

MiTEC Student Handbook

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Commitment to Quality & Instruction

MiTEC is committed to providing the highest quality weatherization, building science, and energy efficiency instruction possible. This pursuit includes a keen focus on curriculum development and staying current on training material and requirements. Curriculum is developed with the student in mind and the measure of MiTEC's success lies largely in their success. MiTEC shall maintain an approach to training and instructional design that meets or exceeds all Department of Energy (DOE), Interstate Renewable Energy Council (IREC), Bureau of Community Action & Economic Opportunity (BCAEO), and student expectations.

Learning Management System (LMS)

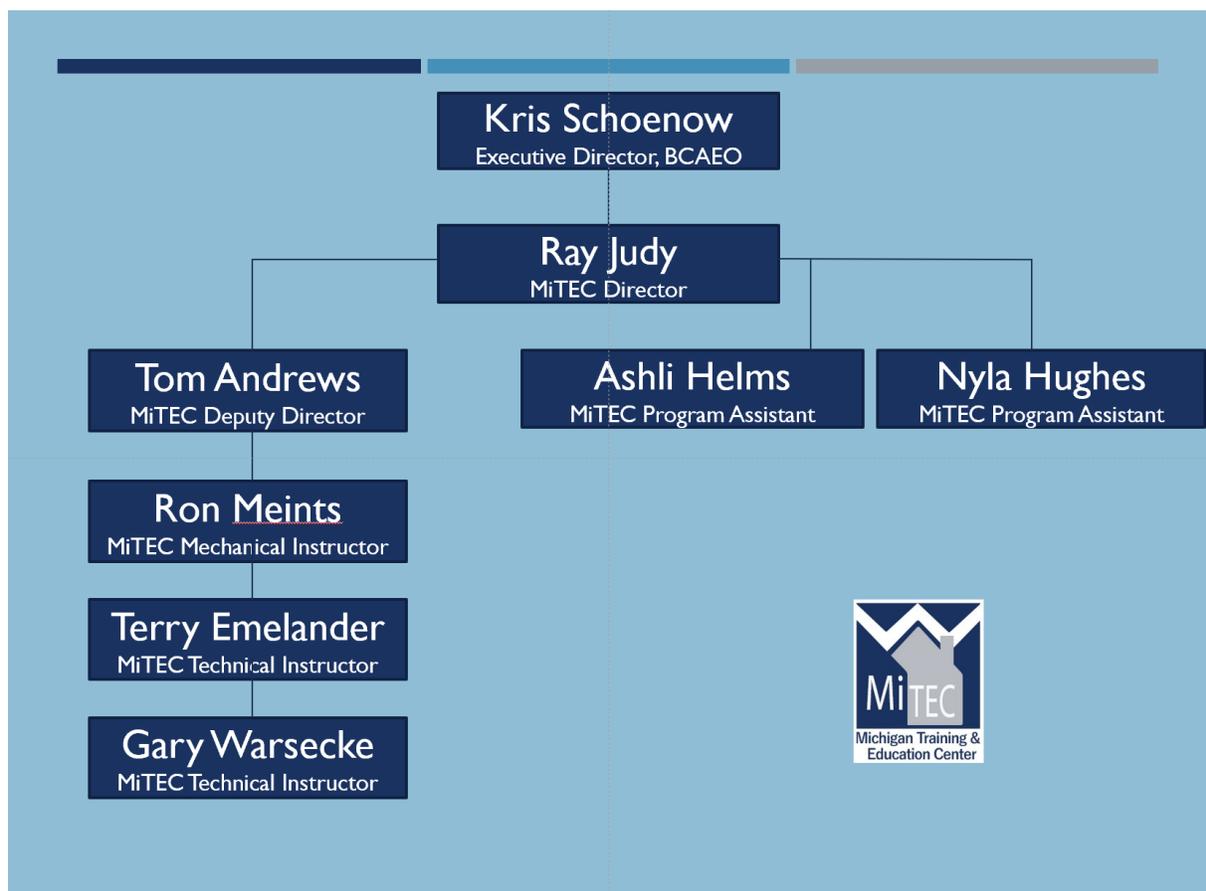
The MiTEC Learning Management System (LMS) is a software application used to register for classes, track and view participation in training; including attendance, CEUs and certifications, and provide constructive feedback through course evaluations.

