

STUDENT HANDBOOK (GENERAL)



Disclaimer

ATC has made every effort to ensure the accuracy of the information in this handbook. Nevertheless, we reserve the right to make any changes we deem necessary.

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INTRODUCTION

Automation Technology College (ATC)

Automation Technology College Ltd. (ATC) was started in January 1997 by Mr. George West. Mr. West, a graduate electrical and instrument engineer with over thirty years of experience, committed himself to sharing his experience and expertise with the nation by opening up this technical college. As an ex-apprentice (Texaco), he was acutely aware of the need for specialist vocational training for technicians in the burgeoning energy / industrial sectors, and the college proved to be an appropriate vehicle to address this problem.

Since 1997, the college has grown in reputation and has been recognized multiple times for the quality of its graduates and lecturers. In 2012, Dr. Sandra West became ATC's principal, leading a passionate and dedicated staff team. The college currently offers internationally recognized programmes certified by City and Guilds of London and The National Examination Board in Occupational Safety and Health (NEBOSH) and a diverse range of domestic and short courses taught by highly qualified and experienced teachers. The NEBOSH qualification 'International General Certificate in Occupational Health and Safety' is taught exclusively at the Head Office in Curepe.

City and Guilds of London (C&G)

City and Guilds of London (City & Guilds) founded in 1878 is the largest provider of vocational qualifications in Great Britain. It is a global organization too, providing unique internationally recognized qualifications across the world through City and Guilds International. It is the world's leading awarding organisation for work-based qualifications with more than 500 qualifications through 8500 colleges and training providers in 81 countries worldwide.

The National Examination Board in Occupational Safety and Health (NEBOSH)

NEBOSH (The National Examination Board in Occupational Safety and Health) is an independent United Kingdom-based examining board and awarding body. NEBOSH offers a variety of universally accepted, vocationally relevant qualifications in health, safety, environmental, and risk management. These qualifications target all workplaces in the private and public sectors. It is an awarding body sanctioned by the Scottish Qualifications Authority (SQA) Accreditation, with a UK-wide regulatory remit.

The National Training Agency of Trinidad and Tobago (NTA)

The National Training Agency (NTA) is an umbrella agency for effecting reform in technical and vocational education and training (TVET) in Trinidad and Tobago. The organization's role is to coordinate and regulate technical and vocational education and training, promoting and facilitating a coherent system of quality TVET. Its mission is to facilitate and promote the development of a competent workforce through lifelong learning, labour market research, National Occupational Standards and quality assurance of the TVET system.

Reasons to Choose ATC

- Quality Certification
- Quality Training
- Blended Delivery (most programmes)
- Convenient Payment Plans

VISION

ATC will be a leader in quality training and related services.

MISSION

To inspire persons to reach their potential by providing them with quality training and services.

SCHOOL POLICIES

Quality Policy

The Management of Automation Technology College Limited (ATC) is committed to providing vocational training that satisfies the growing needs of industry. ATC is committed to ensuring that its faculty, facilities, and programmes are of such a high standard that they promote excellence in the vocational and nonvocational experiences and achievements of its students.

Management is committed to delivering programmes and services that achieve stated teaching and learning outcomes and meet customer requirements. The recruitment process gives assurance of suitably qualified faculty and staff to satisfy these objectives. Further, Management is actively engaged in the professional development and training of its faculty and staff.

The Quality Management System established and implemented at ATC is structured to support the Mission and Vision, by providing a framework for control, review and improvement of operations. Management maintains uniformity of operations and standards through effective control of the documented system at all branches of ATC Ltd.

Management communicates the Vision and Mission of Automation Technology College Limited, and the requirements of the Quality Management System to all members of staff. In executing their functions Management and staff undertake the responsibility to meet the quality system requirements.

Management undertakes to maintain and improve the performance of its operations through ongoing review of activities.

Equal Opportunity Policy

Automation Technology College (ATC) is committed to promoting equal opportunity in education to all of its students **as far as it is reasonably practicable** in the following areas:

- Conditions and standards governing entry / admission,
- Conditions governing suspension / expulsion.
- Physical facilities
- Modes of delivery of courses

No student will be debarred from attending ATC on the basis of gender, race, religious persuasion or ethnicity.

