

OEC



Operating Engineers College

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POLICIES & PROCEDURES MANUAL

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Welcome

Thank you for choosing to complete your program at the Operating Engineers College. We strive to offer our students top quality and safe training and we hope you enjoy your time at OEC.

Please take the time to read through our Policies & Procedures Manual to familiarize yourself with the general information, staff lists, and most important, school policies and regulations.

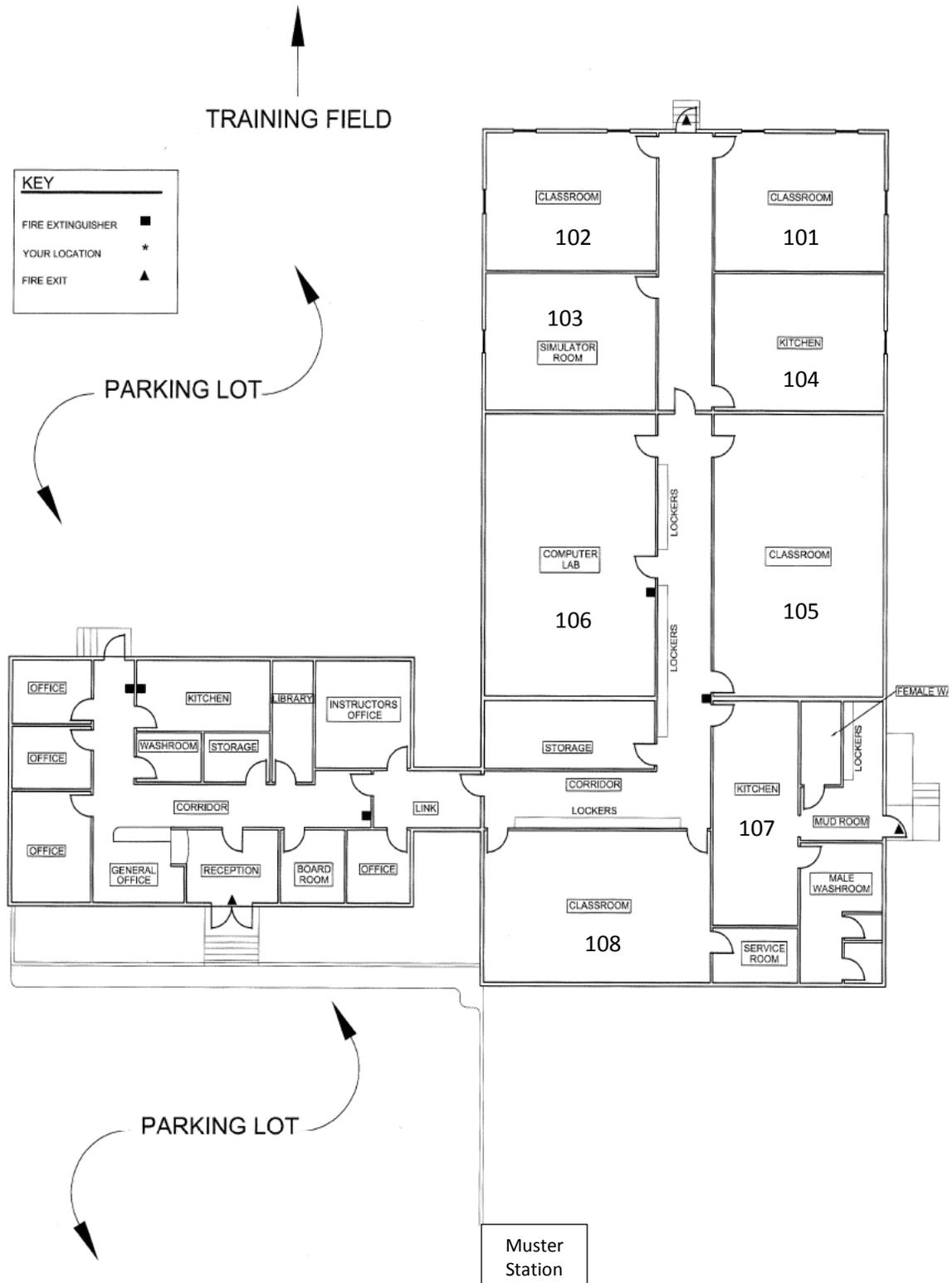
I would like to stress to students that we have an open door policy and if you have any concerns or comments, please feel free to meet with me or one of our staff members. I wish you every success as you prepare to enter our industry.

Sincerely,

Lorna Harnum
Training Director

Revised: May 2016

Campus Information



Profile

The **Operating Engineers College (OEC)** is an established, licensed and accredited heavy equipment and mobile crane training facility located in Holyrood, Newfoundland on the Salmonier Line (45 kilometers west of St. John's).

The International Union of Operating Engineers, Local 904 set out in 1988 to identify its industry's training needs and project requirements for the next 10 years. As a result of the decision made by the Canada Employment & Immigration Commission in January 1988, "Crane Operator" was designated as a skill shortage in the province of Newfoundland Labrador.

Site preparation and buildings were completed in August of 1992 and the first tower crane course began in October 1992 at the Holyrood training facility and continued until 1994. The college produces forty-eight (48) tower crane operators for the Hibernia project who subsequently went to work on major projects throughout Canada. These courses were made possible in partnership with strong support from principal contractors, like NODECO and PASSB, to provide professional training and safety in a workplace of five thousand workers.

In the interest of responding to other heavy equipment industry needs, the OEC secured future apprenticeship and enhancement training funds for heavy equipment operators through the Department of Advanced Education & Skills, Apprenticeship & Trades Certification Division. With the present structure of the economy, industrial workers can no longer afford to be disadvantaged in regards to employment because they do not have the necessary skills.

The mandate of this College is to provide heavy equipment and mobile crane operators with the opportunity to upgrade and enhance their skills, and to produce an ongoing supply of apprentices and certified journeypersons to the Heavy Equipment and Mobile Crane industry. Multi-skills training has already been undertaken and has worked successfully within the membership of IUOE (Local 904) and with other clients in the Atlantic Region.

We currently have a fully trained and certified staff backed by an efficient administrative system. The school continues to produce an ongoing supply of apprentices from year-to-year. The results of our efforts testify to the quality of the training we do. Our safety record is second-to-none. We have proven that operators, given the necessary training, do have the ability to adapt themselves to the rigid qualification demands in the construction industry today.

Our mission is to provide a well-trained, highly skilled, and productive workforce to the construction industry, who operates in a safe and efficient manner.

Hours of Operation

Students have access to the College Monday to Friday 7:30 am to 4:00 pm; however, our office hours are 8:30 am to 4:30 pm. Students will be provided with appropriate schedules for the classroom and field.

School Closures

When the College officially closes due to weather conditions or any other reason(s), there will be **NO** field shifts or classroom theory for the period of the closure. If students arrive at the college they will **NOT** be permitted to operate the field equipment.

Student Information Line

Students will be informed of school closures/delays and other student information through our phone system. The information line will be updated by 6:15 am for school closures. In the event of a power outage at the school, the system will not work therefore; announcements will be made on 94.7 OZ FM, 97.5 K-Rock, and 590 VOXM. The information line is a recording and will not accept messages.

Phone Line Instructions:

1. Call the college at (709) 229-6464
2. When the automated system cuts in, Press 7

Hours of Study and Equipment Hours

Students will attend training as scheduled by the College. Students will not be permitted to operate equipment outside the regular training period, unless it is scheduled by the Administrator.

OEC reserves the right to implement courses that are deemed cost efficient in relation to the demand by industry and the Department of Advanced Education & Skills guidelines. Students on the Heavy Equipment Operator Program will be trained and tested on an excavator, dozer and tandem truck. Students on the Mobile Crane Operator Program will be trained and tested on hydraulic and lattice boom cranes. The College reserves the right to provide additional instruction to individuals who require additional learning and instruction to meet performance and learning goals.

Students will be awarded hours of credit toward their apprenticeship upon graduating a 21-week Heavy Equipment Program or a 25-week Mobile Crane Program and obtaining employment in the appropriate industry. The ultimate decision, regarding the awarding of hours, is made at the discretion of the Department of Advanced Education and Skills, Apprenticeship and Trades Certification Division.

Holiday Schedule

Heavy Equipment Operator 21-Week Program.....	May 30, 2016 – October 28, 2016
PD Day	Monday June 20, 2016
Canada Day	Friday July 1, 2016
Civic Holiday	Monday August 1, 2016
Labour Day	Monday September 5, 2016
Thanksgiving.....	Monday October 10, 2016

Progress Report Dates

1 st Semester	July 29, 2016
2 nd Semester	September 23, 2016

Acceptance Procedure

You are required to complete and submit all items below to be eligible for acceptance; incomplete applications/documentation will not be processed. **You are only eligible for acceptance once ALL documents (1-5) are submitted to the College.** Once you have met the eligibility requirements for acceptance and a seat is available, an acceptance letter will be mailed to you. You may be accepted into a program twice, if you decline the 2nd acceptance you will be removed from our files.

1. Complete the application form.
2. Enclose a copy of your Official High School Transcript, ABE or GED showing you have graduated. If you are currently completing high school, submit your current grade 11 or 12 marks. To apply as a mature student (19 years or older without successfully completing high school), you must complete a CAAT Assessment (Level B) for Grade 10 or higher equivalency. Please call the College to arrange a time.
3. Submit a \$45.00 processing fee payable by Cash, Cheque, Money Order or Bank Draft (non-refundable). **No debit/credit available.**

4. Submit a copy of your valid class 05 Newfoundland Driver's License. The Class 05 must be valid for a minimum of one year. If you have an out of province license, it must be transferred to a Newfoundland license, before you are eligible for acceptance.
5. Complete a medical and return the original copy to the College. Medical is to be completed by a physician.

Mature Student

Individuals wishing to apply for a program at the Operating Engineers College who have not successfully completed High School, GED or ABE will be required to complete the CAAT Assessment (Level B) and obtain a grade 10 or higher equivalency in each applicable section of the assessment. Those who do not obtain a grade 10 or higher equivalency may be given the opportunity to complete the assessment a 2nd time. The second appointment will be at the discretion of the assessor based upon the assessment score and available appointments.

Academic Probation/Conditional Re-Admission Policy

Students who fail in semester one or any other semester, to meet the academic standards as outlined in the curriculum, may be considered for academic probation/conditional re-admission to the following semester if the specific conditions are met:

- The student has passed all prerequisite courses required in the current semester to advance to course offerings requiring those prerequisites in the following semester;
- The student has been successful in at least sixty percent (60%) of the course load for the current semester;
- The student has obtained a grade not less than sixty percent (60%) in the courses in which they were unsuccessful;
- The student has a record of attendance in at least ninety percent (90%) of classes and/or other type of instruction scheduled in any given week of the semester unless otherwise excused by the Instructor or Director of the Campus.

