifications Registers National Training Agency (NTA)

Qualification Systems facilitate access to and retrieval of information on learning resources, achievement in the assessment of vocational competencies and the recognition of vocational qualification within the National Qualifications Framework of Jamaica.

THE TVET MODEL

The Technical and Vocational Education and Training (TVET) model is a competency-based training and certification system that allows an individual to receive recognition in units of competency.

INTERNAL TRAINING AND ASSESSMENT PROCESS

All internal training and assessment activities are carried out based on the guidelines established in the Academy's Policies and Procedures Manual to maintain the integrity and equity of the internal training and assessment process.

Procedures

- ❖ If the trainees did not indicate any challenges and the Instructor detected the problem, they must make the necessary adjustments to facilitate the trainees. If the Instructor is unable to treat the challenge immediately, arrangements, convenient to both parties must be made to accommodate the Trainee.
- ❖ Internal Assessment documents are returned to trainees for discussion after grading.
- ❖ Internal Assessments are recorded in a grade book, which is maintained for each group.

- ❖ Sample of work must be submitted at the completion of each unit as evidence of work done.
- ❖ Trainees with a grade below fifty percent (50%) are not recommended for external assessment.

FEEDBACK ON INTERNAL ASSESSMENT

Clients/Trainees are provided with ongoing feedback on the outcome of internal assessment activities and formative assessment, thus allowing for continuous improvement.

Procedures

- Internal assessment documents are returned to trainees, and the results are discussed by Instructors.
- If the Trainee is dissatisfied with the results of the internal assessment(s), he/she may appeal as per the Appeals Policy of the Institution.

Internal Assessment grades are used to assist in determining trainees' readiness for final assessment in each unit or cluster of units. Please see the table below with the rating scale, percentage and description.

GRADING SCHEME

Trainees enrolled in the Institution are guided by a grading schemes in table 1 below:

Level 1 (%)	Levels 2&3 (%)	Levels 4&5 (%)	Letter Grade	GPA Scale	Rating	Certification Status	Description
75-100	80-100	85-100	A– to A+	3.70-4.0	5	Competent/ mastery	Demonstrate a working knowledge of the skill area and can perform adeptly, with initiative and adaptability to problem situations with a mastery of related language and technical knowledge.
60-74	65-79	75-84	B– to B+	2.7-3.3	4	Competent	Demonstrate sufficient knowledge and ability in the skill area to perform satisfactorily and apply working rules for problem solution with correct related language usage.
45-59	50-64	65-74	C to C+	1.7-2.3	3	Competent	Demonstrate sufficient knowledge and ability to perform the skill area but requires supervision.
30-44	35-49	45-64	D to D+	1.0-1.3	2	Not Yet Competent	Demonstrate limited knowledge and ability to perform in some aspects of skill area and requires training and supervision.
Below 30	Below 35	Below 45	E to F	Below 1.0	1	Not Yet Competent	Demonstrate insufficient evidence of the knowledge, ability and attitudes in the skill area, no judgement can be made on an individual's competence.

LIBRARY SERVICES

The Library provides services in the form of loan and reference, reader's advisory, computer and Internet usage, photocopying, printing, sale of stationary, interlibrary loan and information literacy sessions.

All users of the Library are oriented to the operations of the Library before

first use to ensure that all trainees are conversant with the Library's offerings and regulations.

The librarian conducts the Library Orientation Programme during the general orientation session for each intake. Groups in training are assigned sessions at the Library during which they are sensitised to:

- The arrangement of library resources
- Library Rules and Regulations
- Services
- Citation Regulations

Library Rules

- No food or drink of any kind should be taken or eaten in the library.
- All bags should be left at the bag stand. Do not leave valuables in your bags.
- All persons passing the bag stand with their bags will be charged a fine of \$50.00.
- Do not re-shelve items; leave them on the table, and the library staff will collect them.
- Reserved and reference materials should be returned to the circulations desk.

Loans

- All overdue items will attract a fine of \$20 per day per item.
- Trainees are not allowed to borrow reference and reserve items for take-home loans.
- Lost items should be replaced by either a copy of the same or payment for the replacement.
- Loaned items should be returned before or on the return date they were provided with.

- All members are allowed to borrow two fiction books for one week.

Dress Code

Patrons of the Library should be modestly dressed at all times. None of the following items are allowed inside the Library:

- Sunglasses
- Slippers
- Sleeveless
- No Short skirts/shorts

ON THE JOB EXPERIENCE

Work Study

All trainees are expected to participate in work-study/work experience to ensure that they are exposed to the world of work while in training.

Procedures

- Work study documents are held by the Office of Career Development Officers and are dispersed on demand to Instructors directly or through the Programme Coordinator/Senior Instructors.
- Trainees may be dispatched to work study locations on-site or with external organisations who are contacted by the CDO or the Instructor.
- Work study forms are completed for each Trainee and signed by the relevant persons.
- Trainees are provided with a letter of introduction as well as a Work Study Report form and an indemnity agreement.
- Trainees must complete at least a minimum of eighty hours (80 hrs.) of work study on-site (Training Based Enterprises/ Commercial Activities) and off-site.

- Upon completion of the Work Study placement employers complete the Work Study Report and return it to the Institution. The trainees will complete the Trainee Evaluation Form and return to the Institution.

TRAINING BASED ENTERPRISE

The Academy has a number of Training Based Enterprise all focused on a particular skill area. The goal is to enhance training through production while realising its targeted revenue.

The strategy employed is the integration of all related aspects of training to create saleable goods and services. All trainees are required to actively participate in the enterprise throughout the training period. This approach comes with many advantages to the trainees: two of the major advantages are:

- Opportunities are provided for the Trainees to gain authentic experiences as they develop competencies.
- Training is enhanced through production while realising projected revenue.

LEARN AND EARN PROGRAMME

This programme is designed to assist trainees who require financial assistance. Trainees are only allowed to work in the programme for two rotations. All trainees employed under this programme will be selected by a committee, including but not limited to the Institution Manager, Programme Coordinator, and Chairman of the Disciplinary Committee.