ATC will actively promote an environment where students and staff are able to work effectively, without fear of discrimination or harassment.

ATC will meet its obligations to all its students by ensuring access to any benefits, facilities, and services to which they are entitled.

ATC will provide systems of hearing and redress for students who feel that they have been treated unfairly.

Health and Safety Policy

The health and safety of our staff and students are of utmost priority. Students and staff are asked to familiarize themselves with the information on the evacuation maps that are provided at every branch.

In the event of an emergency, an alarm will be sounded. Students must evacuate the building via the marked escape routes to the muster point.

Access to Health Care Services

All ATC branches have first aid equipment and manuals and are equipped to handle minor cuts and bruises.

The ambulance is first called for more serious situations, and the emergency contact is notified.

Sexual Harassment Policy

Sexual harassment will not be tolerated at any time by students or staff. Sexual harassment is defined as any conduct which makes others uncomfortable in the school or work environment.

Code of Conduct Policy

All students must conduct themselves professionally and ethically. Failure to abide by this can result in a student being suspended or, in more serious cases, being expelled without reimbursement of fees.

- Students must sign the ATC attendance register when they attend in-person classes.
- No littering on premises
- No smoking in the classrooms, corridors, bathrooms, or office areas
- No drinking of alcoholic beverages
- No drugs
- No card playing
- No defacement of desks, walls, and school property
- No cheating
- No stealing
- No obscene or abusive language
- No disruptive or bullying behaviour
- No music during class
- Courtesy to all students and staff
- No using school property without official permission

All students are also expected to:

- Dress appropriately for in-person classes
- Attend class regularly and punctually
- Complete all assignments and homework in the given time

Note: Failure to follow these rules may lead to suspension/expulsion.

If a candidate develops or exhibits serious behavioural problems, the principal will review the situation with the student and parent/guardian, and appropriate action will be taken. The principal's decision will be final.

Policies Regarding Suspension and Expulsion

Conditions leading to Suspension

- Verbal or physical abuse of staff or students
- Cheating in class examinations
- Refusal to comply with School Rules
- Very late payment of course fees

Conditions Leading to Expulsion

- Failure to pay fees in spite of oral and written warnings by the Office Staff
- Extremely serious verbal, physical abuse or bullying of staff or students
- Cheating in External Examinations
- Continued refusal to comply with school rules

Policy on Grievances and Concerns

Automation Technology College Limited is committed to providing mechanisms for its students and customers to raise concerns or grievances and to provide amicable, ethical, and prompt issue resolution wherever possible.

ATC takes grievances and concerns seriously. These can be handled in a variety of ways:

- Contacting and discussing problems with a Manager or the Principal at (868)758-3760 or (868)788-0403.
- Depositing a customer service feedback form in the customer service boxes at any branch.
- Sending feedback online via the Elearning Platform/Student Portal at https://atcosphere.com/sect_feedback.php.
- Sending an email to Management at atc_west@yahoo.com

- Participating in the evaluation of A.T.C. facilities and faculty via the student feedback forms and post-programme review surveys.

Dress Code Policy

Students are expected to dress appropriately for the classroom. This policy includes not wearing items that may pose a safety or security risk, distract others, or disrupt the learning environment. The following items are not allowed:

- Crop tops, low-cut tops, or any clothing that reveals the midriff.
- Excessively short skirts, dresses, or shorts.
- Any attire that enables undergarments to be visible.
- Any attire or accessories that are derogatory or offensive to others or that promote violence, gangs, or drugs.

Specific programmes may have additional dress code requirements. If a student is found in violation of the above dress code and can correct the garment error immediately, the student will be allowed to remain in class. Otherwise, the student will be sent home to correct the garment error.

Class Attendance Policy

ATC expects its students to attend classes regularly and punctually. Students must sign the attendance register when they attend school in person.