Students granted conditional re-admission to any given semester must:

- Attend at least ninety percent (90%) of classes scheduled in a given week except where approved absence is otherwise granted by the Administrator of the Campus
- Meet with the instructor at the end of each week to review his/her progress
- Maintain a passing grade on all tests, assignments and other evaluations conducted by the instructor.

Failure to meet the conditions on conditional re-admission will result in the student being terminated from the program.

There will be a 10-week period whereby the student will be monitored by an instructor to ensure they are maintaining 70% on each course of study. If a student is not maintaining a 70%, the student will be required to meet with the instructor and administrator, where it will be determined if termination from the program is necessary.

Code of Behaviour

OEC prides itself on its ability to prepare students for the workforce. It is imperative that students conduct themselves in a responsible manner. The following violations **will not** be tolerated on the school premises, and **may result in immediate suspension or termination**:

- Theft of equipment, supplies, personal or school property
- Malicious damage to property or equipment
- Smoking inside the school premises, in the field or in non-designated areas
- Consumption of alcohol and/or drugs and/or arriving at the school in any intoxicated or inflicted condition that affects normal performance of work and study
- Inappropriate conduct such as harassment, fighting, unsuitable language, or horse-playing which may jeopardize your safety or the safety of others
- Cheating and/or plagiarism on examinations and/or assignments
- Any other behaviors deemed inappropriate by the College

Students, instructors and staff will:

- Focus on improvement and change, not individual personalities
- Respect the opinion of one another
- Offer help to one another, if possible, work and learn as a team
- Demonstrate leadership by not only adhering to the above *"Code of Behavior"*, but by encouraging others to do the same

Disciplinary Action

OEC may terminate a student from a training program, at any time, for failure to comply with the policies and procedures of the college. Any student who is being terminated may request to meet with the school administrator.

Before invoking any disciplinary action, **OEC** will notify the student in writing, and a copy of the action will be placed on the student's file. The student's funding agent(s) will be notified of a decision that would reasonably affect a student's funding status, and where the funding agent requests to be informed of the student's status at **OEC**.

Attendance

Students must (except in exceptional circumstances or with permission from administration) attend and be punctual to all classes in the program. The curriculum in all programs is essential for the safe operation of equipment; maximum learning can only be achieved through attendance.

Where absenteeism adversely affects student's progress and performance, termination from the College may result.

It is critical that students attend all classes. However, if you will be absent you must notify the office. Please leave a message on the main reception voice mail (line 101).

1. Excused absences will be decided at the discretion of the Administrator. It will include, but not limited to, sickness requiring medical attention (doctor's note required the day a student returns to school or the note will not be accepted), family emergencies, bereavement, etc. Even though absences may be determined to be excused, missed course material must be completed in a timely manner. Depending upon the number of absences, it may require additional time to complete the program beyond the original end date.
2. Students are expected to be punctual. Arriving late and/or leaving early will affect attendance. Students arriving late or leaving early will be marked absent for that morning or afternoon. You must notify your instructor or the main office if you plan on leaving the College early. Instructors differ in the way they handle students who are late. Late students cause a disruption. Your instructor will clearly state their classroom policy regarding tardiness. Please respect their guidelines. Students with regular absenteeism whether excused or unexcused, will be subject to probation and possible termination. At the discretion of the instructor and Administrator, marks will be deducted from the participation mark for absenteeism.

3. Failing to notify the College of your absence will be considered un-excused. Un-excused absenteeism **will not** be tolerated.

If absenteeism adversely affects student's progress and performance, the following procedure will be implemented:

- (i) Verbal warning from his/her instructor
- (ii) If the verbal warning does not result in improved attendance, the instructor will report the situation to the administrator of the College; note to students file
- (iii) Written warning to the student from the administrator; copy to student's file
- (iv) If attendance is not improved, the administrator of the College could terminate the student from the program; student will be informed in writing and a copy to student's file
- (v) Termination from program; PTI.3 Contract Termination Report filled out and copy to student, student's file and the Department of Advanced Education & Skills

Note: There are some circumstances that would warrant an immediate termination.

Grounds for Termination from Program

1. Students with regular absenteeism whether excused or unexcused, will be subject to probation and possible termination.
2. OEC reserves the right to terminate any student(s) who does not provide payments according to a prearranged payment schedule determined by the school. Regardless of the source(s) of funding, the student is responsible for paying the full tuition at least three weeks before the end date of the program. If the college receives an NSF cheque from a student, there will be a fee charged to that student for the amount charged to the college by the bank.
3. OEC may terminate a student from a program, at any time, for failure to comply with the policies and procedures of the college.

Probationary Period

Each student who is selected for apprenticeship training will serve a probationary period of ten (10) weeks at the College.

Standards of performance for classroom and field instruction:

- (i) The probationary student is expected to conform to the policies and procedures set by **OEC**.
- (ii) The record of each probationary student is reviewed at any time during the probationary period. Records will consist of a daily attendance report and the student's grades. Any constructive disciplinary action taken will be reviewed and communicated to the student.
- (iii) Each probationary student maintaining satisfactory attendance and grades upon review of the probationary records will not be terminated from the program.

Access to Information and Protection of Personal Privacy Act

The key purpose of the ATIPPA is to protect the privacy of individuals whose personal information is held by a public body.

Personal information is defined under the ATIPPA and includes academic information, financial information, attendance, marks, address, telephone number etc. A full definition of personal information is included in the ATIPPA. Pursuant to Part IV of the ATIPPA, OEC will not release your personal information to anyone (including parents, children, siblings, or employers) without your written consent unless required to do so by law.

OEC is not permitted to supply any information requested by employers or potential employers without your express written consent, including whether or not you attended OEC. Consent must be given to the College in writing. Email or telephone permission will not be accepted. The form can be found in Appendix 4: Required Forms.

It is the responsibility of the student to update any contact information or consent forms. Any updates should be made in writing. Revocation of consent must also be given in writing. Email or telephone changes will not be accepted.

Testing and Evaluation

1. At the beginning of each course, students will be provided with course outlines that will include (but not limited to) the following: course description, course outcome, course objective, evaluation methods (tests, assignments, practical competencies, etc.) and the value of each item.
2. Courses that have prerequisites (instructor will inform students of the prerequisite courses) require a 70% in the theory portion before being eligible to do the field/practical portion of the program.

Missed Exams

1. If you are going to miss a test you must inform your instructor before the test is scheduled to begin. It is at the instructor's discretion to determine if the reason you give is valid. Please be prepared to supply supporting documentation.
2. If a student is absent on the day an evaluation (test/quiz/final exam) is scheduled, the student will be required to pay a \$25.00 fee to write the missed evaluation. The \$25.00 fee must be paid before the evaluation is administered. If a student **does not show up** to write the missed evaluation or **does not pay** the \$25.00 fee, 0% will be applied to that evaluation. Missed evaluations **will not** be rescheduled a 2nd time.
3. Regardless of the mark achieved, 70% will be the maximum mark given. Missed evaluations will be scheduled for the following day (after regular class hours). For prerequisite courses, a student may be permitted to begin the next course conditionally.

Exam Rewrites

All courses require a minimum of 70%, with the exception of Motor Vehicle (combination of theory and practical components). Rewrites are available at the discretion of the instructor and administrator. Attendance and punctuality will be considered to determine your eligibility to do a rewrite.

If a student is eligible to do a rewrite and is successful, the maximum grade given will be 70% regardless of the mark achieved.

There are no rewrites for Standard First Aid. If a student does not achieve a 70% on their exam, the student is required to complete a Standard First Aid course outside regular classroom hours, at a cost to the student.

Exam Reread Policy

Students who do not achieve the minimum 70% on a course, may request a reread at a cost of \$25.00 or may be permitted to do a rewrite at a cost of \$25.00. If the student(s) is still unsuccessful after a reread and/or rewrite, he or she may repeat the course at the cost to the student and when the College schedule permits.

Repeating Courses

A student who is required to repeat a course may do so at the discretion of the Administrator. A course cost will apply.

Work Term

Work terms are not required for the programs offered at the Operating Engineers College.

Credit Transfers

Students may request a Credit Transfer if they have successfully completed courses at another recognized training institution. A credit amount for the textbook(s) will be applied to their account and the student will **not** be permitted to attend the course(s). A copy of an official transcript must be submitted. However, an exemption for safety courses will be considered with an original, valid certificate (photocopies will **not** be accepted). Students cannot get a credit transfer for part of a course. Example: MB 1101 contains numerous safety courses.

Heavy Equipment		Mobile Crane	
Course Number	Course Name	Course Number	Course Name
AM 1100	Math Essentials	AM 1100	Math Essentials
AM 1170	Heavy Equipment Operator Math Fundamentals	AM 1340	Hoisting Math Fundamentals
AP 1101	Introduction to Apprenticeship	AP 1101	Introduction to Apprenticeship
CM 2160	Communication Essentials	CM 2160	Communication Essentials
HE 1101	Equipment Operating Safety	MB 1041	Shop Fundamentals for Mobile Crane Operators
HE 1120	Grades & Stakes	MC 1060	Computer Essentials
HE 1201	Equipment Maintenance	MC 1101	Mobile Crane Operation Safety
HE 1301	Regulation/Emergency Procedures	MB 1111	Mobile Crane Maintenance
HE 1501	Bulldozers	MB 1130	Mobile Crane Operations
HE 1541	Tandem Dump Trucks	MB 1140	Mobile Lattice Boom Cranes
HE 1561	Excavators	MB 1150	Mobile Hydraulic Boom Cranes
HE 1600	Air Brakes	MB 1200	Hydraulics & Applications to Crane Control
HE 1610	Professional Driver Improvement Program	MC 1231	Class 03 Drivers License for Mobile Crane Operators
HE 1620	Power Line Hazards	MC 1261	Rigging for Mobile Crane Operators
HE 1630	Transportation of Dangerous Goods	SD 1760	Workplace Essentials
HE 1640	Trenching Safety	TS 1510	Occupational Health & Safety
MC 1060	Computer Essentials	TS 1520	WHMIS
OL 1600	Traffic Control Person	TS 1530	Standard First Aid
SD 1760	Workplace Essentials		
TS 1520	WHMIS		
TS 1530	Standard First Aid		

Prior Learning Assessment & Recognition (PLAR)

A student may request credit for previous competencies and learning they have acquired through experience. This request must be made by the end of the first week of the program. Any request after that day will not be honored. Students may be assessed and evaluated to determine eligibility for an exemption from the course requested. PLAR candidate will be required to provide proof of their experience through a written and/or practical assessment. Please contact the administration office for information regarding the PLAR fee. All trades now include AM 1100 Math Essentials. A student who can meet the mathematics requirement through an Operating Engineers College Math Assessment may be exempted from AM 1100 Math Essentials. There is a cost of \$25 to complete the assessment and an 80% would have to be achieved for successful completion.