To participate in a MiTEC training class, an LMS account is required. All classes have a maximum seating capacity and the system allows for the use of a waitlist feature in the event that a class is full. If there are no openings available when you attempt to register for a session, you can be placed on a waitlist for the next available seat should someone need to withdraw from the course. Subsequently, if you are unable to attend a class for any reason, please be sure to withdraw as soon as possible to allow others to take advantage of the opportunity.

You can request to have an LMS account created for you by completing the one-time only pre-registration survey. You can access it [here](#), or by visiting the [MiTEC website](#) and choosing the “Learning Management System New User” button on the [Training Schedule](#) tab. After you have completed the survey, you will receive a follow up email that provides your username and a job aid for changing your password and navigating the system.

If you need assistance accessing the LMS or have additional questions, please contact: MDHHS-MiTec@michigan.gov.

Organizational Chart



Students Rights & Responsibilities

MiTEC students will:

- Be proactive in monitoring their training requirements within their account in the LMS.
- Always treat other students and staff with respect.
- Be appropriately dressed for all sessions.
- Be truthful and honest; both during training onsite and online.
- Act in a professional manner while attending classes offered by MiTEC.

MiTEC instructors will:

- Treat students with respect.
- Provide students with the services needed for personal growth and professional development.
- Listen and be open to students concerns and feedback.
- Support students in achieving goals.
- Help students in resolving conflicts.
- Respect students right to make choices.
- Respect a student's choice to complete or discontinue training at any time the student feels it is not right for them.

Attendance

All students are expected to arrive on time and remain in class until released by the Instructor. If an emergency or illness arises, it will be at the Instructor's discretion to permit absence and to determine a make-up plan for the activities that were missed.

Absences or No Shows

MiTEC does incur expenses related to scheduling and preparing for classes. Excessive absences or no-shows by a student could result in current and future course suspensions and fees.

Class Registration

To register for Weatherization classes with MiTEC please visit our website:

www.michigantec.org. Students must use their most active email address when registering for classes. All communication regarding sessions are shared electronically with the student.

Students can also register for classes and access course information using their account in the LMS.

Illegal Drugs

At all MiTEC training-related activities either onsite or in the field, no student may use, possess, distribute, sell, or be under the influence of illegal or recreational drugs. Because marijuana is illegal under federal law, this policy restriction includes marijuana usage by a student possessing a medical marijuana card from the State of Michigan.

Legal Medications

The legal use of prescription drugs or over-the-counter medication is permitted only if it does not impair the student's ability to perform the essential functions of training activities effectively and in a safe manner and does not endanger other individuals during training.

Tobacco Use & Vaping

Tobacco and Vaping use are permitted in designated areas only.

Inebriation

MiTEC reserves the right to refuse training to a student if there is reasonable suspicion of the student being under the influence of alcohol or other drugs that might endanger themselves or others.

Sexual & Other Unlawful Harassment

MiTEC is committed to providing a training environment that is free of discrimination and harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, sexual orientation, disability, veteran status, or any other legally protected characteristic will not be tolerated.

Any student who wants to report an incident of sexual or other unlawful harassment or if an individual feels they have been falsely accused of sexual or unlawful harassment, they should follow the [Dispute Resolution policy](#) found in the Student Handbook.

Weapons

Student possession of firearms or other weapons is not permitted under any circumstances while attending classes offered by MiTEC.

Disruptions

Disruptions from cell phones or other electronic devices will not be tolerated. Please keep electronic devices on silent or turned off. Electronic devices not used in the course should only be used during break times. If the use of electronic devices becomes a problem, the Instructor has the right to ask the student to leave the training.

Cheating

MiTEC does not need evidence of cheating; suspicion is enough to merit action.

Cheating includes, but is not limited to lying, copying from another student's test or examination, discussion at any time regarding answers to tests and examinations, taking or receiving copies of examinations without permission, using or displaying notes, and using technology to get answers to the examination when not specifically required by the examination.

If a student is suspected, or if there is evidence of cheating, the student will be notified, their testing will stop immediately, and the student will be removed from the class. The Instructor will complete an incident report detailing the event. If the student feels they have been falsely accused of cheating, they may follow the [Dispute Resolution policy](#) instructions found in the Student Handbook. The student will be afforded the opportunity to test out in a supervised environment if cheating cannot be substantiated.

Informed Choice

Students are expected to be active participants in decisions regarding the services and programming while at MiTEC. Students shall have the opportunity to obtain information about options and make informed choices. MiTEC Instructors may not always be able to support the student's choice in courses. If this occurs, the MiTEC Deputy Director will explain the reason(s) and help the student consider alternatives. It is important to keep in mind that students are responsible for the choices made and the results produced. Course objectives and pre-requisite courses are listed on the LMS to assist the students to make informed choices on appropriate courses. If there are questions regarding Student rights, if students have any questions regarding these policies or procedures, or need further explanation, please contact a MiTEC staff member, Instructor or MiTEC directly at MDHHS-MiTec@michigan.gov.