Eligibility

- Trainee must be enrolled in HEART/NSTA Trust - Ebony Park Academy for a full National Vocational Qualification of Jamaica (NVQJ) Programme

- Trainee must possess valid identification (Drivers License, Passport or Voters I.D.)

Entry Requirements

- Complete a Learn and Earn Application Form and attach it to a resume
- Maintain an attendance rate of 95%
- Had passed 95% in assessment sat
- Must not be on discipline or academic probation.

ASSESSMENTS AND EXAMINATIONS

- External Assessment and Examination
- Appeal Process
- Conducting Appeal
- Assessment/ Examination Regulations
- Certification and Graduation
- Special Needs

EXTERNAL ASSESSMENT/EXAMINATION

All trainees/clients are informed of the external assessment process before the commencement of the assessment., to maintain the integrity of the assessment system and to guide employees and clients regarding the process *of external assessment* in keeping with the standards of NCTVET.

Procedure

- During the Orientation Session, the trainees are informed of the assessment and certification process by the Registrar or a designate from the Registry.
- Assessment schedules are posted on the notice boards to inform trainees of the scheduled assessments.

APPEAL PROCESS

The Institution maintains a system available to all trainees/clients to appeal cases, irregularities and discrepancies in external assessments. This ensures that trainees are aware of the appeal process as it relates to discrepancies or anomalies in assessment outcomes.

- The trainees shall discuss the matter with the Assessor two (2) days after the results are posted.
- If the matter is not resolved, the Trainee will complete the External Appeal Form within three (3) working days of receiving the feedback from the Assessor. The forms are to be accessed at the Registry.
- The Registrar shall invite the members of the External Appeal Committee (Institution Manager, Programme Coordinator/Senior Instructor, AMO and Career Development Officer) to an appeal meeting within two (2) working days.
- Appeals will be reviewed by the External Appeal Committee, and a report of the decision will be communicated to the Appellant within five

- (5) days of the appeal.
- If there is no resolution at the External Appeal Committee, then the matter will be referred to the Director/Principal.

RESIT

Trainees deemed Not Yet Competent (NYC) in the unit (s) administered will be allowed to resit the assessment.

Procedure

- Trainees deemed Not Yet Competent shall be notified via posting results on notice boards, access to records on specified days and submission of assessment reports to the Programme Coordinator/Instructors.
- Trainees deemed Not Yet Competent shall be scheduled for Resits after the published results.
- Trainees(s) who sat a Resit cluster/unit two (2) times and it is still deemed Not Yet Component shall be referred to the Programme Coordinator for intervention.

ASSESSMENT /EXAMINATION REGULATIONS

Assessment Dates and Time

All assessments should be held on the date and time specified on the timetable/schedule. In exceptional cases where the scheduled time cannot be adhered to, permission must be granted through the Registrar/AMO for a postponement. However, Assessors may delay the start time of an assessment by up to one (1) hour without prior consultation with the AMO. If the start time is delayed, the administration time should be adjusted accordingly.

Punctuality must always be observed. Trainees should be in the assessment rooms/labs at least ten (10) minutes before the start of the assessment.

Trainees who, for reasons beyond their control, arrive late for an assessment should only be allowed fifteen (15) minutes to read the instructions on the assessment paper's front page and complete the answer booklet's front page. No additional time will be given to complete the assessment.

- No assessments must be done without the knowledge of the Registrar and AMO.
- Trainees who are absent from any scheduled assessment without presenting a doctor's certificate.
- Trainees will not be allowed to sit an assessment/examination without presenting a valid identification card.

Assessment Security

- Trainees must sign the register prior to doing the assessment. Failure to sign may result in the Trainee being recorded as absent.
- Only registered trainees can sit the assessments. An unregistered trainee/client cannot be added at the assessment site, nor can an unregistered trainee replace a registered trainee who is absent from the assessment.
- This is a violation of the assessment regulations and warrants the disqualification of the assessment scripts of the Trainee (s).
- Assessors shall remain in the assessment room throughout the course of the assessment.

Assessment Booklets/Answer Sheets

- Assessment questions must be answered only in the answer booklets or on any other materials provided by the Assessor.
- All information must be filled in legibly.
- The trainees' name and TRN must be written on the answer sheet or

- answer booklet(s).
- Only black or blue ink must be used on the assessment script/ answer booklets and any other writing materials provided by the Assessor. Inks in other colours and coloured pencil may be used only for diagrams, charts or any other evidence as instructed by the Assessor.
 - If more than one answer booklet or sheet is used, trainees must ensure that all scripts are securely fastened.

Assessment Questions and Other Materials

- All trainees/clients should bring their own drawing/mathematical instruments, pens, pencils, and any other implements to the Assessment room as instructed by the Assessor.
- Books and other written materials should be collected and kept in a designated area in the room. This area should be monitored by the Assessor.

Conduct During the Administration of Assessments

All assessments/examinations will be conducted in accordance with the guidelines of NCTVET or any other body. Trainees/clients found committing any of the following offences will be disqualified from the assessment and will be required to pay the **re-assessment** fees:

- Communicating with another trainee
- Copying from another trainee's script
- Giving assistance to another trainee
- Using unauthorised material (inclusive of textbooks or notes relating to the subject area)
- Engaging or committing any act which may be deemed as dishonest.
- Using cell phones
- Leaving the room without permission

The AMO will release assessment results as soon as possible after they have

been processed.

If a trainee is deemed Not Yet Competent (NYC) for an assessment and he/she is not satisfied with their results he/she may appeal same (refer to appeal guidelines in your client handbook). A fee will be charged for reassessments.

CERTIFICATION AND GRADUATION

FULL NVQ- J CERTIFICATION

Upon completing training and being found competent in all the units that comprise the qualification path for a particular skill area, trainees are entitled to a National Vocational Qualification of Jamaica (NVQ-J) certificate awarded for the level of training completed. The NVQ-J certificate is issued by NCTVET and is recognised in Jamaica and the rest of the Commonwealth.