Field Safety

Students **are NOT permitted** in the field if they are wearing the following:

- Neckware
- Bracelet
- Ring
- Wristwatch
- any piercing that is exposed (ie facial piercing, earrings etc.)
- any like articles that may pose a safety hazard

Failure to comply with this policy *may result in termination* from the program.

Personal Protective Equipment (PPE)

Personal Protective Equipment use is intended to help protect against health and safety risks. PPE must be in suitable condition, fit properly, and meet the minimum standards and regulations as outlined in the Occupational Health and Safety Act and Regulations and standards such as outlines by CSA.

In addition to the minimum standards, the College policy requires that the PPE, as listed below, must be worn by all students during field training, and any other times deemed necessary by an OEC staff member. Hard hats, safety glasses, and vests are available for purchase at the college. All PPE must meet the following conditions, and the approval of the administration of the school; otherwise, **student's found in violation will not be permitted in the field area.**

The following College policy applies. Students must wear:

1. CSA approved steel toe boots (not available at college for purchase);

2. Clothing suitable to the working environment, i.e. coveralls, gloves, rain clothes (not available at the college for purchase);
3. Hard Hats must meet the CSA code – Z94.1, Type 2 Class E (Color – Navy or Light blue);
4. Safety Glasses must meet the CSA code Z94.3 (anyone needing safety glasses to wear over their prescription eye glasses, will have to purchase them on their own);
5. Safety vests must be orange or green fluorescent with proper reflective stripes on front and back.

Fire Drill Regulations

1. There are four Main Exits
 - Rear Door, for Classrooms 101, 102, 103 and Lunch Room 104
 - Field Door, for classrooms 105, 106, and Lunch Room 107
 - Main Entrance, for Classroom 108
 - Admin Back Door, for Administration Staff
2. At the sound of the alarm, classes are to move quickly but in an orderly fashion out of the building.
3. Students closest to the windows are to close windows if safe to do so.
4. The instructor is to leave the classroom last and must make sure that all windows are closed and the door is firmly shut.
5. Strict silence must be observed during fire drills.
6. Students are to assemble at the “Muster Station” located at the front of the building for roll call.

Students are not to return to the building until the appointed College Fire Marshall confirms that it is safe to return.

Secure School/School Lockdown

A safety plan is developed to respond to a perceived or actual threat to the College and those within it. This policy applies to all students, employees and visitors. It is intended to assist with responding to an event and the return to normalcy after the event. Lockdown procedures shall

be practiced a minimum of three times a year. A lockdown involves a “no one in, no one out scenario”.

Adaptations/Accommodations

Individuals with diagnosed learning disabilities may be provided with supports identified as a result of formal diagnosis.

Union Recommendation

Successful graduates of the College, have an opportunity to join the International Union of Operating Engineers (IUOE), Local 904. To be recommended you must:

- Achieve a mark of not less than **70%** in all program courses;
- Have a record of **Good Standing** with the school. i.e. all fees are paid, attendance and punctuality are acceptable;
- Conform to the **Code of Behavior** and other rules, regulations, and policies of the College.

During the final week of a program, a union application will be provided. Students will have **30 days** from the end date of a program to submit the application. OEC students will have one opportunity to have their union application recommended to the union by the college. The College submits your application to the union, along with a letter of recommendation to be voted on at the earliest general membership meeting. Local 904 will notify you of your acceptance.

Employment Counseling

As part of the program, students are required to successfully complete a Workplace Essentials course which involves completing a resume and cover letter. The instructor will assist students throughout the course to ensure resume and cover letters are completed to the highest standard. As well, companies continually contact the College with job opportunities which the College will post on the bulletin board for easy access to students. A Labour Market Research is also made available (Appendix 3), containing website addresses to help find jobs, resources that can be used, and programs that are set up by Department of Advanced Education & Skills, such as the Wage Subsidy Program to Benefit Aspiring Apprentices.

Computer Lab Usage

Violation of the below regulations may constitute grounds for disciplinary action.

1. Upon starting your program at the college, an email account will be automatically created for you and given to you by your instructor before the start of classes.
2. Students have access to the computer lab/internet from 7:30 am to 4:00 pm, Monday to Friday, except while there is a class in progress.
3. Students are not permitted to wear field clothing and/or footwear in the computer lab.
4. Food and beverages are not permitted in the computer lab.
5. Downloading and installing any computer programs from the internet are not permitted without instructor permission.
6. Accessing computer systems belonging to instructor(s) in any Lab/Classroom is strictly prohibited. Use of these systems without permission will be perceived as intent to obtain unauthorized material.
7. Use of internet connection to access pornographic, violent, or otherwise objectionable material is strictly forbidden. Possession of such material on school property is also prohibited.
8. Students are not permitted to use chat line software of any type during scheduled class instruction.

Harassment

Harassment is a form of discrimination; it is against the law, and against the policies of the **Operating Engineers College (OEC)**. The College seeks to provide a safe, healthy, rewarding and harassment-free working and learning environment for all of its employees, students, visitors, officers, agents and suppliers.

Harassment takes many forms but can generally be defined as behavior including comments and/or conduct which is insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual, or to a group of individuals, or which created an uncomfortable environment. Specifically prohibited is harassment on the following grounds: race, ancestry, place of origin, color, ethnic origin, citizenship, creed, religion, sex, sexual orientation, disability, age, marital/family status or record of offense.

Harassment may include:

- written or verbal abuse or threats;
- sexually oriented comments;
- Racial or ethnic slurs;
- Unwelcome remarks, jokes, innuendos, or taunting about a person's body attire, age marital status, ethnic or racial origin, religion;
- Leering (offensive steering) or obscene or offensive gestures;
- Condescending behavior which undermines self-respect or adversely affects performance, learning, or working conditions;
- Physical conduct such as touching, kissing, patting, pinching
- Vandalism;
- Physical assault

Harassment can consist of a single incident or several incidents over a period of time. It is considered to have taken place if a reasonable person ought to have known that the behavior was unwelcome.

Note: The Newfoundland Labrador Human Rights Code protects everyone within provincial jurisdiction from harassment and other forms of discrimination.

Harassment Procedure

If you feel that you have been harassed, harassment will not be tolerated, you are encouraged to report the harassment as follows:

1. Tell the individual(s) that his or her actions are unwelcome. **(IMPORTANT – Victims of harassment are not required to confront the alleged harasser, either verbally or in writing, they may make the formal complaint to management.)**
2. Document your case. Keep a written record of the incidents including times, places, witnesses, and/or any other evidence (i.e. pictures) to strengthen your case.
3. Contact a staff member whom you feel comfortable to approach.

The College encourages that all harassment be reported and welcomes the opportunity to resolve the situation appropriately. However, you also have the right to file a complaint with the Newfoundland Human Rights Commission. A complaint must be filed with the Commission within one year of the last incident. Their phone number is 1-800-563-5808.

If a harassment complaint is made against you:

1. Discuss the matter with the Administrator, or if it is not appropriate to discuss with the Administrator, choose a staff member you are comfortable with;
2. Cooperate fully with the person(s) conducting the investigation so that the facts can be determined.

Dealing with the complaint:

1. The College will investigate all complaints immediately and take the necessary steps to resolve the problem.
2. The complaint and the alleged harasser will both be interviewed (separately), along with the individual who may be able to provide relevant information.
3. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline of staff or students may include suspension, dismissal, or other discipline as deemed appropriate by the Administrator. In the case of students, they will not have the opportunity to be recommended to the union and the union will be advised of the complaint and investigation. Also, the incident will be documented and placed in the harasser's file.
4. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the alleged harasser's file.
5. Any employee complainant who has lost the opportunity for job advancement, promotion, wage raise, etc. due to harassment, will have his or her qualifications re-examined in a fair, unbiased manner.

Complaint Resolution

Students who wish to report a conflict/complaint should first make his/her program instructor aware of the problem if it is appropriate to do so. If the instructor is unavailable and if the student prefers, he/she can immediately contact the Administrator. If the issue remains unresolved, the complaint may then communicate the concern(s) to the department, in writing and attach a copy of the letter of response from the Private Training Institution.

General Policies

Smoking

Smoking is only permitted in designated areas outside the College. Students are asked not to smoke on or around College entrance areas and smoking is not permitted while operating equipment in the field.

Electronic Cigarettes (e-cigarettes)

Electronic cigarettes and other vaping devices are not permitted in the classroom or while operating equipment in the field. Students are asked to use the designated smoking areas.

Telephone Calls and Text Messages

Students will not be called out of class for personal calls, except for an emergency. In most cases a message will be left at the front desk. The telephone at the front desk is unavailable for students' use. There is a pay phone for personal use. Use of cell phones (for texting or calls) while classes are in session is prohibited since it causes considerable distraction.

Change of Address

We like to keep in touch with our students, both current and graduates. Therefore, we will ask you to keep your address up to date and notify us of any changes. Correspondence, including your diploma, will be forwarded to the address we have on file.

Personal Belongings

We strongly advise that you do not leave valuables, including textbooks in your classroom without supervision. Keep your belongings locked in the lockers provided. OEC does not assume responsibility for missing books, personal items, etc.

Parking Facilities

Students must park in designated areas only. "Staff Parking" and "Wheelchair Parking" areas are designated by a sign.

Speed Limit

Speed limit on parking lot is 10 kms.

Appendices

Appendix 1Staff List

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Staff List

Lorna Harnum Training Director

Barbara Sheppard Office Manager

Heather Snow Student Services

Marilyn Connolly..... Instructional Coordinator

Gary Snow..... Mobile Crane Instructor

Roy Peach Heavy Equipment Instructor

Derek Lush Maintenance

Appendix 2

Student Loan & Scholarship Information

Anyone applying for a student loan should keep track of all information pertaining to their loan. Students should check online on a regular basis to keep themselves updated on the status of their loans. You will need your Social Insurance Number and Date of Birth to access your loan information online. It will show you how much you're receiving for both semesters in loans and grants (if eligible). It will also show any over-awards you may have. Anyone attending a program at OEC will **NOT** receive a student loan to cover the full cost of tuition and books. It is recommended that you apply online rather than by paper application for speedier processing. Apply early to avoid delay in receiving assistance. You are to include your **Social Insurance Number** on all correspondence and have it available when calling the Student Financial Services Division and the National Student Loans Service Centre.

Receiving Student Loans and Grants

Receiving a Student Loan

Receiving student financial assistance has changed for the 2013 academic year. The changes will make receiving student financial assistance much more efficient. The step-by-step process has been outlined below.

1. Once you are approved to receive assistance, you will be sent a Notice of Assessment telling you how much assistance you're eligible for. Around the same time, you'll receive a Master Student Financial Assistance Agreement (MSFAA). This agreement must be signed and sent to the National Student Loans Service Centre (NSLSC). Make sure you include all supporting documents.

Completing and Submitting the Master Student Financial Assistance Agreement (MSFAA):

Your responsibilities and the terms and conditions of accepting and repaying your student loans are outlined in your MSFAA. When you sign your MSFAA, you are signing two legally binding contracts: one between yourself and the Government of Canada, and one between yourself and the Government of Newfoundland and Labrador. You must sign and submit your MSFAA to receive funding.

