



CONSTRUCTION SAFETY TRAINING



THE STUDENT HANDBOOK



BY ENROLLING IN A NYCCST COURSE YOU ARE AGREEING TO ABIDE BY THE GUIDELINES AND PROCEDURES IN THIS STUDENT GUIDEBOOK

Enrollment

Before enrolling in any NYCCST course prospective participants (students) should ensure to have all the following:

- A working PC, laptop, or tablet with strong and reliable internet connection.
- A working internal or external microphone, this is necessary for student-instructor communication.
- A working camera (webcam, or other) and good lighting for video conferencing and identity verification.
- Also for best audio quality and engagement please ensure that you are in an environment that is free of excess noise and distractions during active course hours.

Once a participant has secured all the necessities listed above the participant may then enroll to take courses on the New York City Construction Safety Training website at the following link:

<https://construction-safety-nyc.com/courses>

Proprietary Interest Policy

It is the policy of NYCCST that the Proprietary Interest of Trainers/Instructors is disclosed.

Any set of learning materials used to conduct a training, or learning event, that is created by an individual, independent of NYCCST funding and guidance, will be credited to the individual.

At the beginning of each learning event the instructor will disclose proprietary interest and relay that the materials used for instruction at NYCCST do not violate any personal or property rights of any other organization or individual.

Courses and other learning materials created by an individual are to be licensed for use at NYCCST and the developer shall be credited for the presented material. NYCCST holds no financial obligation to any other 3rd party organization for the development, use, and distribution of learning materials.

Code of Conduct

To ensure that learning events are successful NYCCST requires that all *participants follow the rules presented at the beginning of each session as well as the following* general conduct guidelines:

- For live group sessions participants are to dress in clothing that covers the chest and stomach area, as well as all other visible body parts from the shoulders down, excluding the arms and hands. Participants may not be allowed to continue to engage in the learning event if they are visibly nude, topless, or otherwise in attire that mimics or gives the illusion of nudity or other lewd or offensive image.
- Participants are to ensure that the visible background is free of images and/or other items that are lewd, exhibit explicit content, promotes discriminatory behavior (see **Anti Discrimination Policy** below) or ideals, or are otherwise disturbing to the learning event.
- During live group sessions participants must refrain from lewd, distracting, discriminatory, or other language and behavior that is offensive or irrelevant to the course or other participants.
- Uploaded and shared media must be relevant to the learning event and free of obscenities, lewd content, discriminatory or hateful content, explicit or otherwise sexually provocative content, and other unwanted material as deemed so by the instructor or other NYCCST staff.

Anti-Discrimination Policy

NYCCST does not tolerate discrimination, nor tolerate explicit references of a discriminatory nature, based on gender, gender identity, gender expression, race, nationality, color, religion, age, disability, veteran status, socioeconomic status, marital status, pregnancy, and/or sexual orientation.

Harassment and/or intimidation based on any protected characteristic is strictly prohibited. All the following are considered harassment and/or intimidation: Written communications, verbal communications, or physical gestures or behavior that shows hostility, aversion, or bigotry toward an individual. Sexual harassment in the form of written, physical, and/or verbal communications or behavior is also prohibited.

Incidents of harassment should be immediately reported to an administrator of the organization who will promptly arrange an internal investigation regarding the matter. NYCCST prohibits acts of retaliation against individuals who report or cooperate with investigations of harassment and discrimination cases.

Disciplinary Procedures

In the event that a participant may violate any of the stated procedures or policies in this handbook the participant will be subject to a consequence as follows:

1. Verbal or Written Warning- first offence and/or minor offence.
2. Course Discontinuation - the instructor may terminate the learning session for that individual.
3. Expulsion – The participant is not allowed to enroll or engage in any NYCCST learning event. This is only to be implemented in case of major offence.

Instructors may utilize any of the listed actions as deemed appropriate to ensure compliance with NYCCST Procedures and to ensure a successful learning event.