GRADUATION

Graduation is held annually, and this is at a cost to the trainees/clients. Prospective graduates must fulfil all certification requirements to be eligible for graduation. In addition, all obligations to the Library and financial department, respectively, must be fulfilled. A list of all trainees eligible for graduation will be ready at least six (6) weeks prior to graduation date. The Institution recognises that trainees sometimes make graduation day a memorable moment by including families, however, the Institution will advise each graduand about the number of invitees allowed per graduand.

SPECIAL NEEDS

The Institution facilitates individuals with physical and intellectual limitations during the training and assessment processes. Trainees are asked to declare their limitations to the Career Development Officers so the

necessary accommodations can be made to facilitate their needs.

The Instructor is responsible to address any special needs of the trainees as it relates to internal assessments. The trainees are informed by the Instructor to identify any challenges they may have; and upon this request, the necessary adjustments will be made by the Instructor to address the challenge.

If the Trainee did not indicate any challenge and the Instructor detects the problem; he/she must make the necessary adjustments to facilitate the Trainee. If the Instructor is unable to treat immediately with the challenge; arrangements, convenient to both parties must be made to accommodate the Trainee.

The assessment process will facilitate trainees with special needs once they they are identified.

WORKPLACE HEALTH AND SAFETY

- Workplace Health and Safety Programme (WHS)
- COVID 19 Protocols
- Occupational Health and Safety
- Security Checks
- Visitors
- Parking
- Procedure to follow in the event of an accident
- Distribution and maintenance of tools and equipment

WORKPLACE HEALTH AND SAFETY POLICY

The HEART/NSTA Trust Ebony Park Academy is committed to the provision of a safe and healthy work environment in which internal and external customers effect their duties in a manner which promotes efficiency and productivity. To ensure all internal and external customers of the Institution are aware of the safety standards and the Institution's commitment to them. In an emergency at Ebony Park, all persons on the compound, including visitors, will take the following steps. These are to be strictly obeyed regardless of the type of emergency.

- Raise an alarm
- At the sound of the emergency alarm, everyone must use the designated exit points to evacuate their location in a single file and assemble at the designated emergency assembly points.
- Take only small, important personal belongings such as mobile phones, keys, and documents.
- Assist any sick or injured person to evacuate their location.
- First Aid should be administered if required, and outside assistance should be sought depending on injuries.
- The Instructors or Administrative Supervisors will do a roll call.

COVID 19 Protocols

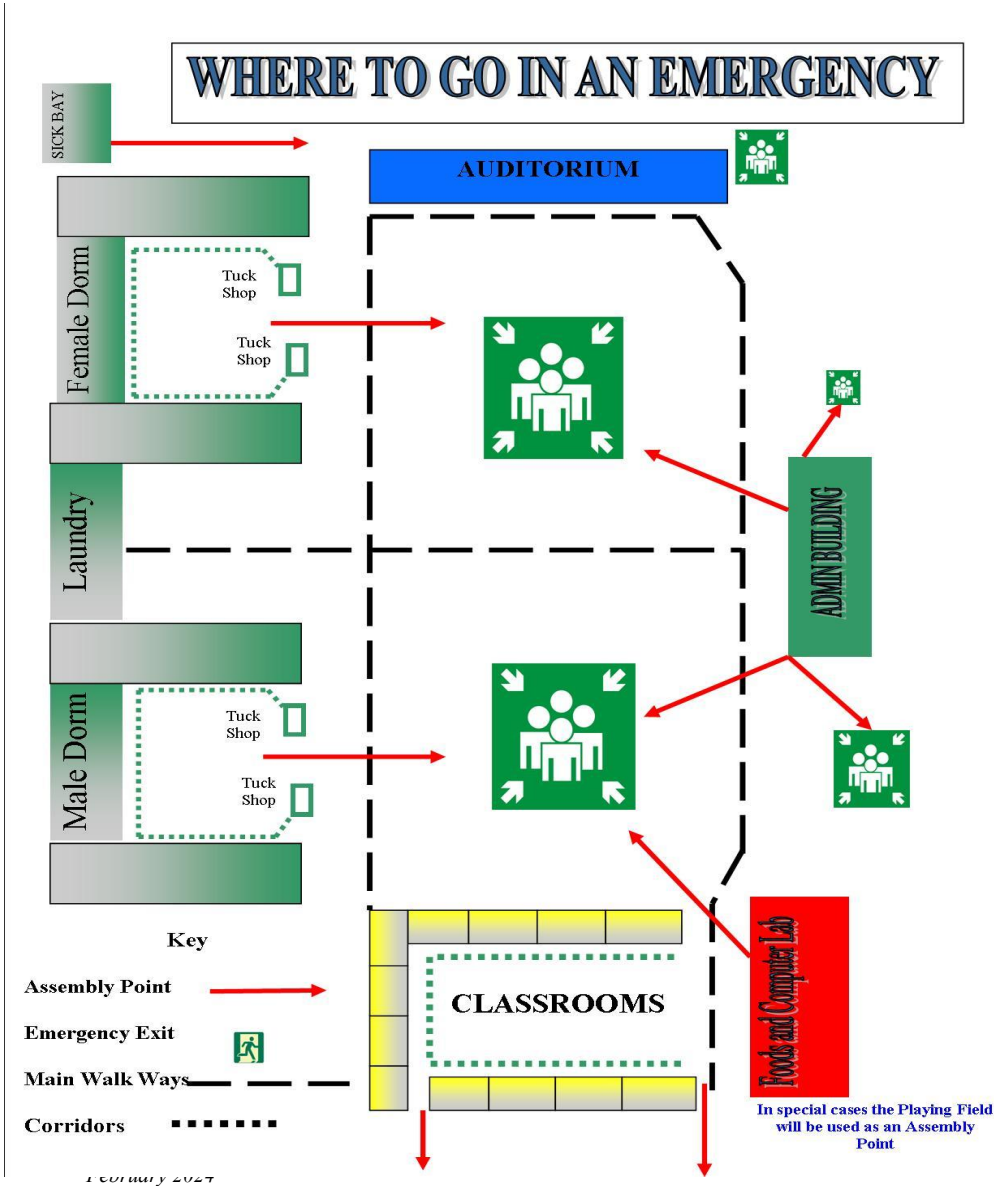
All trainees entering the facilities will sign an agreement to abide by the Covid protocols outlined below:

- Be subjected to temperature checks upon entering the facilities, classrooms, farm complex or any other area(s) of the campus.
- Maintain a six (6) feet distance between themselves and all other individuals they contact.
- Wash hands and sanitise frequently, especially after contact with surfaces

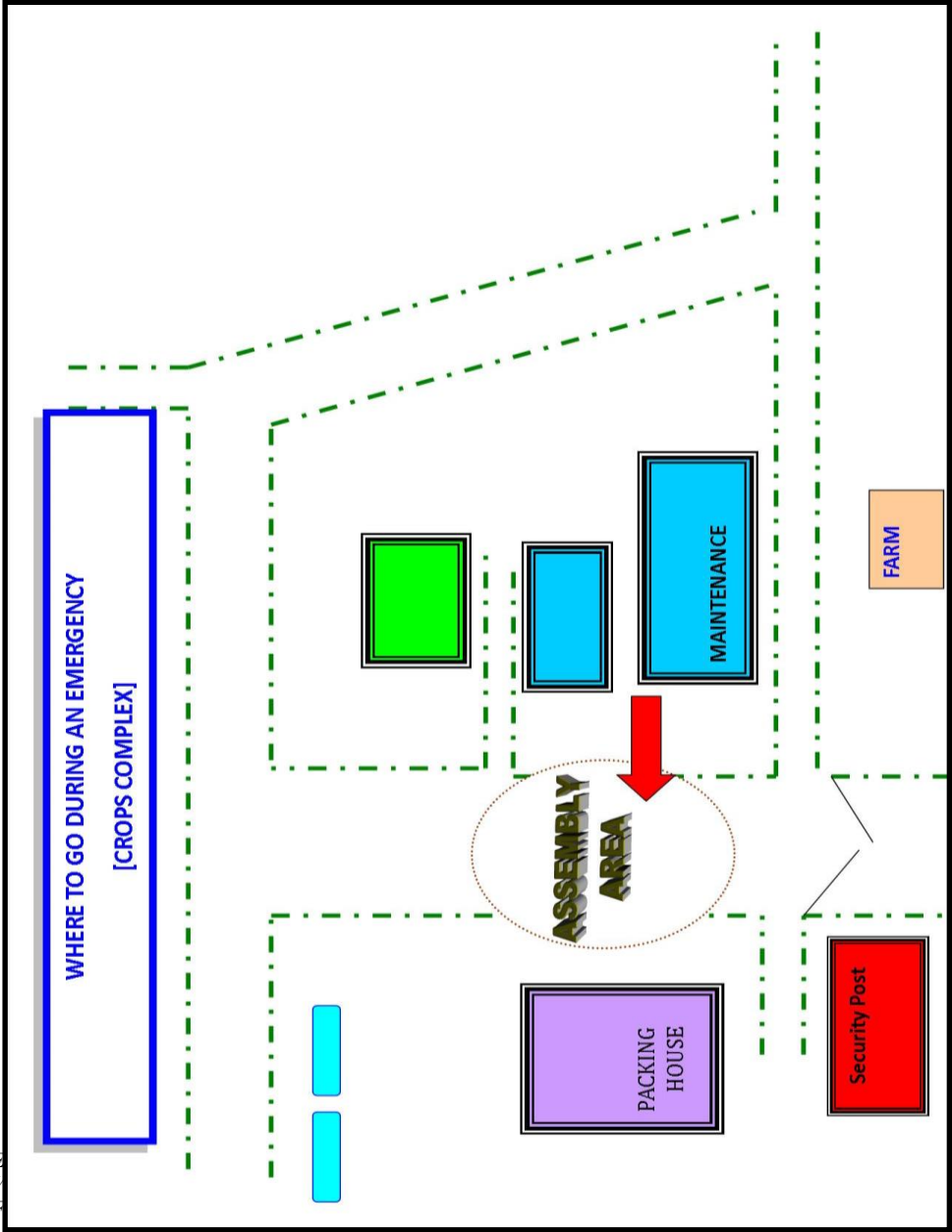
such as doorknobs, desks, chairs, tables, etc.

- Provide their sanitising material (sanitiser and alcohol) to ensure compliance with the Government of Jamaica, Ministry of Health and Wellness guidelines.
- Wear a suitable mask (no handkerchief) without any derogatory writing, comments, drawings, or symbols that are inappropriate in the training facility.