The MSFAA replaces previous federal and provincial loan agreements. This means that while you'll still have to apply for new funding each year, you won't have to sign a new agreement and provide your banking information every time you're awarded more student financial assistance. Some exceptions apply, for example, if you take a two year break in studies.

What you need to do when you get your MSFAA:

- Step 1: Read your MSFAA carefully
Step 2: Complete the required sections
Step 3: Take your MSFAA to a designated Canada Post outlet (see CanLearn.ca for list of outlets) along with the following documents:
- Your social Insurance Number card or a copy of your Canada Revenue Agency Notice of Tax Assessment;
 - An official government issued photo identification; and
 - A void cheque (if you do not have a cheque, your bank or credit union can help you complete the Electronic Funds Transfer section of the MSFAA)

2. Once the NSLSC received your MSFAA, your school must confirm your enrolment.

Electronic Confirmation of Enrolment (ECE)

Electronic Confirmation of Enrolment (ECE) is faster and more efficient than the previous paper-based confirmation of enrolment process. ECE allows schools to provide confirmation of your full-time enrolment to the National Student Loan Service Centre (NSLSC) online. Since your enrolment needs to be confirmed before funds can be deposited in your account or forwarded to your school, ECE will help you get your financial assistance much quicker.

For the 2013 academic year, the in-study earning exemption for full and part-time students will increase from **\$50** to **\$100** per week of study. This means that you can earn more money and have a higher family income without affecting your eligibility for Canada Student Loans and Grants.

Email Requirement

An email address will now be required when creating an account on the Student Aid Login site.

3. Once full-time enrolment has been confirmed, but no earlier than the first day of classes, eligible financial assistance will be deposited to your bank account. If you do not have a bank account, a cheque made payable to you will be mailed to the address you provide. All or a part of your financial assistance may be sent to your school to pay fees owing. You will receive a letter from the NSLSC advising you of the amount of your disbursement that has been issued to you and/or your school.

Acceptable Identification:

- A. Photo ID: you must present a valid photo identification that was issued in Canada by either the federal, provincial or territorial government. Examples include:
- A valid driver's licence;

- A passport;
- A provincial health card with a photo; or
- A permanent residency or citizenship card.

B. **Proof of Sin:** to prove that the Social Insurance Number (SIN) on your loan or grant document is yours, you must also present your SIN card or an official Government of Canada document that includes your SIN. Examples of such documents include:

- Canada Revenue Agency Notice of Assessment;
- Canada Pension Plan Statement of Contributions; or
- A confirmation of your Social Insurance Number from Service Canada

Contact Information

Student Financial Services Division

Telephone:	(709) 729-5849	Business Hours:	Monday to Friday
Toll Free:	(888) 657-0800		9:00am to 4:30pm
Fax:	(709) 729-2298	Counter Service:	10:00am to 4:00pm
Web Site:	www.aes.gov.nl.ca/studentaid		
E-mail:	studentaid@gov.nl.ca		
Office Location:	216 Prince Philip Drive Coughlan College Memorial University St. John's, NL A1B 3R5	Mailing Address:	P.O. Box 8700 St. John's, NL A1B 4J6

National Student Loans Service Centre

Telephone:	1-888-815-4514	Mailing Address:	P.O. Box 4030
Fax:	1-866-656-5639		Mississauga, ON L5A 4M4
Web Site:	www.canlearn.ca		

Student Financial Assistance Officer (SFAO)

Barbara Sheppard

SFAO/Office Manager	Web Site:	www.oecollege.ca
Ph: (709) 229-6464 or	Email:	barbara@oecollege.ca
Toll Free: 1-888-229-6468		
Fax: (709) 229-6469		

Career & Financial Counselling Services

What is the role of a Career Counseling Specialist within Student Financial Services?

The Career Counselling Specialist promotes sound career decision making that will lead to graduating post-secondary education in a timely manner with a reasonable student loan debt, through career and financial counseling.

Why do Students get referred to a Career Counselling specialist?

- Switching programs of study after the permissible time.
- Requesting financial assistance for subsequent program.
- Completing programs of study in a timely manner.
- Request for reduced course load.
- High unmet need of over \$3000 per semester.

Who Refers Students to a Career Counselling Specialist?

Internally referrals are received from Management, Appeals Officer, Senior Assessment Officers and Client Service Representatives. Externally referrals can be received from Post-Secondary School Representatives, Secondary School Guidance Counsellors, professionals from the community and self-referrals.

What can you expect to discuss with a Career Counselling Specialist?

During the initial session with a student, the career plan is reviewed which will include discussions on previous and/or current academic endeavors to establish suitability to the new program choice. Additionally, emphasis is placed on reviewing the students' labour market awareness. If it is determined that the student lacks knowledge in this area they will be required to complete a Labour Market Research Questionnaire. This questionnaire requires the student to research a variety of resources to ensure they have a full understanding of the employment and salary potential for this occupation.

As well, there is a review of the student's awareness of their current student loan debt, projected debt and how the accumulated debt will impact the Total Service Debt Ratio depending on salary expectation. The Total Service Debt Ratio is a calculation which provides insight into a student's ability to repay.

Should the student be required to gather subsequent information, additional sessions with a Career Counselling Specialist can be arranged to ensure the information is adequate prior to counselor recommendation.

A Career Counselling Summary Report is completed which will include a recommendation on whether additional financial assistance should be provided and the student is notified of the

recommendation. The decision will be made by the Senior Assessment Officer or Appeals Officer which is usually the source of the referral.

How can I contact a Career Counselling Specialist?

Consult with a Client Service Representative to see if your circumstances warrant a referral to a Career Counselling Specialist.

Student Aid

Department of Advanced Education & Skills
P.O. Box 8700
Coughlan College
Memorial University
St. John's, NL A1A 4J6

Telephone: (709) 729-5849
Toll Free: (888) 657-0800
Fax: (709) 729-2298
Email: studentaid@gov.nl.ca

Deadlines (as they relate to OEC)

Applications

Eight weeks after the start of classes.

Appeals

Eight weeks prior to the end of the period of study (semester).

External Appeals Board

Six weeks prior to the end of the period of study (semester).

Income Confirmation Form

Deadline is eight weeks after the start of classes.

The following service standards apply to the processing of applications, forms and documentation and to reviewing appeals:

Applications

Online - 10 business days

Paper - 20 business days

Canada Student Grant for Persons with Permanent Disabilities - 10 business days

Forms

Canada Revenue Agency (CRA) - 3 business days

Income Confirmation Form (ICF) - 15 business days

Appeals

Regular and Parental - 14 business days

External Appeals Board - 30 business days

Debt Reduction - 14 business days

Audit

Audit Verification Form - 20 business days

Inquiries

E-mail - 3 business days

Counter Service - 30 minutes

Before you start your Application Process, you will need....

- Your Social Insurance Number
- Your income (and parental or spousal income, if applicable) from line 150 of the Income Tax Notice of Assessment
- Parents' dates of birth, Social Insurance Numbers and postal codes (for dependent students only); and
- Your employment/education history for the past five years.

The Application - Must be completed and signed in ink (if paper application)

- Section A - Personal Data**
Enter your full name as it appears on your Social Insurance card.
- Section B - Program Information**
A **Program Cost Form** is needed from the College to verify associated costs and other relevant information. If you are applying as a student with a permanent disability, you will have to complete the **Verification of Permanent Disability Form**. As well, if you register for 60% of a full course load, you may receive only the Canada portion of the student loan. You need to be enrolled in at least **80%** to qualify for both **Canada** and **Provincial** loans. If you have received a loan prior to the program you are now applying for, and that program is different from the program for which you last received assistance, then you will need to attach detailed rationale for switch to new program.
- Section C - Student Category**
Check all that apply to you. If no items apply, then you are a dependent student and must provide your parents' information in section D and signatures in sections K and M.
- Section D - Parental Information (FOR DEPENDANT STUDENTS ONLY)**
This is where you will need your parents' income information from line 150 of the Income Tax Notice of Assessment. You will also need their date of birth's, social insurance numbers and postal code. Be sure to include yourself in the list of dependents. Information from both biological parents is required. If this section is not completed by a second parent, your application will only be processed if there are legitimate exceptional circumstances where there is no contact with the other parent. A

- satisfactory written explanation by the parent with whom you reside must be submitted.
- Section E - Residency Status**
Must be a resident of Newfoundland and Labrador. If there was a break in study, the 12 months represents the period directly preceding the start date of your most recent program.
 - Section F - Employment/Education History**
The year and month that you left high school is to be included. If ABE was completed, please include start and end dates in the detailed requirements table. If you have been in post-secondary for the past two or more years, this can be indicated on one line only. Just include the initial start date and your most recent end date. *Periods of unemployment must also be included.* Combine information for each academic year.
 - Section G - Pre-Study Information**
If you have earnings immediately preceding the start date of your study period, you are expected to save a portion of these earnings. You will need your income information from line 150 of the Income Tax Notice of Assessment. Your pre-study period is the time between the end of your last period of full time studies (post-secondary or highschool), and your first day of classes for the current academic year, for a **minimum of 4 weeks** and a **maximum of 17 weeks**.
 - Section H - Study Period Information**
All earnings during the study period must be reported. If the College you are attending is within **25 km** of the family home, and you are a dependent or married/common-law student, you will be assessed as living at home.
 - Section I - Married/Common-Law/Single Parent Students**
Do not include spousal information in this section. Only include those who are dependent upon you during the study period. Written confirmation of partial or no childcare support is required.
 - Section J - Student's Declaration, Consent and Signature**
This section **MUST** be signed in ink. Applications not signed will be returned.
 - Section K - Parents' Declaration, Consent and Signature**
If you are dependent, your parent(s) must complete and sign this section. If applying online, you will need to submit the online version of the form. Must be signed in ink.
 - Section L - Spouse's Declaration, Consent and Signature**
If you are married/common-law, your spouse must complete and sign this section. If applying online, you will need to submit the online version of this form. Must be signed in ink.
 - Section M - Canada Revenue Agency (CRA) Signature Authorization**
Must be signed in ink. Faxed copies are **not** acceptable.
 - Section N - Student's Consent to Release Personal Information**

Note

Check your final documentation checklist for a list of important documents that may be required to process your application. An application is not considered fully completed until ALL required documentation has been submitted.

Forms

Canadian Revenue Agency Signature Authorization Form

Original must be submitted either by mail or dropped off at Coughlan College. A copy sent by fax is not acceptable.

Master Student Financial Assistance Agreement (MSFAA)

You will receive a MSFAA by mail if your application for student financial assistance is approved.

Student's Declaration, Consent and Signature Form

If you complete a paper application, then complete section J. If you completed your application online, download the Student's Declaration, Consent and Signature Form (section J of the paper application is not acceptable if applying online).