It is the responsibility of every student who misses school to make his/her own arrangements to get notes or other materials that they might have missed.

Students receiving GATE (Government Assistance for Tuition Expenses) are required to prove regular class attendance by signing the class attendance register and the GATE attendance register when they attend classes.

Students whose GATE applications are rejected because they did not sign all the relevant attendance registers or make sufficient attendance will be required to make arrangements to pay ATC full tuition fees on notification of the rejection. Payment plans will be changed to NON-GATE payment plans.

Students for whom only partial GATE funding is received because they did not sign all the relevant attendance registers or make sufficient attendance will be required to make arrangements to pay ATC the balance of the tuition fees on notification by ATC.

It is the student's responsibility to sign the attendance register when they attend in-person classes. Signatures on the in-person class attendance registers will be used to determine the attendance percentage for courses where attendance is a criterion for certification. Students who fail to sign the attendance register when they attend classes risk obtaining less than the required attendance and not obtaining certification because of it.

Policies for Switching, Adding, Deferring and Dropping Programmes

Switching Programmes

- Students may change/switch programmes within twenty-eight calendar days of the official start date of the programme only.
- Students will be required to pay any differences in fees or additional fees should there be any differences in course fees.
- Students must contact Management at (868)758-3760 or (868)788-0403 with the request.

Adding Programmes

- Students may add programmes during the registration period as long as the programme schedules do not clash.
- Students must contact Management at (868)758-3760 or (868)788-0403 with the request.

Deferring Programmes

- Students must accept the risk that ATC cannot guarantee future offerings of the programme since offerings are often based on factors beyond the control of the college
- Students may defer programmes within twenty-eight calendar days of the official start date of the programme only.
- Students may defer a programme once and within a year of their original registration, after which their registration fees are forfeited.
- Programmes will be deferred to the next programme offering only.
- Students will be required to pay any differences in fees or additional fees should there be any adjustments in course fees.
- Students may attend only the balance of time missed.

- Students may be required to pay a substantial portion of their outstanding fees before being allowed to continue the programme.
- Students must contact Management at (868)758-3760 or (868)788-0403 with the request.

Dropping Programmes

- Students may drop programmes at any time, (**although this can affect their GATE status**).
- Students who pay their own tuition and withdraw officially will receive a *prorated* refund if applicable.
- To withdraw officially students must contact Management at (868)758-3760.
- No refunds will be granted to students who attempt to withdraw officially from the programme after their programme period is complete.

Exam Policies

- To receive a complete certificate, a student must complete all programme modules successfully and meet the attendance requirements if applicable.
- Students must thoroughly read all the emails and WhatsApp messages sent to them directly or in group chats by the examination, administration, and management departments. These emails and messages contain important details about policies, procedures, guidelines, and deadlines.
- Students should take all deadlines and guidelines very seriously since no exceptions are made once the deadline has passed. Students are ultimately responsible for being informed about their exam dates, times, and relevant deadlines.
- All fee payments must be up to date to write exams.
- Students will have to pay to resit an exam at the next scheduled exam sitting if they arrive after the exam room has been closed

to latecomers, at the end of the exam, or if they miss the exam due to lateness or other reasons.

- Students found with suspicious items on their person or within their immediate surroundings during an exam will be considered cheaters. Their papers will be confiscated, they will be ejected from the exam room, the relevant accreditation, certification, or awarding body may be notified, and they may also be barred from writing future examinations.
- All fees must be up-to-date to receive exam results.
- Certificates for programmes will only be released to students at the end of the programme, and after all course fees have been paid in full.
- It is the responsibility of students to collect their programme certificates within one year of completion of their programme schedule. ATC does not guarantee the availability of certificates
- that remain uncollected more than one year past the programme schedule's end date.
- ATC does not release exam dates or results to students over the phone. Exam dates will be sent to students via email or WhatsApp and exam results will be emailed to students directly.
- Any request to postpone an examination is called an exam deferral.
- Students who wish to defer exams should contact the exam department directly at (868)305-0365 for guidance on the process. An exam may only be deferred once.
- Students with queries and issues concerning exams should contact the Student Academic Services Department at (868)305-0365.