Instructional Philosophy

It is MiTEC's responsibility to ensure that the training curriculum being developed and delivered not only meets the needs of Michigan's WAP, but meets or exceeds the highest standards of accuracy, effectiveness and adult learning. MiTEC's approach to adult learning is to train in such a manner as to accomplish more than merely covering instructional material. Our goal is to help students become stronger in all aspects of home performance in which they work. Whether it is energy auditors, QCIs, crew leaders, technicians, or home performance contractors, our goal is to help them be the best they can be at what they do.

Non-Discrimination Policy

It shall be the policy of MiTEC to provide equal employment or training opportunities to all individuals. Employment and training decisions at MiTEC will be based on merit, qualifications, experiences, and abilities. MiTEC does not discriminate against any individual or group on the basis of race, religion, age, national origin, color, height, weight, marital status, genetic information, sex, sexual orientation, gender identity or expression, political beliefs or disability in accordance with the law, or any other characteristic protected by law. This policy governs all aspects of employment and training, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employee or student with questions or concerns about any type of discrimination at MiTEC are encouraged to bring these issues to the attention of their immediate supervisor, instructor, MiTEC Deputy Director or MiTEC Director. Employees and students can raise concerns and make reports without fear of reprisal. Any MiTEC staff member found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Disability Accommodation

MiTEC is committed to complying fully with state and federal law applicable to ensuring equal opportunity in employment and training for qualified persons with disabilities. All employment, training practices and activities are conducted on a non-discriminatory basis.

MiTEC will make reasonable accommodations for qualified individuals with known disabilities, unless doing so would result in an undue hardship or a direct threat of harm to themselves or others. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

MiTEC staff strive to provide an environment in which students receiving services will always be treated with respect and dignity regardless of disability or other potential deficit areas.

MiTEC staff will ensure that students are not exploited for monetary, sexual, or personal gain and are not subjected to embarrassment, abuse, disparagement or neglect.

Conflict of Interest Policy

It is the policy of MiTEC to prohibit its employees from engaging in any activity, practice or act which conflicts with, or appears to conflict with, the interests of MiTEC, its partners, its vendors, its members, its clients, its students, or its suppliers.

Conflicts of interest normally arise when employees take actions or establish economic interests for personal gain that compromise the employee's ability to represent MiTEC's best interests.

It is impossible to describe all situations that may cause or give the appearance of a conflict of interest. Therefore, the prohibitions included within this policy are not exhaustive and only include some of the more clear-cut examples. Employees have an obligation to avoid conflicts of interest and to refer questions and concerns about potential conflicts to their supervisor. Employees are not to accept full-time, part-time, or temporary employment with any organization that does business with MiTEC. This prohibition on employment includes serving as an advisor or consultant to any such organization unless the activity is conducted as a representative of MiTEC. Employees will not accept employment outside of MiTEC that would impede their job performance or conflict with the interests of MiTEC.

Examples of such employment may include:

- Employment involving the performance of duties which the employee should perform as part of their employment with MiTEC or which would conflict with the interests of MiTEC.
- Employment occurring during the employee's regular or assigned working hours with MiTEC, unless the employee is either on leave credit or leave without pay during the entire day which such employment occurs.
- Completing work for MiTEC clients that is beyond the scope of MiTEC services while being compensated by the client or the client's representative.
- MiTEC employees will not accept gifts from students or other entities.

Employees having financial interests in a company or any investments in a corporation that might benefit from their dealings with MiTEC must file a conflict of interest statement with the MiTEC Director. If deemed to be in the best interest of MiTEC, those employees shall either divest themselves of such interest or investments or be ineligible for continued employment with MiTEC. The decision by the MiTEC Director shall be final in Conflict of Interest cases.

Employees will agree to conduct business within guidelines that prohibit actual or potential conflicts of interest. Employees business dealings with outside firms will not result in unusual gains (bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls

designed to ultimately benefit the employer, the employee, or both) for those firms. Further, an employee will not allow themselves to be in a position to influence a decision that may result in a personal gain.