Program Cost Form

Must be filled out by an official at the Operating Engineers College and must be included with your application for financial assistance. This form can also be submitted to the Student Financial Services Division in person, by mail, e-mail or fax.

Income Confirmation Form (ICF)

The **Income Confirmation Form** is not to be submitted with your application form. The ICF is a **critical** part of the application process for the second semester. Failure to submit the form by the deadline date will result in the forfeiture of student loans and/or grants including the Up-Front Provincial Grant.

If the gross income amount on the ICF is less than the amount you reported on your application, please include an explanation on the reverse side of the form to account for the difference. Deadline is **8-weeks** after the period of studies start date.

Parents' Declaration, Consent and Signature Form

This form is required if you are a dependent student. If applying by paper application, then you must complete section K. If applying online download the form (section K of the paper application is not acceptable).

Spouses' Declaration, Consent and Signature Form

This form is required if you are married or in a common-law relationship. If applying by paper application, then complete section L. If applying online then download the form (section L of the paper application is not acceptable).

Student's Consent to Release Personal Information Form

Privacy legislation limits whom we can discuss your file. This form is required if you would like to give your consent to have your personal and financial information shared with a particular individual. Download the Student's Consent to Release Personal Information Form online.

Reduced Course Load Request Form

Must be completed when requesting financial assistance to enroll in a reduced course load (**between 60-79%**) due to extenuating circumstances. If the request is the result of medical reasons, please have the appropriate section completed by a medical professional who is familiar with the condition. A revised Program Cost Form must be submitted to confirm course load and program costs. Information from the medical professional must be on official letterhead or an official stamp of the practitioner's office must be provided on this form.

NL Skills Development Information Form

This form is required if you are receiving tuition, book allowances or a living allowance under the Newfoundland and Labrador Skills Development Program. The form must be completed by a representative from the Department of Advanced Education and Skills.

Employment Insurance Information Form

This form is required if you are receiving Employment Insurance benefits. The form must be completed by a Service Canada representative.

Verification of Permanent Disability Form

To be filled out only if you are applying as a person with a permanent disability. Someone with a permanent disability means a functional limitation caused by a physical or mental impairment that restricts the ability of a person to perform the daily activities necessary to participate in studies at a post-secondary school level or the labour market and is expected to remain with the person for the person's expected life.

Medical Assessor or Educational Assessor

Used to verify the nature of your disability. Applicable sections to be completed by a medical assessor or educational assessor (whomever applicable).

Student/Parent Appeal Form - Tier One

This is to be completed if you are requesting a review of your assessment. The refusal of parent(s) to contribute to the cost of post-secondary education is **NOT** an acceptable reason to have parental contribution waived.

Appeals Process

Tier One

To access tier one of the process you must submit a written appeal, including supporting documentation, to the Student Financial Services Division. An appeals officer will review your file to determine whether program policies and procedures were correctly applied and to consider any extenuating circumstances that may apply to your particular case.

Tier Two

If you are dissatisfied with the outcome of the tier one appeal, you can submit a written request for a further review of your case by the External Appeals Board. You have the option of appearing before the board to present your case. The decision of the board is binding on all parties.

Medical Appeal Form

If you are requesting that a restriction be removed from your file and/or your over-awards set aside due to a medical withdrawal, this form must be completed by you and your doctor. You have to complete section 1 and 2 and forward this form to your doctor to complete section 3. Any fees charged by your doctor to complete this form are your responsibility and will **NOT** be reimbursed by the Student Financial Services Division. You will need to include the following: a letter explaining the extenuating circumstances that caused the withdrawal, unsuccessful completion, dropped course and/or over-awards; A copy of your transcript for the semester in question and your medical information (section 3 of the form).

Additional Documentation

Documentation requirements depend on your particular situation. Some forms may not be applicable to you.

Birth Certificate

Students with dependents are required to submit a birth certificate for each dependent child, which indicated both parents' names. A baptismal certificate indicating both parents' names may also be accepted.

Child Tax Benefit

Single parents are required to submit confirmation of receiving Canada Child Tax Benefits. Confirmation can be obtained by calling 1-800-387-1193.

Scholarship Verification

This is required if you are in receipt of a scholarship that is provided to you over more than one semester (the source of the scholarship must provide the verification). Unless otherwise confirmed, the full amount of the scholarship will be applied to your first semester.

Common-law Documentation

If you are living in a common-law arrangement, you must submit a letter from an unbiased, unrelated third party who has personal knowledge of your living arrangements and who can confirm the date of cohabitation; confirmation from your landlord is not acceptable. The third party must submit their contact information, occupation and their relationship to you; affidavits are not acceptable.

Childcare Confirmation

If you have a child aged 11 years or under listed as a dependent on your application and you are requesting reimbursement of childcare costs, you must submit a letter from the Income Support Division of the Department of Advanced Education and Skills or the Department of Health and Community Services verifying that you are not receiving a child-care subsidy from either department.

Grants

Provincial Grant

If you qualify for a **provincial grant**, payment will be issued **6-weeks** after the start of the semester, provided you have completed and submitted an Income Confirmation Form. There is no separate application for the grant; eligibility is determined when you apply for a student loan for full-time studies. This grant will be deposited directly into your bank account by the NSLSC after it has been confirmed that you are still registered as a full-time student and you have submitted a properly completed Income Confirmation Form.

Canada Student Grants

When you apply and qualify for a Canada Student Loan, you are automatically assessed for Canada Student Grants. A separate application is only required for the grant for services and equipment for students with a permanent disability. This grant is non-repayable funding to help pay for post-secondary education. All Canada Student Grants are disbursed in two portions: one at the beginning of the school year and one at the middle of the school year. The amount will be disbursed into your account by the **NSLSC**.

Grant for Students from Low-Income Families

Not applicable to a student applying for a loan at the Operating Engineers College. This grant is available for a program that is at least two years (**60 weeks**) in duration.

Grant for Students from Middle-Income Families

Not applicable to a student applying for a loan at the Operating Engineers College. This grant is available for a program that is at least two years (**60 weeks**) in duration.

Grant for Full-Time Students with Dependents

Students from low-income families who qualify for a Canada Student Loan and meet the eligibility requirements can receive \$200.00 per month of full-time studies per child who is

under 12 years of age at the beginning of the study period. Exceptions can be made for low-income students with dependants 12 years of age or older with a permanent disability.

Grant for Students with Permanent Disabilities

Students with permanent disabilities can receive \$2000.00 per academic year to help cover the costs of accommodation, tuition and books. As grant amounts are fixed, you could receive more money than your assessed need. To be considered for this grant, you must submit a *Verification of Permanent Disability Form* when you apply for full-time assistance.

Grant for Services and Equipment for Students with Permanent Disabilities

Students with permanent disabilities who have exceptional education related costs associated with their permanent disability (such as costs for hiring tutors, note-takers or interpreters, braille-related expenses or technical aids), may receive up to \$8000 per academic year. To be considered for this grant, you must submit the *Verification of Permanent Disability Form* when you apply for full-time assistance. Once your application is processed, you will receive written notification of your eligibility. A separate application is required for this grant. The application is available at www.gov.nl.ca/studentaid/form/

Studentawards.com

www.studentawards.com is a FREE scholarship search service devoted to helping high school seniors, university and college students find information on scholarships, bursaries, grants and other forms of financial assistance.

By becoming a StudentAwards member, you'll have access to millions of dollars in bursaries, scholarships and awards that could help you pay for school. Spend just 10 minutes to build your profile and you will be matched to awards applicable to you.

Apprenticeship Incentive Grant (AIG)

The **Apprenticeship Incentive Grant (AIG)** is a taxable cash grant of **\$1000** per year, up to a maximum of **\$2000** per person, available to registered apprentices once they have successfully finished their first or second year/level (or equivalent) of an apprenticeship program in one of the Red Seal trades. See www.servicecanada.gc.ca for more information.

Deadline: **June 30** of the calendar year following the date you progressed in your apprenticeship program.

Apprenticeship Completion Grant (ACG)

The **Apprenticeship Completion Grant (ACG)** is a taxable cash grant of **\$2000** maximum available to registered apprentices who have successfully completed their apprenticeship

training and obtained their journey person certification in a designated Red Seal trade on or after January 1, 2009. See www.servicecanada.gc.ca for more information.

Deadline: No later than **June 30** of the calendar year following the date you completed your apprenticeship program and become certified in your trade.

Eligibility Criteria

You are eligible for student financial assistance if:

- you are a Canadian citizen, have permanent resident status or are considered to be a protected person within the meaning of subsection 95(2) of the Immigration and Refugee Act;
- you are a permanent resident of Newfoundland and Labrador;
- you have insufficient financial resources to meet your assessed need;
- you are not in default on previous federal and/or provincial student loans;
- you pass a credit check (applies only to students who are 22 years of age or older and who are applying for a student loan for the first time);
- you provide accurate personal information, including Social Insurance Number, first and last names, date of birth and gender, as confirmed by the Social Insurance Registry of Human Resources and Skills Development Canada;
- have not exhausted your maximum lifetime limit of financial assistance, including interest-free status;
- you are registered as a full-time student at a designated educational institution; and
- you are enrolled in a program of study leading to a degree, diploma or certificate that is at least 12 weeks in duration.

Course Load Requirements

Provincial Student Loan

To receive a provincial student loan, you must be taking at least **80%** of a full course load. The **College** will determine the percentage of a full course load that you are taking.

Federal Student Loan

To receive a federal student loan for full-time studies, you must be taking at least **60%** of a full course load.

Students with Permanent Disabilities

A student with a permanent disability may receive assistance (federal and provincial) for full-time studies if enrolled in 40-59% of a full course load. Students with a permanent disability may receive assistance for part-time studies if taking 20-39% of a full course load.

Work Terms

There are NO work terms for either program at the Operating Engineers College.

Assistance for Second Semester Only

If you are attending school for both the first and second semesters but require assistance for the second semester only, a needs assessment will be conducted for the first semester to determine if there are any unused resources that could be applied toward the second semester.

You must submit an Income Confirmation Form for your pre-study period and advise the Student Financial Services Division of any earnings you received during the first semester. You are also required to confirm your status as a full-time student for the first semester and submit a Program Cost Form for that semester.

Maintaining Loans in Non-Repayment (In-Study) Status

If you received a student loan in the past and are now returning to school full-time without getting a new student loan, you must confirm your enrolment and notify the National Student Loans Service Centre (NSLSC) to maintain your interest-free status and keep your loan in good standing. You can do this in 1 of 3 ways:

1. Complete a Confirmation of Enrolment Form (Schedule 2) and forward it to the NSLSC. Both you and your school must complete the Schedule 2 form as proof that you are enrolled in school. The form must be submitted to the NSLSC before the end of the month in which your period of study begins;
2. Contact the Administration/Registrar's office of your school and they will electronically confirm your enrolment with the NSLSC; or
3. Sign on to your NSLSC Online Services at CanLearn.ca and navigate to the "confirm your enrolment" section.