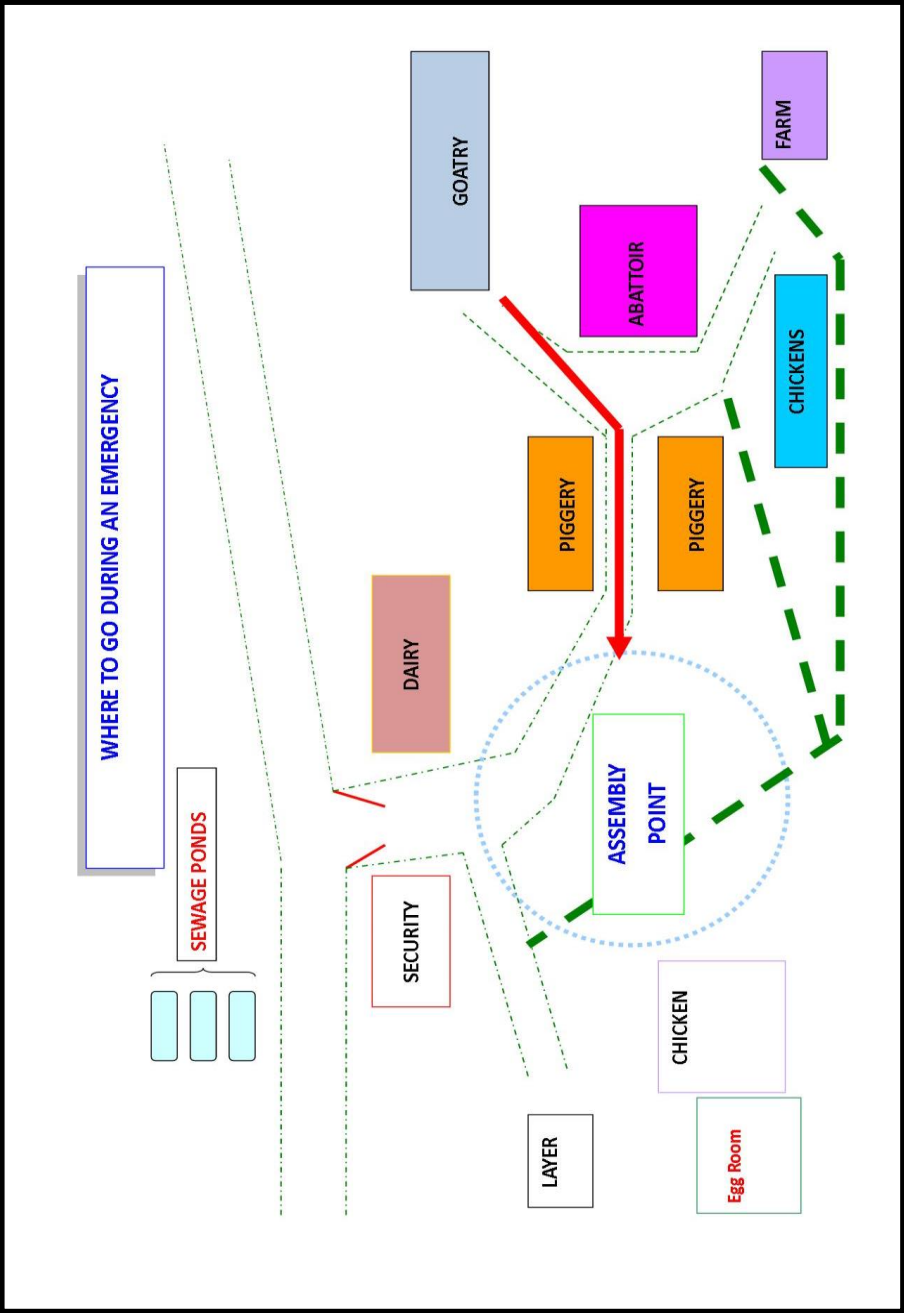
EMERGENCY ASSEMBLY POINT



EMERGENCY ASSEMBLY POINT



EMERGENCY ASSEMBLY POINT



USE OF EQUIPMENT

ALL Equipment at the Ebony Park Academy is used only by authorised personnel or trainees under authorised staff supervision.

- All equipment at Ebony Park Academy must be used in accordance with their intended purpose.
- Persons are authorised to use specific equipment based on the job functions that they perform.
- Authorised persons are initially exposed to the use of equipment upon acquisition of said equipment or during employee orientation (in the case of new employees who will eventually use them).
- Equipment designated for use in training is only to be used by Staff and trainees under the supervision of Staff assigned to the training areas.
- Intentional misuse of equipment by trainees will result in disciplinary sanctions, including termination or suspension of authorisation.

RESIDENTIAL TRAINEES

- Dorm Rules and Regulations
- Weekend Duties
- Dress Code After Training Hours

DORM RULES AND REGULATIONS

1. The wake-up time is 4:30 am.
2. The cleanliness and proper organisation of articles and furniture cannot be over-emphasised.
3. The use of obscene language is strictly prohibited.
4. No form of gambling or smoking is permitted. If you are caught, you will be subject to disciplinary action.
5. Visitors are not allowed in the dormitories. The auditorium is the designated area for entertainment and the accommodation of visitors. Visitors should exit the compound by 6:00 pm.
6. Anyone found guilty of stealing will be subjected to immediate disciplinary action.
7. The Nurse/Residential Supervisor must be informed of all illnesses.
8. No sharp and damaging instruments must be kept in the dormitory.
9. Wet laundry must not be hung in the dormitory.
10. Male trainees are not allowed on the female block.
11. Female trainees are not allowed on the male block.
12. Voices should be kept at a moderate level.
13. Trainees are not allowed in the dormitories during class hours.
14. All related complaints must be directed to the Residential Supervisors.
15. Dorm Leaders are urged to maintain discipline and order at all times.
16. Defacing property such as walls, desks, and chairs is serious and will warrant harsh disciplinary action.
17. No rollers are to be worn off the female block unless fully covered with a scarf.
18. Knee-length shorts are allowed off the block where trainees are engaged in sports activities.
19. No garment with obscene language should be worn.
20. All hairdressing should be done inside the dorm (male/female)
21. No sleeveless shirts/blouses should be worn to the dining room or classroom blocks.

22. No slippers of any kind should be worn to the dining area.

LIGHTS OUT

Sunday—Thursday: 9:30 pm

Friday & Saturday: 11:00 pm.

DINING ROOM

1. Plates, drinking glasses, and cutlery are to be taken to the dining room at mealtimes.
2. No shorts, tube tops, merinos, vests, slippers, hair setters or caps are allowed in the dining room or the classroom block.
3. Orderly queues are to be formed at mealtime.
4. A trainee is only allowed one meal each mealtime.
5. Courtesy must always be extended to the kitchen staff.

WEEKEND DUTIES

SATURDAYS and SUNDAYS

Breakfast: 9:00 a.m. - 10:00 a.m.

Lunch and Supper: 1:00 p.m. - 2:00 p.m.

You are expected to have meals within the prescribed times.

Meals will not be served after the time allotted. However, if necessary, meals can be reserved if the Kitchen Supervisor is notified by a member of Staff. Eating and drinking must be done in the dining room.

DRESS CODE AFTER TRAINING HOURS

Trainees must be properly attired and well kept; garment should not have obscene language on it.

Males

Sleeveless vests, merino, excessive jewellery including earrings, tight pants or shorts (spangy) along with bathroom slippers **must not** be worn off the block or to the dining area. No pants should be worn below or on the buttocks.

Females

- No tank or halter tops, sleeveless blouse or dress, thin **t**-shirt that reveals under garment
- No dress, shorts or skirt above the knee.
- No tights and rollers or rods should be worn off the dormitories unless fully covered with a scarf.