Confidentiality & Release of Information

All MiTEC student information shall be considered and treated as confidential. All personal information is kept private. Proper handling of confidential information means that no student data will be shared, discussed or disseminated without specific permission as outlined below under the heading of Student Record Storage, Retention and Access.

Student Record Storage, Retention & Access

Student information shall be released only with the informed, written, and approved consent, within 45 days of the request, except:

- When it will hinder the student's academic career
- As needed to protect the applicant from physical harm to self or others
- In response to law enforcement, fraud, or abuse investigations
- In response to a judicial order
- When required by federal statute or regulation
- When required for audit, research, or evaluation purposes
- In a suspected case of abuse, neglect, exploitation, or endangerment of applicant or eligible individuals

Access to MiTEC student records will only be granted through a request to MiTEC and approved by either the MiTEC Director or the BCAEO Executive Director. The request can be made via email or written letter. Access to student records will be limited to the student, the Weatherization Agency Executive Director, the Agency Weatherization Program Manager for which the student works, and MiTEC/BCAEO staff at the discretion of the MiTEC Director/BCAEO Executive Director.

Students may access their student file electronically in the LMS. Non-active students will be removed from LMS or marked as inactive with records being retained for 5 years.

Confidential Information

Confidential information available upon approved request will include the history of classes attended, obtained CEUs, and test scores. MiTEC instructor comments shall not be shared unless deemed necessary by the MiTEC Director or BCAEO Executive Director.

Authorized users to student records will be required to follow the guidelines outlined below:

- Confidentiality of Information
 - Unauthorized use, review, release, copying, or otherwise divulging of work-related confidential information may include not only MiTEC student

information but also could include proprietary or protected system or data information.

- Authorized users acknowledge that the protection of confidential business information and trade secrets such as computer software, reports to students, training materials, etc., is vital to the interests and the success of MiTEC. Authorized users agree that both during and after your employment, you have an obligation to maintain the accuracy, completeness, and confidentiality of confidential records, reports, and data files, as well as personnel related information. This agreement applies equally to information, data processing, and communication, whether or not data are owned by or located with MiTEC.
- Authorized users agree that these restrictions are reasonable, that any breach of the terms of this paragraph will cause irreparable harm to MiTEC, and that money damages would be sufficient to provide an adequate remedy for such a breach. Therefore, in the event of a breach or threatened breach, authorized users agree that MiTEC shall be entitled to temporary, preliminary, and permanent injunctive relief without any requirement of bond, in addition to any other legal or equitable remedies to which MiTEC may be entitled.
 - Improper release is not limited to the physical sharing of documents but could also be an employee telling the details of any case to a person who has no business reason to hear such information or posting statements or pictures on social media sites or other internet site that identifies, or could identify, an individual as a client or recipient of services delivered by MiTEC.

Release of Student Information

It is the policy of the MiTEC training organization to maintain student records in the State of Michigan LMS. Student records will include, but are not limited to:

- Student and employer contact information
- Class history
- Assessment results
- Instructor evaluations
- Additional instructor comments
- Training certificates
- Certifications

This information can be released to the following individuals or entities: Student, student employer, MiTEC instructors, the MiTEC Director and Deputy Director, the BCAEO Executive

Director, the MiTEC Program Assistant, the Weatherization Agency Executive Director, or the Agency Weatherization Program Manager for which the student works.

Students may inform MiTEC, at any time, that they do not want personal information released. This request should be in writing and addressed to either the MiTEC Director or BCAEO Executive Director. It should indicate that the student does not want personal information released to certain people or companies, or that MiTEC not release personal information to anyone. A student's signature and date in the written request is needed to process this change.

Dispute Resolution Policy & Process

Dispute Policy

MiTEC is committed to the prompt and fair resolution of the concerns of students, instructors, employees, visitors, and associated individuals.

The purpose of this policy is to ensure that everyone has an avenue to deal with grievances and that disputes/incidents are consistently resolved by MiTEC in a timely manner.

A student's status with MiTEC shall not be adversely affected in any way as a result of seeking redress under this policy, nor shall any retaliatory actions be tolerated when an individual is participating in the dispute resolution processes. Any such action taken against an individual for seeking redress under this policy may be considered grounds for dismissal from employment or contract agreement with MiTEC. During implementation of the resolution procedure, training at MiTEC will proceed without stoppage, or the imposition of any bans.

Dispute Process

If anyone believes that either they, or someone else, has been subjected to a grievance or dispute, they should immediately report the conduct to either the Instructor or MiTEC Deputy Director. See the [MiTEC organizational chart](#) within this handbook.