You can contact the NSLSC at **1-888-815-4514** to confirm receipt of the Confirmation of Enrolment Form. If you do not know where your loans are administered, contact the Student Financial Services Division for assistance.

Duration of Assistance

You are eligible to receive assistance for the normal length of your program, as defined by your school, plus a grace period of up to a maximum of one academic year. If you reach the maximum number of weeks of eligible assistance and are still attending full-time studies, no payments are required until **6 months** after you complete or withdraw from studies. However, interest will begin to accumulate on the **federal** portion of your loan once you reach your maximum number of weeks of eligible assistance. There is a lifetime limit of 340 weeks of student financial assistance. Since August 1, 2009, no interest accumulates on the Newfoundland and Labrador portion.

You are encouraged to enroll in, and successfully complete a **100%** full course load for each period of study that you receive student loans.

Reassessments

If your circumstances change after your application is processed, your file will be reassessed, resulting in one of three outcomes.

- Your assessed need will increase, which may entitle you to additional assistance. If this happens, the money will be disbursed the same way your initial assistance was disbursed, provided sufficient time remains prior to end date of the period of study;
- Your assessed need will decrease below the level of assistance you were already given, leaving you in an “over-award” situation.
- Your assessed need will remain the same.

Over-Awards

An **over-award (overpayment)** is financial assistance that you receive but are not eligible for. The amount of the over-award will be deducted from future loan and/or grant entitlements.

If you withdraw or change from full to part-time status within **30 days** of the first day of classes, all or part of your Canada Student Grant that was disbursed for the respective period of studies will be converted into a loan in accordance with the conditions stated on your Master Student Financial Assistance Agreement (MSFAA). You will have an opportunity to repay the over-award immediately; otherwise, the amount will be added to your outstanding loan principal at consolidation.

If a reassessment of your application determines that you provided inaccurate information rendering you ineligible for a Canada Student Loan for full or part-time studies, all or part of the Canada Student Grant that was issued will be converted into a loan in accordance with the conditions stated on your MSFAA and the (CSFAR) Canada Student Financial Assistance Regulations.

Repaying Student Loans

A **Loan Repayment Estimator** can be found on CanLearn.ca. The Loan Repayment Estimator can help you estimate the monthly payments you’ll need to make to repay your Canada Student Loan or other government student loans. All you need to do is type in the settings for your loan.

The Repayment Process

You are responsible for repaying **all** the loans you borrow to fund your education as per the terms and conditions detailed on your Master Student Financial Assistance Agreement (**MSFAA**).

For the first 6-months after your post-secondary studies, you do not have to start repaying your loans, although interest does accumulate on your Canada Student Loan during this period.

Six months after you have ended studies, regardless of whether you have graduated, withdrawn or are taking time off, you will have to start repaying your student loan. This is called student loan consolidation or repayment phase.

Since **August 1, 2009**, no interest accumulates on the Newfoundland and Labrador portion of your student loan. This change is automatic - no application is required. This applies to all outstanding provincial loans except loans for which a judgment has been awarded. Your salary and other sources of income, if any, do not affect the elimination of interest. **Note: Interest owing up to and including July 31, 2009, must still be paid.**

The **NSLSC** manages the repayment of your student loans on behalf of the Government of Canada and the Government of Newfoundland and Labrador.

You can expect to receive a loan consolidation package **4 to 5 weeks** prior to your consolidation date. It is important that you advise the NSLSC of any changes to your address or other contact information.

Even in situations where, due to error, you do not receive the consolidation package or you do not respond to the information provided, repayment of your student loans **will** still begin, which means that monthly payments will be deducted from your bank account at the end of each month.

Defaulting On Your Loan

It is important to ask for help as soon as you feel you are having difficulty meeting your repayment obligations as you may qualify for repayment assistance.

Missing payments could damage your credit rating and your student loan could go into default. If you are having difficulty making your loan payments, contact the **NSLSC**. There are programs and services available to help you manage your payments and avoid defaulting on your loan.

Newfoundland and Labrador Debt Reduction Grants

This program allows for up to the full amount of the provincial portion of student loan to be converted into a non-repayable grant. There is no application process. Students are automatically assessed after the Student Financial Services Division receives notification that the student has graduated.

You are eligible for a Debt Reduction Grant if:

- you successfully complete at least **80%** of a full course load each semester or academic year as determined by the educational institution;
- you apply and are deemed eligible for loan assistance for a least half of the required length of the program and borrow in excess of **\$165** per week of study during a semester; and
- within 10 years after the program start date, you graduate from a post-secondary program within the province that is at least **80** weeks in duration.

Programs Less Than 80 Weeks in Duration

Borrowers may be eligible to receive **Debt Reduction Grants** for programs that are less than 80 weeks in duration if the program(s):

- is completed after the student graduated from a previous program that was at least 80 weeks in duration and qualified for the Debt Reduction Grant; and
- is deemed to advance the student in their particular field of study or significantly enhance the student's employability.

Required Documentation for Debt Reduction

A separate application is not required; however the Student Financial Services Division requires the following information to determine a student's eligibility:

- transcript of marks;
- percentage of a full course load the student completed per semester;
- confirmation of graduation (this can be a copy of the relevant degree, certificate or diploma); and
- confirmation of the graduation date and the number of weeks of the program.

Under the Debt Reduction Grant Program, borrowers must respond to all requests for required documentation from the Student Financial Services Division within 2 years of graduation. Borrowers who do not apply for financial assistance during the final period prior to graduation should contact the Student Financial Services Division so that their eligibility for a Debt Reduction Grant can be determined.

Borrowers may appeal decisions made by the Student Financial Services Division pertaining to Debt Reduction Grants. However, appeals will not be considered prior to the release of a debt reduction notice. You must submit your appeal within one year from the date you were notified of the original decision.

All Debt Reduction Grants are subject to audit, which could result in overpayments. In such cases, the amount overpaid will be added to the balance of the provincial student loan. In cases where the provincial portion of the loan has been paid in full, the student will receive the remaining debt reduction funds in the form of a cheque.

Programs to Help If You Have Difficulty Repaying Your Loan

Contact the **NSLSC** before you miss a payment. There are repayment options available to help you manage your payments and avoid defaulting on your loan.

Repayment Assistance Plan

You are responsible for repaying all the money you borrow to fund your education. The **Repayment Assistance Plan (RAP)** can help if you have difficulty making your student loan payments.

The RAP makes it easier for you to manage your debt by requiring you to pay back what you can reasonably afford, based on your family income and family size. Monthly payments are limited to less than **20%** of a borrower's family income, and no borrower will have a repayment period of more than **15 years** (10 years for borrowers with permanent disabilities). In cases where borrowers earn very little income, they may not have to make any loan payments until their income increases.

The NSLSC administers the RAP on behalf of the governments of Canada and Newfoundland and Labrador. If you face financial difficulty after completing your studies, call the **NSLSC (1-888-815-4514)** before you begin missing payments.

NSLSC Online Services enable you to review your student loan accounts and to view and change your contact information. Visit **CanLearn.ca** to sign up for an online account.

How Does The RAP Work?

Depending on your financial circumstances, the RAP has 2 stages to help you fully repay your student loan within **15 years**.

Stage 1

This stage applies to the first **5 years** of the plan.

- Borrowers who qualify will make affordable payments (or no payments) toward the principal of the student loans; paying the principal first reduces the total debt.
- Borrowers will not make payments exceeding **20%** of their income toward loans covered by RAP in cases where the borrowers have very low income, no payments are required.
- The Government of Canada will cover the amount of interest owing that the borrower's payments do not cover. (Newfoundland and Labrador does not charge interest on provincial student loans.)

Stage 2

This stage starts once the borrower completes Stage 1 or after the borrower has been repaying the loan for 10 years.

- The Government of Canada will continue to cover interest and both the governments of Canada and Newfoundland and Labrador will begin to cover the portion of the principal of the loan not met by the borrower's affordable payment.
- The balance of the loan should be gradually paid off so that no student loan debt remains after 15 years (10 years for persons with permanent disabilities).
- Throughout this period, borrowers will need to meet the same eligibility criteria and will continue to make affordable payments.

Am I Eligible?

To be eligible for the Repayment Assistance Plan you must:

- be a resident of Canada;
- have signed and returned your Consolidated Student Loan Agreement to the NSLSC; and
- meet the financial eligibility criteria.

How Do I Apply?

You *need to apply* for the RAP; enrolment is not automatic.

- Call the **NSLSC at 1-888-815-4514** to request an application form or to get more information about the plan.
- Complete the application form and submit it, along with all required supporting documentation, to the NSLSC.
- RAP is approved in 6 month intervals; you must **reapply** after each **6 month** approved period.
- Applications are also available through your NSLSC Online Services account on CanLearn.ca.

Repayment Assistance Plan for Borrowers with a Permanent Disability

The **Repayment Assistance Plan for Borrowers with a Permanent Disability (RAP-PD)** helps borrowers with a permanent disability who are having difficulty paying their student loans. The RAP-PD makes it easier for borrowers to manage their debt by paying back what they can reasonably afford.

Under this Plan:

- No borrower with a permanent disability should have a repayment period longer than **10 years**.
- Loan payments are based on income, ability to pay and disability accommodation costs (*ex: medical expenses, special care and other expenses*).
- Borrowers will not make payments exceeding **20%** of their income toward loans covered

by RAP-PD.

- In certain cases, borrowers may not have to make any loan payments until their income increases.

How Do I Apply?

You *need to apply* for the RAP-PD; enrolment is not automatic.

- Call the **NSLSC at 1-888-815-4514** to request an application form or to get more information about the plan.
- Complete the application form and submit it, along with all required supporting documentation, to the NSLSC.
- Applications are also available in your NSLSC Online Services account at CanLearn.ca.

Bankruptcy

Are you a student-loan borrower who:

- filed for bankruptcy or filed a consumer proposal?
- is participating in a provincial arrangement for the orderly repayment of debts?

If so, and if you have not yet begun repaying your loan at the time of filing, you may be eligible for a student loan for full-time study covering up to 3 additional years so that you can complete your current program of study.

The waiting period to have a Canada Student Loan debt discharged under a bankruptcy was reduced from **10** to **7 years**. If you can provide proof of exceptional financial hardship, the waiting period will be reduced to **5 years**. To qualify for this reduction, you must demonstrate to the court that you have acted in good faith and that you continue to experience financial difficulties. For more information, contact your bankruptcy trustee.