In addition, no cap or tam or head tie except for religious reasons will be allowed in the dining area.

ACADEMY RULES AND GUIDELINES

- Disclaimer
- General Rules
- In and Out of Bound Areas
- List of Offences

DISCLAIMER

The Academy reserves the right to carry out a search in the presence of a security personnel or an officer of the Jamaica Constabulary Force without giving prior notice.

GENERAL RULES

- If your spouse is currently in training at this Institution or is a member of Staff or a member of the security team, it is your responsibility to inform the Senior Career Development Officer who will advise you accordingly.
- Gate pass should be submitted to the Senior Instructor for approval two days in advance unless in cases of emergency.
- Week-end application to remain on campus should be submitted by Wednesday to the relevant persons. Approval must be obtained before Friday afternoon of the same week.
- Dorm searches can be conducted at any time by a team of staff/security assigned to do so.
- Non-residential trainees should not be on the dormitory block without permission from the Dorm Wardens.
- Residential trainees should not change status or vacate the premises without approval from the Institution Manager unless, it is a directive from the Institution.
- All institution items entrusted in your care are to be protected by you until you officially return the same to the Institution.
- Entering or exiting the compound through the Back Gate other than to visit the farm Complex is not permitted.
- Eating and drinking are confined to the auditorium or to the tuck shop area and dorms for snacks only.
- Sandals are not allowed in the classroom or administration areas or the Library.

IN-BOUNDS AND OUT-OF-BOUNDS AREAS

1. Playing of audio files are not allowed on the classroom block, and the Library.
2. The staff room is out of bounds.
3. The staff residences are out of bounds except for medical emergencies to visit the Nurse.
4. No sitting on steps or walkways.
5. Bathroom slippers should not be worn beyond the dorms.
6. Dark areas, car parks, courts, playfields, behind dorms and other buildings, loitering on corridors and unassigned areas are to be avoided at nights.
7. During the night all dark areas are out of bound. Trainee should stay only in well-lit areas i.e., auditorium, library, lomputer lab, dormitory or assigned classroom.

Schedule of Disciplinary Measures Applicable to Trainees

TYPES OF OFFENCES	FIRST OFFENCE	SECOND OFFENCE	THIRD OFFENCE	FOURTH OFFENCE
1. Non-observance of dorm rules	Written Warning/counselling	Three (3) days Sanction	Suspension for 5 training days	Change to non-residential status.
2. Overstaying gate pass without permission	Written warning/counselling	Suspension of Gate Pass for Three (3) 'pass' days. Change to non-residential status for residential trainees		
3. Loud and disruptive behaviour	Counselling/written apology and written warning	Three (3) days Sanction	Suspension for 5 training days 5 th - Training Deferral	
4. Breach Official School Uniform	Written warning /non-acceptance in class and sanction	Suspension for 3 training days and counselling	Suspension for 5 training days	Training Deferred
5. Absence from classes without permission	Written warning /non-acceptance in class	Suspension for 3 training days	Suspension for 5 training days	Training Deferred
6. Failure to carry out reasonable instructions (insubordination) in accordance with standards of the institution/ Organization	Suspension for 3 training days	Suspension for 5 training days	Training Deferred	
7. Use of expletives (bad words)	Suspension for 3 training days	Suspension for 5 training days	Training Deferred	
8. Malicious destruction of property	Training Deferred Alert Police			
9. Use/possession and peddling of drugs (substance abuse)	Suspension for 5 training days. Refer for professional assistance, or deferral (depending of the gravity of the situation)	Alert Police Training Deferred		

TYPES OF OFFENCES	FIRST OFFENCE	SECOND OFFENCE	THIRD OFFENCE	FOURTH OFFENCE
10. Fighting/physical violence Without weapons With weapons	Suspension for 5 training days (compulsory attendance for counselling with Guidance Counsellor) Training Deferral Expulsion based on the gravity of the situation	Expulsion		
11. a. Possession of offensive weapons e.g. " knife, ice-pick, etc. (not training-related implements) " gun and ammunition	Suspension for five (5) days Alert police Training Deferral	Training Deferred		
b. Use of offensive weapons	Alert police, expulsion			
12. Threat to/harassment of Staff or fellow trainees.	Training Deferred Alert Police Counselling			
13. Tardiness to classes and other specified activities.	Written warning /non-acceptance in class	Suspension for 3 training days	Suspension for 5 training days	Training Deferred
14. Explicit sexual behaviour between trainees and trainees; Staff and trainees	Training Deferred Counselling			
15. Theft/breaking and entering – dorm, farm, stores, offices, cottages, and other person's property.	Suspension for 5 days. Full restitution of property stolen. Full restitution of stolen property/expulsion; withholding of certificates/exam results until full restitution is made.			
16. Drunkenness/use of alcoholic beverages on campus	Counselling and written warning	Suspension for 5 training days	Training Deferred	
17. Aiding and abetting illegal activities	Three (3) days suspension and counselling	Five (5) days suspension or training deferral based on the nature of the situation		

TYPES OF OFFENCES	FIRST OFFENCE	SECOND OFFENCE	THIRD OFFENCE	FOURTH OFFENCE
18. Unauthorised removal of Company Property	Training Deferred Counselling	Expulsion		
19. Failure to attend duties	Three (3) days suspension and counselling	Five (5) days suspension	Training Deferred	
20. Indecent exposure	Written warning	Three (3) days suspension and sixteen hours developmental activities with an assigned Career Counsellor	Five (5) days suspension and Probation for the remainder of course	Revoked residential status Or Training Deferred
21. Taking food to/ eating in areas not designated for meals	Five (5) days suspension	Revoked residential status		
22. Loitering / visiting out -of - bound areas Male Dormitory / Female Dormitory	Written warning /non- acceptance in class Three (3) days Sanction Training Deferral for one quarter and revocation of residential status based on magnitude	Suspension for 3 training days Training Deferred and no possibility of residential status	Suspension for 5 training days Training Deferred	
23. Failure to sign in or out at security post	Written warning and counselling	3-5 days suspension	Residential Status revoked	
24. Failure to return on time on a weekday	Written warning and counselling	3-5 days suspension	Residential Status revoked	
25. Failure to return on time on a weekend	Written warning and counselling	3-5 days suspension	Residential Status revoked	