Attendance & Abandoned Courses

NYCCST requires that each participant have 100% present attendance and engagement throughout the full duration of the enrolled learning event or learning event sequence. If a participant needs to miss a day of the learning event sequence the participant must message their instructor/trainer to reschedule within the proper time frames as outlined in the **Participant Withdrawal and Rescheduling** section.

Participant Withdrawal & Rescheduling

For course live sessions, all participants are expected to be present for the entirety of the live session. If a participant must cancel or reschedule a course that includes live sessions please send an email to Arperalta@Yahoo.com.

To Cancel a Course: Send an email no less than 5 business days prior to the start of a scheduled learning event. Cancellation requests received within 5 days of the course start date may not be granted.

To Reschedule: Send an email no later than 5 days after the course start date. Requests for re-scheduling that are received later than 5 days after the start of a learning event may not be granted.

The email must include participant's full name, the course currently enrolled in, and the desired future enrollment date and time. Rescheduling a learning event depends on availability.

Discontinued Learning Events

All courses may be subject to cancellation due to lack of registration. NYCCST holds the right to cancel the class without providing advanced notice to students, but efforts will be made to notify students in advance.

In the case that a course is cancelled by NYCCST participants are to be given a full refund for the cancelled course.

Refund Policy

In order to receive a full refund a participant must follow withdrawal procedure listed under the **Participant Withdrawal & Rescheduling** section. If a cancellation request email is not received earlier than 5 days prior to the start of the scheduled learning event NYCCST holds the right to refuse the refund.

Self-Paced courses are not eligible for refund.

NYCCST will not issue a refund for courses attended but the participant failed to complete or pass the course test or other form of final assessment.

NYCCST does not issue refunds for courses missed due to disciplinary action.

NYCCST does not issue partial refunds. No refunds are issued to participants who failed to withdraw or reschedule a course or missed part or all of a scheduled learning event.

Course Tests and Quizzes

Learning events that award the participants a Certificate of Completion or any other formal recognition of completion (ex: OSHA 30 cards, SST Cards) are subject to a post learning event test. The test or quiz is also used to determine if the participant is eligible for a Certificate of Completion.

Test- The organization's first response to a failed test or quiz would be to provide support and guidance as well as an additional opportunity to re-take the assessment. Participants are given up to 30 days after the completion of the course to pass the exam. Participants may re-take final tests as necessary. At NYCCST all participants must score a minimum of 70% in order to pass the quiz/test.

Certificate/Course Completion Cards

The criteria for becoming eligible to receive a Certificate of Completion or other relevant form of recognition for its respective learning event is to complete the post learning event test or quiz with a passing mark.

Replacement cards or certificates may be ordered by emailing Arperalta@yahoo.com. Please note that there is an additional fee of \$80 per replacement card.

Student Support

Instructors will be available to answer any specific course related questions. Participants may contact instructors using the "Messages" button on the student dashboard.

IT Support- If there is any technical issue with the NYCCST website or a related webpage please send a detailed email to: shoaib.ijaz8@gmail.com.

Grievances/Complaints and Other Support- If there are any other issues or concerns that cannot be resolved with the instructor or IT support please send a detailed email to Arperalta@Yahoo.com.

For IT and other supports please include your full name, contact information, and a detailed explanation of your needs so that NYCCST staff may be better able to provide appropriate support.

Student Record Procedures

It is the policy of NYCCST that all participant records be maintained safely and privately. NYCCST maintains that all student records shall be electronically stored and remain accessible to learners upon request for 10 years after which NYC Construction Safety LLC reserves the right to permanently discard participant and learning event records containing participant learning outcomes.

The process for obtaining records is as follows:

To request access to a participant record please email Arperalta@yahoo.com. Once the email is received and processed the participant will receive a Record Request Form. The Records Request form is to be completed in order to detail client needs. If the participant requests paper copies of their record there may be an added fee for processing the request.

If a Records Request form is approved, NYCCST staff will contact the participant requesting the record to confirm the request and to process any fees. Staff will process and prepare the record in the requested medium within 2 business days, delivery is subject to delivery carrier.