**Scenario of Actual Costs of doing a Program at the
 Operating Engineers College**

Georgina is accepted for the *Heavy Equipment Operator 21-week Program*. The cost of this program is **\$16,125.00**, including books. Her program is due to begin **May 12, 2014**. She has been approved for a full student loan, including Canada and Provincial grants, totaling **\$9000.00**. At the moment she has no other means set up for funding. She has no vouchers or scholarships available to her. Georgina is renting a 3 bedroom home in Carbonear. She is married with two children, ages 7 and 9. Her husband works all day, therefore, she has to pay a babysitter for 5 days a week from 9am to 5:30pm. She has to pay rent, utilities, food for the family and for school lunches, and gas to and from Carbonear to Holyrood (**120 km's** combined). Luckily, the car is paid in full, but she has to allow for normal maintenance every 2-3 months, as well as purchase proper clothing for the field portion of the program and a **\$100.00** fee payable to Motor Vehicle for her licence. Will Georgina have enough to pay for her program, as well as other expenses with just her student loan?

Costs Attributed to Program (6-Months)

Tuition (Total)	\$16,125.00
Rent (\$600.00/month)	\$3600.00
Heat & Lights (\$185/month)	\$1110.00
Cable, Phone & Internet (\$120.00/month)	\$720.00
Food (\$500.00/month)	\$3000.00
Gas (\$120.00/week for 6-months)	\$2880.00
Maintenance (\$55 every 3-months)	\$110.00
Clothing (Boots, rain gear, coveralls and safety gear)	\$300.00
Motor Vehicle Licencing Fee	\$100.00
Babysitter (\$40.00/day)	\$4800.00
Total Cost to Georgina (for 6-months)	<u>\$32,745.00</u>

Answer: No.

Georgina will have to come up with additional means of funding her program than just a Student Loan. The total of her loan, including grants will not cover all her expenses. Georgina has to go to HRLE to ask for funding help, to family/friends or to the bank to get a personal loan. She can also check on studentawards.com to see if any additional grants are applicable to her.

Georgina is EI (employment insurance) eligible, therefore, she decided to go to HRLE and speak to a counsellor regarding funding help for the Heavy Equipment Program. Georgina got the additional funding she needed. They paid for her tuition and books, covered clothing needed, gave \$50/week for gas, and are going to cover the full expense of babysitting to upgrade her for the employment industry. Without the help of HRLE, Georgina would have to drop out of the Heavy Equipment Operator Program.

Operating Engineers College
Student Loan Information & Repayment
Session Form

I, _____ attended the **Student Loan Information & Repayment**

Full Name (Print)

Session offered at the **Operating Engineers College**. The session took place on

mm/dd/year

I understand the meaning and implications of not repaying my student loan and going into default. I am also aware that if I have any questions in regards to repayment of my student loan, that I can contact the **National Student Loan Service Centre (NSLSC)** at **1-888-815-4514** or at www.canlearn.ca.

Student's Name (*Please Print)

Student's Signature

**Student Financial Assistance
Officers (SFAO) Signature**

Date (mm/dd/year)

Administrator's Signature

To be filled out **ONLY** when information session is completed
This form is **ONLY** applicable if you are receiving or previously received a student loan.

Operating Engineers College
Student Loan Repayment Session Form

I, _____ attended the **Student Loan Repayment Session**
Full Name (Print)

offered at the **Operating Engineers College**. The session took place on _____.
mm/dd/year

I understand the meaning and implications of not repaying my student loan and going into default. I am also aware that if I have any questions in regards to repayment of my student loan, that I can contact the **National Student Loan Service Centre (NSLSC)** at **1-888-815-4514** or at www.canlearn.ca.

Student's Name (*Please Print)

Student's Signature

**Student Financial Assistance
Officers (SFAO) Signature**

Administrator's Signature

Date (mm/dd/year)

To be filled out **ONLY** when repayment session is completed
This form is **ONLY** applicable if you are receiving or previously received a student loan.

Appendix 3

Statistics/Employment Opportunities

Labour Market Research & Wages

Newfoundland and Labrador Labour Market Report was released **July 13, 2011**. The report shows an outlook for job prospects in 120 occupations for 2011 to 2020. You can view this report containing all numbers represented in the information below at <http://www.aes.gov.nl.ca/hrle/publications/LMOutlook2020.pdf>.

The information inside the report help answer questions such as:

- What types of jobs are available?
- Where will job opportunities be available in the future?
- What education and training is required to get a job?
- What industries are growing?
- How many workers are in the province and what skills do they have?
- Where do people work?

The demand for skilled workers has been increasing. The distribution of Employment by Skill Level (**Statistics Canada, Census 2006** – completed every 5 years) for Occupations usually requiring college education or apprenticeship training is **40.5%**. The change in employment by skill level over 5 years increased by 8.7%. The distribution of employment by skill level, NL, 2020 forecast shows a demand for **41.4%** in occupations usually requiring college education or apprenticeship training (source: *HRLE Occupational Demand Forecast – March 2011*).

Included in the job openings (new job growth) between **2011-2020**, **75%** of the jobs are in trades, transportation, and equipment operators. These occupations have strong and above average job prospects. Opportunities will continue to grow as a result of planned project developments, including Hebron and Lower Churchill projects.

During the 2011 to 2015 period, occupations that will experience notably stronger recruitment pressures include **Heavy Equipment Operators**.

Job Openings for Heavy Equipment & Crane Operators

Occupation (Operators)	Reference Year			Job Openings		
	2010	2015	2020	2011-2015	2011-2020	2011-2020
Heavy Equipment	4142	4566	3915	845	-216	629
Crane	451	502	430	114	-12	102

Job Prospects over the 2011 to 2020 period in Newfoundland Labrador

Newfoundland Labrador led the country in terms of employment growth in 2010. Employment grew by 3.3% or 7,100 people on an average monthly basis, to stand at 219,300 in 2010 – the highest level recorded in the past 35 years. Comparatively, employment grew by about 1.4% in Canada between 2009 and 2010.

The following key is provided to assist in the interpretation of Heavy Equipment and Crane job prospects.

Occupations Rated as 1:

It is anticipated that there will be an available work force in the local labour market to fill job openings in these occupations over the next ten years, at the current offered rate of compensation and other current working conditions. While job growth may occur, current trends indicate that the existing labour force will grow to meet demands.

Occupations Rated as 2:

It is anticipated that there will be enough workers available in the local labour market to meet anticipated demands over the next decade, at the current offered rate of compensation and other current working conditions. Labour gaps may arise for several years during the projection period as a result of increased demands during peak construction for various major projects; however, these opportunities will not be sustained over the long-term. Employers will need to actively compete to attract workers during peak periods.

Occupations Rated as 3:

Labour pressures are expected to tighten in these occupations. On average, anticipated labour imbalances will be on par with the overall average for all occupations. Increased participation among non-traditional workers in these occupations will be essential. Employers will need to actively compete to attract and retain the workers they need, with strategies that extend beyond traditional methods. Wages and compensation are likely to increase.

Occupations Rated as 4:

Excess labour demands are anticipated and recruitment pressure in these occupations are anticipated to be strong as a result of new jobs and job openings from retirements, high skill requirements and strong competition from other jurisdictions. Increased participation among non-traditional workers in these occupations will be essential, including immigration and repatriation. Employers will need to use proactive recruitment strategies. Wages and compensation are likely to increase.

Occupations (Operators)	Year									
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Heavy Equipment	4	4	4	4	3	3	3	3	3	3
Crane	3	3	3	3	3	3	3	2	2	3

Job Listings for Newfoundland Labrador / Canada

Listings, Wages, and Tools/Resources are Taken From the following Website Addresses.

These are exceptional sites for anyone seeking information on employment and resources. Information contained within these websites can help you find a job or start up a business of your own.

www.workingincanada.gc.ca
www.jobsinnl.ca
www.jobbank.gc.ca
www.iuoe904.com
www.youth.gov.nl.ca
www.aes.gov.nl.ca/lmda/apprenticeship
www.lmiworks.nl.ca/Hotline

The following table shows the name of 1 company out of the # of job postings available around the Avalon Peninsula. For more information on each job posting, please see the website addresses listed above. Your individual search can be broken down into different areas/locations.

Occupation	# of Job Postings & Date	Average Wage	Outlook	Name of 1 Company Listing Job	Job Position
Heavy Equipment Operator	3 jobs April 21, 2014	\$22.90	Fair	Budget Contracting Ltd.	Excavator Operator
Mobile Crane Operator	5 jobs April 21, 2014	\$30.00	Fair	R & L Contracting Ltd.	Boom Truck Operator

Heavy Equipment Operator

A number of factors can affect the wage paid for the same occupation in different Canadian communities such as the geographic location, labour agreements or availability of workers.

The graph displayed on the following page shows the median hourly wage earned in this occupation in comparison to the Canadian median wage across all occupations.

According to the Labour Force Survey (2009), the median hourly wage for Heavy Equipment Operators was \$22.90. That is to say that half of all workers in this occupation earned less than this amount and half earned more. The median hourly wage for all occupations was \$21.00.

Community/Area	Wage (\$/hr)			Reference Period
	Low	Average	High	
Newfoundland Labrador	\$15.00	\$22.90	\$34.70	2009
Fort McMurray, AB	\$18.09	\$29.73	\$38.47	2011

In Canada, the occupational demand can vary from one community to another. Occupational demand increases and decreases for a number of reasons: changes in technology, the economy, a growth in natural resources, or a demand for a particular kind of product or service.

Heavy Equipment Operators make up a large occupational group in Newfoundland and Labrador. Heavy Equipment Operators are employed in all regions of the province. However, when compared with all occupations, a larger portion of them are employed in the Central and Labrador regions. Individuals employed in this occupation are older than average. This could potentially result in an increase in job openings due to retirement over the next 5 years.

Employment is mainly in Construction (40%), with remainder in Mining/oil and Gas (24%), Public Administration (21%) and Manufacturing (6%). The fluctuation in numbers employed in this industry confirms the seasonal nature of this occupation.

A **Graduate Follow-Up Survey** was conducted in 2006 by the Department of Advanced Education and Skills and 32% of these people responded to the survey. During the reference week (June 25 to July 1, 2007), an average of 97% of job-seeking respondents were working compared to 84% for all one-year, entry-level programs. The success rate for finding related employment was 63% compared to 61% for all one-year, entry level programs. Overall, results for these programs were above average.

Crane Operators

Community/Area	Wage (\$/hr)			Reference Period
	Low	Average	High	
Newfoundland Labrador	\$16.25	\$30.00	\$41.20	2009/2010

Crane Operators make up a small occupational group in Newfoundland and Labrador. According to the **2006 Census**, the labour force for this occupation consisted of 235 persons. At this time of the Census (May), 210 of these persons were employed. This was an increase of 31% from 2001 levels. Over the same period, employment in all occupations increased by 7%.

People employed in this occupation work within a variety of industries including Construction (36%), Transportation (23%), and Mining/Oil and Gas (21%).

According to the 2006 Census, the unemployment rate for this occupation was low (11%) compared to 16% for occupations in general. Monthly reporting, November 2008 to October 2009, indicates that the number of persons collecting Employment Insurance benefits ranged from a low of 44 in November to a high of 112 in January. The fluctuation in numbers employed in this industry confirms the seasonal nature of this occupation.