TYPES OF OFFENCES	FIRST OFFENCE	SECOND OFFENCE	THIRD OFFENCE	FOURTH OFFENCE
26. Breaches of the Cyber Crime Act	Three days suspension Alert Police	Training Deferral Alert Police		
27. Disrespect to Staff members	Three –Five (3-5) days suspension based on the nature of the offence and mandatory counselling	Five (5) days suspension, sixteen (16) hours of developmental activity and mandatory counselling	Training Deferred	
28. Assault on fellow Trainee and Staff	Five (5) suspension and or Deferral based on the severity of the assault Alert Police			
29. Possession of drug paraphernalia	Three (3) days suspension	Five (5) days suspension	Training Deferred	
30. Breach of Probation	Five (5) days suspension or training deferral based on the magnitude of offence			
31. Grubbing/ Ragging	Undertaking of assigned task on property and placed on Probation Training Deferral based on the gravity of the situation	Training Deferred		

TYPES OF OFFENCES	FIRST OFFENCE	SECOND OFFENCE	THIRD OFFENCE	FOURTH OFFENCE
32 Failure to submit assignments/evidences at the prescribed time.	Academic Probation for duration of the programme with at least three mandatory counselling sessions	Training Deferred	Training Deferred	
Falsifying information	Five (5) days Sanction Counselling	Deferral		
Breach of after training hours dress code	Written warning/ Sanction	Three days Suspension	Five days Suspension/ Training Deferred	

APPENDICES

- Request for Refund
- Client records Request
- External Appeal Form
- Official Document Request Form

APPENDIX I. REQUEST FOR REFUND



HEART/NSTA Trust
NATIONAL TRAINING AND PROGRAMMES DIVISION
EBONY PARK ACADEMY
REQUEST FOR REFUND

Name: _____
(Please Print) Surname First Middle

Address: _____

Contact No: _____

Name of course/service required: _____

Please select the box that applies to you: ☐ Company Sponsored ☐ Private

Name of Payee: _____

PERSON/ORGANIZATION TO WHICH CHEQUE IS TO BE MADE PAYABLE

Kindly refund me the sum of _____ Dollars (\$) which represents the fees for the above course.

The refund is sought for the reason (s) outlined:- (please tick the box that applies)

☐ Course has been cancelled

☐ Unable to attend for personal reasons

☐ Other Reasons. (Please State) _____

SIGNATURE: _____ DATE: _____ / _____ / _____
DAY MONTH YEAR

FOR OFFICE USE ONLY

Information Verified By: _____ Date: _____
Accounting Personnel

Amount to be Refunded: \$ _____

NE: Amount to be refunded is based on the refund schedule below

APPROVAL DETAILS

ACCOUNTANT/DIRECTOR/PRINCIPAL

SIGNATURE: _____ DATE: _____ / _____ / _____
DAY MONTH YEAR

REFUND SCHEDULE

Before the start of training	Full Refund
1-3 weeks from the commencement of course	90% Refund
3-6 weeks from the commencement of course	75% Refund
Absenteeism register of Less than 25% but not greater than 50%	50% Refund
More than 50% absenteeism (total semester hours)	No Refund

OFFICIAL STAMP _____

APPENDIX II– CLIENT RECORDS REQUEST

HEART/NSTA Trust NATIONAL TRAINING AND PROGRAMMES DIVISON IBONY PARK ACADEMY Toll Gate, Clarendon Telephone: 987-1790 987-1334-6

ACCESS TO RECORDS – REQUEST

(To be completed by client)

Trainee ☐	Staff ☐	Group(s): _____
Individual requesting file should indicate status <u>4-42</u> Trainee or Staff		
Name of Requester _____		
Reason for Request _____		
I hereby request access to my Assessment file ☐		
I hereby request access to Trainee Personal ☐ Assessment file ☐		
This acknowledges that I have seen /not seen the records as requested.		
Signed: _____		
(Requester)		
Date: _____		

OFFICIAL USE ONLY
Approved by: _____
REGISTRY STAFF SIGNATURE
Date: _____

EPA- Access to Records
Version 1.2
November 2020

APPENDIX III– OFFICIAL DOCUMENT REQUEST FORM

HEART/NSTA TRUST NATIONAL TRAINING AND PROGRAMMES DIVISION EBONY PARK ACADEMY
--

OFFICIAL DOCUMENT REQUEST FORM

PLEASE USE BLOCK CAPITALS

COMPLETE THIS PART TO INDICATE THE DOCUMENT NEEDED. N.B. ONE FORM PER REQUEST

REQUEST FOR:- (Please indicate in the box provided, the number of copies needed)

☐ TRANSCRIPT	☐ OFFICIAL STATEMENT OF COMPETENCE	☐ UNOFFICIAL STATEMENT OF COMPETENCE
☐ STATUS LETTER	☐ RECORD OF ACHIEVEMENT	☐ OTHER (please specify below)

Details of other: _____

COMPLETE THIS PART TO SHOW YOUR STUDENT AND CONTACT INFORMATION

Is this your first document request? YES ☒ NO ☐ If No, give date of last application: _____		
Title	Applicant's Name (First Name, Middle Name, Surname)	
Mr. ☒ Ms. ☐ Mrs. ☐		
Name under which registered at EBONY PARK ACADEMY (if different from above)		Date of Birth
Name of Course (if applicable, please specify the group to which you belong)		Period of Attendance:
Home Telephone Number	Work Telephone Number	Mobile Telephone Number
Address		Email Address

COMPLETE THIS PART TO SHOW WHERE THE DOCUMENT WILL BE SENT OR WHO WILL COLLECT THE DOCUMENT

Name of Institution to be sent to	
Address to be sent to: (LOCAL: no., street, city and parish. OVERSEAS: number, street, city or town, state and zip code, country)	
To be collected by (if applicable) (first name, middle initial, and last name)	Title
	Mr. ☒ Ms. ☐ Mrs. ☐
Signature	Date

