



Alberta Construction Safety Association

POLICY: Student Expectations and Conduct

APPROVED BY: *Da Ma Lemur* **DATE ISSUED:** March 2011
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RATIONALE:

The mission of the Alberta Construction Safety Association (ACSA) is to provide quality advice and education for the construction industry that will reduce human suffering and financial costs associated with workplace incidents.

POLICY:

All participants are encouraged to take advantage of our programs to enhance their safety understanding. It is our expectation that participants attending our courses will conduct themselves as per the following procedures.

PROCEDURE:

Academic Concerns

The ACSA is committed to providing quality education and training to our membership, and recognizes that individuals may possess academic limitations that are beyond the abilities of the ACSA to accommodate. Due to the safety sensitive nature of our training programs, certification will be awarded only to those students who successfully complete an unassisted written exam.

Those individuals who possess limitations that they believe may prevent them from successfully participating in ACSA programs are encouraged to discuss this with registration staff, their instructor, and/or the Regional Manager. Should participants choose to not take part in a training session because of the exam component; a full refund will be provided.

Student Conduct

Students attending courses provided by the ACSA shall conduct themselves in an appropriate manner. Participants who:

- arrive late for the start of class
- are consistently late returning from coffee/lunch breaks
- use inappropriate language (profanity)
- engage in disruptive conduct

- display a threatening manner toward staff, contractors, or other participants
- breach safety rules;

will be informed by the instructor that such behaviour is not acceptable. Should the inappropriate behaviour persist, the instructor will inform the Regional Manager. The instructor's verbal warning will be the first step, followed by involvement of the Regional Manager who will decide how to proceed. Measures to address the situation may include:

- Removal from that day's course and loss of course funds.
- Re-registering with another instructor on another day.
- Being suspended for a specified period of time.
- Losing his/her course certification.
- Continuing his/her safety training elsewhere.
- Receiving a permanent suspension from all ACSA facilities.

The instructor will note the situation on the Instructor Course Report and Feedback form, and the Regional Manager will note the result on the Customer Relationship Management (CRM) System outlining any restrictions.

Late Arrivals/ Early Departures/Standbys

ACSA course times are from 8:00 am until 4:30 pm Monday to Friday. Scheduling may be adjusted for private course schedules (specials).

Late Arrivals

Students arriving after 8:00 am are expected to call the registrations desk to discuss the reason for the unavoidable delay. Students arriving after 8:30 am will not be permitted to enter the class. For extreme weather conditions and/or traffic disruptions, further allowances can be approved by the Regional Manager.

Early Departures

Students attending a one (1) day class who are unable to attend the entire day will not receive certification. In order to achieve certification, participants must be in attendance from 8:00 am to 4:30 pm. Students attending a course lasting two (2) or three (3) days, who are unable to complete the entire course, will be permitted to rebook (at no cost), provided they attend the makeup class within 30 days of the original course date and use their original course materials. If this is not possible, the participant must repeat the full course and pay the full course fee. Any variance from the expected completion date will be noted on the CRM System.

Standbys

Standby participants are not guaranteed a seat in any class for which they are not registered. It is the policy of the ACSA to allow students (who are not scheduled for a class) to participate in our standby system provided the participant:

- signs in with registration on the day of the class before 8:00 a.m.,
- demonstrates proof of all course pre-requisites,
- pays full fees for the course offered, before entering the classroom.

Note: Standby participants will be permitted to register for any available seat(s) on a first come, first served basis.