The student with the complaint should submit their grievance to the Instructor unless they are not comfortable doing so, at which point the grievance should be submitted to the MiTEC Deputy Director. The grievance must be received in writing within five (5) days of the incident. The [Dispute Resolution Form](#) can be found in the MiTEC Resource Library, on the MiTEC website.

The Instructor and/or MiTEC Deputy Director will attempt to resolve the grievance. If the grievance cannot be resolved informally, the individual will be referred to the MiTEC Director. At that time, the MiTEC Director will document the grievance in writing with an official date and seek resolution within MiTEC between all involved parties. A meeting will take place at an agreed upon location with all involved individuals.

Once the meeting takes place, an official statement with the proposed resolution will be presented to the individual with the grievance within a 15-day timeframe and if they agree, they will be asked to sign and date the document for record. If the grievance cannot be resolved by the MiTEC Director, a written appeal describing the dispute/incident by the individual with the grievance must be submitted to the BCAEO Executive Director for final decision within 90 days.

Safety Policy & Emergency Procedures

MiTEC is committed to providing a safe environment at each training facility and field location. All MiTEC instructors have received First Aid/CPR/AED training through the American Red Cross. Recertification will be obtained prior to expiration of the current certificate.

All instructors have completed a minimum OSHA 10 Hour training requirement per BCAEO policies. The MiTEC training vehicles and trailers are equipped with first aid kits and fire extinguishers and are accessible for immediate need. Additionally, each MiTEC instructor is issued a first aid kit and fire extinguisher. This safety policy will be reviewed annually with modifications made as appropriate.

Classroom

MiTEC is committed to providing a safe and healthy classroom environment for the students. A facilities warrant is completed for each training site. The facilities warrant must be reviewed and validated by the instructor prior to execution of the class. The facilities warrant helps ensure that the training site provides an environment that is safe, secure and appropriately provisioned so as not to impede the learning process of students.

Field Sites

MiTEC is committed to providing a safe and healthy field training environment for the students. A site inspection form is completed at each training site. The site inspection form must be reviewed and validated by the instructor prior to execution of the class. The site inspection form helps ensure that the training site provides an environment that is safe, secure and appropriately provisioned. In addition to the site inspection form, a job hazards analysis is performed and documented for classes where work is performed on the building shell. The job hazards analysis is designed to identify tasks, potential hazards associated with the task, hazard remediation, and appropriate personal protective equipment (PPE) for instructors and students.

Personal Protection Equipment (PPE)

MiTEC provides PPE for students and instructors for all classroom and field training as appropriate. PPE includes, but is not limited to the following: P100 masks, gloves, Tyvek suits, safety glasses, and hearing protection. The instructor is responsible for usage of PPE by all students as appropriate.

Equipment Maintenance

For the health and safety of the instructor and students, MiTEC is committed to ensuring that all hand tools, ladders, generators, insulation equipment, diagnostic testing equipment,

extension cords, and any other tools or equipment utilized in our comprehensive training programs is well maintained and in good working order. The instructor shall inspect all equipment used for a particular class prior to execution of that class. This includes calibrations and operational testing.

Enforcement & Response

MiTEC will assign an instructor as a Safety Compliance Officer. Duties include OSHA compliance and maintenance of safety and first aid equipment. OSHA compliance includes establishing and maintaining all necessary Safety Data Sheet (SDS) information for training materials. Maintenance of safety and first aid equipment includes checking expiration dates of fire extinguishers and restocking of first aid kits.

The instructor is the person responsible for ensuring that all health and safety guidelines are being followed. This includes students utilizing appropriate PPE, safe usage of tools and equipment, appropriate student behavior, and adherence to job hazard analysis remediation. Any student not willing to comply with the instructor will not be allowed to engage in the training activities.

MiTEC will take utmost care in providing for the safety of students in the training environment. Despite our best efforts, an injury can occur. First aid care will be provided on site for minor injuries such as cuts, scrapes or other minor wounds. More serious but non-life-threatening injuries, like a broken finger, may result in transportation to a medical facility for treatment. Potentially serious or life-threatening injuries or circumstances will result in an immediate call to 911 for assistance.

Commitment to Continuous Improvement

MiTEC defines continuous improvement as the ongoing effort to improve and strengthen curriculum development, service delivery, and student outcomes. MiTEC's professional development efforts are an integral piece of our continuous improvement. MiTEC instructors are expected to target appropriate linkages to industry, a study of emerging technologies, familiarization with standards and regulations, and regular review and updating of course material.