APPENDIX III– OFFICIAL DOCUMENT REQUEST FORM (CONT'D)

Sign Here 		
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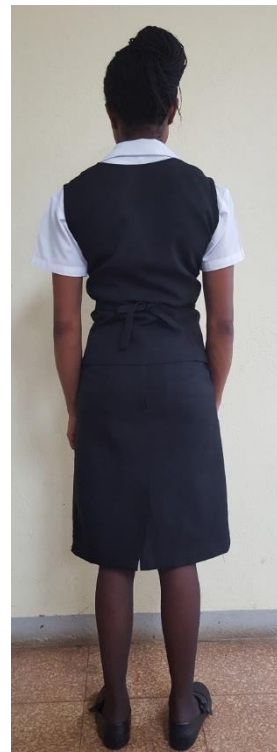
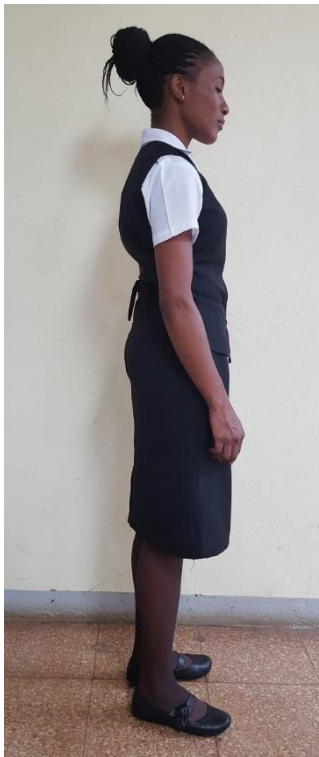
FEE STRUCTURE/RESPONSE TIME

DOCUMENT	COST	TIME FRAME
Transcript	\$350.00 (\$100 per additional copy)	10 working days
Transcripts Prior to 1994/NCTVET	\$350.00 (\$100 per additional copy)	30 working days
Official Statement of Competence	\$800.00	15 working days
Record of Achievement	\$800.00	15 working days
Status Letters	1 st copy per month free [Additional Copies Cost \$100 each]	5 working days
Unofficial Statement of Competence	1 st copy per month free [Additional Copies Cost \$50 each]	3 working days

All payments MUST be made to the Accounts Department and receipts presented to the Ebony Park Registry to begin processing.

THIS SECTION IS FOR OFFICIAL USE ONLY			
Sent by	Date Sent (dd/mm/yy)	Accounts Department's Comments	
Collected By (if applicable)	Date collected (dd/mm/yy)		
Comments		Amount Paid	Receipt Number

DRESS CODE GUIDELINES FOR FEMALE WEARING SKIRTS



Note

- Loosely fitted knee length skirt
- Blouse loosely fitted
- Black pair of shoes cleaned, polished and shined
- Modest Hairstyle
- Blouse neatly tucked into skirt

DRESS CODE GUIDELINES FOR FEMALE WEARING PANTS



Note

- Black dress belt.
- Blouse loosely fitted
- Black pair of shoes cleaned, polished and shined
- Modest Hairstyle
- Blouse neatly tucked into pant.

DRESS CODE GUIDELINES FOR MALES



- Pants should be reasonably tailored loosely fitted (not spangy)
- Black polished shoes (not sneakers)
- Absolutely no sneakers
- Black dress belt.
- Shirt neatly tucked into pants
- Clean shave. Moustache neatly trimmed.

DRESS CODE GUIDELINES FOR MALE RASTAFARIANS



- Hair covering should be worn at all times.
- Acceptable hair covers are black and blue.

GLOSSARY OF TERMS

Accredited Training Organisation (ATO) - A training provider that has met the requirements of the Accreditation Standards

Appeal - A formal request for the review of assessment outcomes

AMO– Admissions Monitoring Officer

AMO - Assessment Monitoring Officer

Assessment - the process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.

Assessor - a person qualified to carry out assessment.

Client – any individual who enrolled in a training programme or is a prospective trainee.

Competency - A competency is a skill that is acquired to successfully carry out a job. It does not mean expertise in the area but implies that the successful performance is reliable.

Competency Based Assessment – The assessment of knowledge, skills and attitudes that is based on the recognition of competencies from pre-determined standards

Competency Standards – Nationally agreed industry developed performance outcome statements that describe the minimum skills, knowledge and attributes necessary in the performance of a particular

function in the workplace. It consists of elements of competence, performance criteria, a range statement and an evidence guide.

Facilitator – A person who develops collaborative relationships with Trainees through the process of discovery, goal setting & strategic actions that enables trainees to see their potential & realise their Possibilities.

National Council on Technical and Vocational, Education and Training (NCTVET) It is responsible for standards development, quality assurance, accreditation and national certification.

National Qualifications Framework (NQF) – The five levels for awarding certification in the TVET system.

NTA Qualification Systems— This system is an integrated system that captures assessment and certification data for all candidates on the assessment path.

National Vocational Qualifications of Jamaica (NVQ – J) - A nationally recognised award that is made at a specified level in recognition of the achievement of competence based on established criteria for that level

Qualification - Formal certification issued under the National Qualification Framework

Quality Assurance – a systematic process of checking whether a product or service being developed meets specified requirements. Quality assurance procedures ensure that training programmes and assessment processes achieve the desired outcomes.

Registered Assessor (RA) - A registered assessor is an individual trained and authorised to assess competence within the NQF. Registration of Assessors occurs on the National Qualifications Register.

CORRESPONDENCE DIRECTORY

Administrative offices are open from 8:30 am to 4:30 pm Mondays to Fridays.

Ebony Park Academy
Toll Gate P.O.,
Clarendon, **Jamaica W.I.**
Tel: 1-987-1334-6
Fax: 987-1330/987-1227

Director/Principal

876-590-5914

Institution Manager

876-361-6208

Registrar

1876-551-7021

Chief Accountant

876-452-0983

Senior Career Development Officer

876-354-6260

Academy Nurse

876-329-5983

Disciplinary Committee Chairperson

876-418-4587

Female Dorm Warden

876-537-9186

Male Dorm Warden

876-505-4584