Policies for Enquiries about Results and Appeals

ATC, City and Guilds, NTA and NEBOSH support the right of students and course providers to enquire about a result and to appeal against the outcome of that enquiry. There are procedures to ensure that such enquiries and appeals are dealt with thoroughly and equitably.

Information is available at the links below.

City and Guilds of London

<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/what-we-offer/centres/centre-document-library/appeals/enquiries-about-results-pdf.ashx?la=en&hash=CF8322AEE25D8235F8B7C665187B8428C56B2A28>

NEBOSH

<https://www.nebosh.org.uk/policies-and-procedures/enquiries-about-results-ears/>.

Students should also contact the examination department directly at (868)305-0365 if they wish to submit an enquiry about their results or appeal their results.

Fees Policies

Payments and Refunds

- Registration fees are compulsory and are refundable only if ATC cancels the programme schedule or postpones the programme's start date.
- ATC is not only a cashless environment, but no form of payment is accepted at its branches.
- Evidence of successful payment of fees must be sent to ATC via whatsapp to 758-3760 each time a payment is made.
- Where the student is not the payer, it is the full responsibility of the student to update the payer (e.g., a parent, spouse, etc.) on all relevant information, including payment schedules, notices, and warnings.
- All payments must be made via online banking or in the bank only. It is the full responsibility of the student to ensure that his/her payments are made through these methods in a timely manner to avoid late payment consequences.
- It is the full responsibility of the student to use the correct ATC bank account numbers to submit payments. Where a student submits payment to/with an incorrect bank account number, the student will be required to rectify the situation immediately and bring fees up to date to avoid late payment consequences.
- It is also the student's full responsibility to submit to ATC sufficient evidence of successful payment. Where evidence submitted is deemed insufficient by the Management of ATC, the student will be required to provide additional evidence of payment to the satisfaction of the Management of ATC to update their account.
- Where a student is made aware or becomes aware that his/her payment was not submitted successfully to the College, it is the responsibility of the student to notify the College and resolve the issue in a timely manner to avoid late payment consequences.
- Late payment consequences (such as being stopped permanently or temporarily from attending classes, not

receiving course materials, not being registered for exams, not receiving exam results or certificates, being barred from exams and other assessments etc.) may be applied to students who pay their course fees late as well as those who do not pay them at all. Consequences of late or nonpayment of fees are at the discretion of Management.

- Students who pay their own tuition and withdraw before the programme has been completed will receive a *prorated* refund.
- Students who wish to withdraw from their programme of study before they are signed up for exams are given a full refund of examination fees.
- Students who withdraw within the first month of school are given a full refund of their laboratory/practical fees.
- All refunds are paid by cheque
- Lecturers and staff members are not authorized to receive fees on behalf of the college. If approached to do so, please report this to a member of ATC's Management directly at 868-758-3760 or 868-788-0403.
- Students who have queries, issues, or difficulties concerning payment of fees are responsible for contacting management on time at (868)758-3760 for advice about their options.

Consequences of GATE Issues

- Clearance applications are rejected (or who do not sign off their GATE agreement within the specified 28-day period) will be required to stop attending classes immediately until they have made official arrangements with the Management of ATC to pay off their full tuition fees and are given approval by Management to resume classes.

Expired C&G Programme Registrations

- Students with expired C&G programme registrations who wish to sit/re-sit modules from these programmes must re-register with C&G and pay additional C&G registration fees. The C&G registration fees are dependent on the programme. C&G programme registrations usually expire after 3 years.

ATC BANKING INFORMATION

- Republic Bank Limited (for in-person payments only)
Account Name: Automation Technology College Limited
Account No:940801722901
Account Type: Checking
- Royal Bank of Trinidad and Tobago (for online payments only)
Account Name: Automation Technology College Limited
Account No: 100097110342088
Account Type: Checking

TEXTBOOKS

ATC often recommends textbooks. Sometimes the textbooks are available for purchase from the college. These textbooks, however, can usually be found at bookstores that sell secondary school textbooks. Students who wish to purchase textbooks from ATC must whatsapp evidence of payment to ATC's bank accounts to (868)758-3760 before collection, along with the branch they would like to collect the book. Students will then be whatsapped a collection date. Textbook collections are usually scheduled for Saturday mornings between 8:30 am and noon.

STUDENT LETTERS AND OTHER DOCUMENTS

Students can whatsapp requests for letters and documents to (868)758-3760. Standard letters and documents may take up to five working days to be processed. Letters and documents will be emailed to the students.

CERTIFICATE COLLECTION

Certificates can take approximately three months to arrive. The exam department will notify students by email when their certificates are ready for collection. Students must respond to the email and inform the exam department at which branch they would like to collect their certificates. The exam department will then arrange to deliver the certificates to the designated branches. The collection of certificates is usually scheduled for the third Saturday of each month and at the San Fernando branch for the second Saturday of each month.

Other persons may collect these documents on behalf of the student on submission of the following at the branch:

- A signed letter of authorization from the student
- Copy of student's valid ID.
- Copy of the valid ID of the person collecting the document

ATC E-LEARNING PLATFORM

ATC has its own e-learning platform. At least 24 hours before classes start, the administrative department whatsappes students who are registered for online and blended programmes their usernames and passwords and a video tutorial explaining how to use the platform and access the classroom.

All training materials and resources (e.g. recordings and handouts) on the e-learning platforms remain the property of the original publishers and cannot be reproduced, edited or distributed without written permission from Automation Technology College and the original content creators.

Training materials and resources should be accessed directly from the e-learning platform. Training materials and resources are available for the duration of the training of the module or course only for students in good financial standing.

ATC tries to record all online class sessions. Sometimes, due to circumstances beyond the college's control, some sessions may not be recorded (eg, technical issues with the server). ATC, therefore, cannot guarantee that all online class session recordings will be available.

LIBRARY RESOURCES

Students may access library resources at <https://openlibrary.org>. Open Library is a non-profit, free-to-use, online library that is open to anyone and operates similarly to standard libraries with a physical presence. Anyone with an email address can register to use it. For more details about this library and how to register for it and use it, check <https://openlibrary.org/help/faq>.

GUIDANCE AND COUNSELLING

Students may access counselling services by making an appointment to see the principal, who will then assist them in getting the appropriate help. ATC has a strategic alliance with an external counsellor who will provide professional counselling services at the student's expense.

PROCEDURE FOR REDRESS OF STUDENT CONCERNS

Discussion of concern with Management/Principal over the phone or in-person. Students may also request and schedule an appointment to speak to the Management/Principal at a branch office.

COMMUNICATION

The management and staff of ATC communicate with students via multiple channels: emails, private and group whatsapp messages, and phone calls. Students are responsible for regularly monitoring and responding to the various announcements and notifications over these multiple channels. Emails and WhatsApp messages are usually responded to within two business days.

CONTACT INFORMATION

E-learning Site Administrator

Phone: (868)758-3760

Email: atc_west@yahoo.com

Management of ATC

Phone: (868)788-0403, (868)758-3760

Email: atc_west@yahoo.com

Academic Services Administrator/ Exam Dept.

Phone: (868)305-0365

Email: examinations1atc@gmail.com

Curepe Branch (Head Office)

Phone: (868)788-0403, (868)758-3760

Physical Address: 4 Broome Street, Curepe, Trinidad and Tobago

Mailing Address: PO Box 5440, San Fernando, Trinidad and

Tobago

San Fernando Branch

Phone: (868)788-0403, (868)758-3760

Physical Address: 127B Coffee Street, San Fernando, Trinidad and Tobago

Mailing Address: PO Box 5440, San Fernando, Trinidad and

Tobago

NEBOSH

Website: <https://www.nebosh.org.uk/>

City and Guilds of London

Website: [https://www.cityandguilds.com/Curepe Branch \(Head Office\)](https://www.cityandguilds.com/Curepe Branch (Head Office))