According to the **Labour Force Survey (2009)**, the median hourly wage for Crane Operators was **\$24.20**. That is to say that half of all workers in this occupation earned less than this amount and half earned more. The median hourly wage for all occupations was \$21.00. According to the same survey, the average wage for Crane Operators was \$24.30.

Operating Engineers, Local 904

Successful graduates of the Operating Engineers College who completed a 21-Week Heavy Equipment or a 25-Week Mobile Crane Program will have an opportunity to join the **International Union of Operating Engineers (IUOE), Local 904**. To be recommended, you must achieve a mark of not less than 70% in all program courses; have a record of good standing with the school (tuition fees are paid, attendance and punctuality are acceptable); and conforms with the Code of Behaviour and other rules, regulations and policies of the College.

Procedure

During the final week of your program, a union application will be explained and provided to you; and you will have 30 days from the end date of your program to submit your application. The College will submit your application to the union, along with a letter of recommendation to be voted on at the earliest general membership meeting. Local 904 will notify you of your acceptance and the procedure to complete your membership status.

There are benefits to becoming a member of Local 904. Becoming a member means you will have access to a **Job Line** where there are postings of jobs for union members. The job line number is **1-855-747-9040**. Anyone can view the job listings to see just what is available in each occupation, what positions are filled and the Collective Agreements for each company.

The wages for each job is dependent on what company is offering employment and the agreement that is put in place. There are many classifications that also reflect what your wages will be. For example, there are 6 periods applicable to being an apprentice, therefore, there are 6 different wage categories (ex: Vale Inco. (May 2010) - 1st period Apprentice, 60% of Group 2 = \$18.58/hr.; 6th period Apprentice, 90% of Group 2 = \$27.87/hr.). There would also be a different rate for a Journeyman who has years of experience.

Resources

There are many resources you can take advantage of that can help in your search for your desired career path. One site, www.jobbank.gc.ca, can help you make career decisions by giving you helpful tools, such as a career quiz for you to test your skills and see what occupation might be well suited to you. This, among other sections can be found under “Job Seekers/Workers” section on the Job Bank Site. You will need to create an account in order to use the tools available on this site: Job Match, Job Alert, Resume Builder and the Career Navigator. There ‘Resume Builder’ can help you with compiling the perfect resume.

New Wage Subsidy Program to Benefit Aspiring Apprentices

Prior to submitting the application for the **Apprenticeship Wage Subsidy Program**, the applicant is required to contact the Department of Advanced Education & Skills (Industrial Training Division) to begin the verification process of eligibility for the program. Call 1-877-771-3737 for the officer in your region.

Below is a News Release from Human Resources, Labour and Employment from April 1, 2011 (www.lmiworks.nl.ca/releases/2011).

Building a qualified and skilled workforce to address the future demands of the province’s labour market was the focus of an announcement made today at College of the North Atlantic’s Prince Philip Drive Campus during the Skills Canada - Annual Skilled Career Day.

The Honourable **Darin King**, Minister of Human Resources, Labour and Employment, made the **\$2.6 million** announcement to implement the Apprenticeship Wage Subsidy Program, which is funded in part under the Labour Market Development Agreement and the Labour Market Agreement. The program is a joint initiative of the Department of Human Resources, Labour and Employment and the Department of Advanced Education and Skills.

“The Apprenticeship Wage Subsidy Program will provide apprentices with the opportunity to gain work experience to successfully progress through their training to become journey person certified,” said Minister King. “Our government recognizes the increased demand for skilled tradespeople that is developing throughout our province. As the provincial economy grows and labour market demands increase, we will depend heavily on the individuals who are progressing through the apprenticeship program to ensure our province’s success.”

Under the program, the financial incentive to employers will help offset salary costs of hiring apprentices. A contribution rate for wage subsidies will be applied to participating apprentices based on their years of experience, as follows: **90%** for first year apprentices; **80%** for the second year; and **60%** for the third and fourth year apprentices.

“This program will help address the difficulties apprentices have had in gaining employment experience, especially those in their first and second year blocks of training,” said Honourable **Joan Burke**, Minister of Education.

Priority groups eligible for the funding will include first and second year apprentices, particularly under-represented groups such as women, Aboriginals, persons with disabilities, and youth.

“Through this new program, the Province of Newfoundland and Labrador, as a whole, will benefit from having a larger pool of skilled and certified workers to address growing labour demands,” said Minister King. “In light of impending major construction projects on the horizon, our government feels this investment is timely and will be extremely effective in supporting apprentices and their potential employers throughout the province.”

For additional information about this program and other labour market initiatives of the Provincial Government, visit www.lmiworks.nl.ca or call the Hotline at 1-800-563-6600.

Graduate Employment Program

Not Applicable to graduates of the Operating Engineers College.

The Graduate Employment Program is designed to assist recent post-secondary graduates secure valuable work experience in their field of study. The program must be a minimum duration of **one year**.

Eligible Participants are:

- Individuals who have successfully completed a post-secondary program of a minimum duration of one year (includes degree, diploma, and certificate programs)
- Are currently unemployed or are underemployed (working less than 20 hours per week, or working in an area not related to their field of study)
- Have graduated in the past two years (includes individuals who have completed an apprenticeable trade from a recognized post-secondary institution)

Employment Assistance Services

Employment Assistance Services is a support measure that provides funding to organizations to assist unemployed individuals prepare for, obtain and maintain employment.

Services may include:

- Provision and sharing of labour market information;
- Employment needs assessment, career planning;
- Employment counseling;
- Job search skills;
- Job placement services;
- Development of a Return to Work Action Plan;
- Case management, and;
- Follow-up of a participant in an employment program

Individuals should contact 1-800-563-6600 for information on where they can receive employment assistance from the nearest Employment Assistance Service provider. For general information and applications, visit www.aes.gov.nl.ca/lmda. A list of offices for each region can be found on this site.

Job Creation Partnerships Program

The Newfoundland and Labrador Job Creation Partnerships (JCP) employment program provides opportunities for eligible job seekers to gain meaningful work experience and to develop and maintain the employment skills they need to successfully find long-term employment. These opportunities are made available through the implementation of projects that support communities and local economic development.

The JCP Program is administered by the Department of Human Resources, Labour and Employment (HRLE) under the Canada/Newfoundland and Labrador Market Development Agreement (CA/NL LMDA).

Potential project participants and project sponsors are strongly encouraged to read the entire document prior to applying to the JCP program. HRLE also offers a range of other employment programs. To learn more about these programs, including the ones provided under the CA/NL LMDA, visit: www.aes.gov.nl.ca/LMDA/jcp.htm.

NL Works

NL Works is designed to provide individuals with valuable work experience and skills to improve their employment prospects and attachment to the labour market by providing profit and not for profit employers and making an attachment to the labour market.

Profit and not for profit employers who agree to provide a blend of training and work experience to assist the individual in improving his/her employment prospects and making an attachment to the labour market are eligible as an employer for the NL Works.

Individuals receiving, or eligible to receive Income Support and who are non EI eligible; or unemployed/under-employed individuals who are non EI eligible and actively seeking work are eligible as individuals for the NL Works.

The program is comprised of a Seasonal and Long Term component. Both components provide employers with funding to assist them in creating new employment opportunities. For additional information, call 1-800-563-6600 or visit the web site at www.aes.gov.nl.ca/hrle/.

Companies Who Have Employed OEC Students

Heavy Equipment Operator 24-Week Program

A & A Construction, CBS, NL	Kelly's, Brig Bay, NL
Allard Distributing Limited, Labrador City, NL	Long Harbour, NL
Anthony Construction, Bay Roberts, NL	Marquee Construction, St. John's, NL
B.J. Services, AB	Miller Equipment, St. Phillips, NL
Capital Ready Mix	Pardy's Industrial, Mt. Pearl, NL
Central Ready Mix, Lewisporte, NL	Pennecon
City of St. John's, NL	Professional Paving, St. John's, NL
Clarke's Construction, Paradise, NL	Progressive Paving, Gould's, NL
Coal Mine, AB	Shaw Ventures, NL
Cooper Construction, South Dildo, NL	Taylor's Limited, CBS, NL
D.F. Barnes Services Limited, St. John's, NL	Town of CBS, NL
Department of Highways, Foxtrap, NL	Trident Construction, Mt. Pearl, NL
Farrell's Excavating, Clarke's Beach, NL	Triple A Excavating, NL
Hickey's, NL	Twin City Paving
Humber Valley Construction, NL	Wally Drakes Trucking & Equipment Rentals,
Iron Ore Company of Canada (IOC), NL	Marystown, NL
J & N Excavating, Paradise, NL	Weirs Construction, CBS, NL
Jim Earle's Construction, NL	

Mobile Crane Operator 24-Week Program

ALLCRANE, NL	Max Duffett & Son's, NL
Bishop's Crane, St. John's, NL	North Atlantic Refinery Limited, AB
Capital Crane, St. John, NL	Parsons Trucking Ltd., NL
Coast Guard, St. John's, NL	Sterling Crane, AB
Come-by-Chance, NL	Billiard's Trucking & Crane Rental Ltd., St.
DCH Crane Rentals Ltd., St. John's, NL	John's, NL
Holden's Transport Limited, St. John's, NL	Iron Ore Company of Canada (IOC), NL
JD Irving Equipment, NL	
Long Harbour, NL	
Mammoet, Canada	

Testimonials from Student at the Operating Engineers College

Crane and Heavy Equipment Testimonials

The following testimonials are from graduates of the Operating Engineers College.

“I loved my experience at the Operating Engineers College! I learned so much about safety and hands on with the equipment. The instructors were very knowledgeable and helpful!” (Kelsey Dean)

“I had a great experience with the staff and at the college; I would like to thank everyone who helped me out.” (Steadman Coles)

“I had the greatest experience at OEC, I continue to tell people about the program and always recommend it. I still enjoy visiting the school to see the instructors and staff. They always show great interest in what I have moved on too. Couldn't be more grateful for the effort the staff puts in at OEC.” (Lynn Perry)

“I went from knowing nothing to knowledgeable.” (Barb Hawco)

“I have really enjoyed my training at the school and I'm amazed at how much I've learned and how comfortable I have become operating the cranes in just 5 months.” (Jackie O'Brien)

“OEC (Operating Engineers College) is a great course! I definitely learned what I needed to know in the field, the theory and I enjoyed every bit of it.” (Travis Hopkins)

“By far one of the best training experiences I have had.” (John Casey)

“So far, so good!” (Unknown)

“There are no better teaching materials than knowledge and experience in the subject you are teaching! My knowledgeable instructors were the most valuable part of my course.” (Robin Dooley)

“The field instructors are very knowledgeable and very friendly.” (Dave Murrin)

“They (the instructors) are very knowledgeable because they know their field of work. I really enjoyed the program.” (Unknown)

“Great experience in learning how to operate some of the equipment.” (Roland Parsons)

“By far the best training I have ever received over my years of training. This training is the best you can have.” (John Casey)

“Yes. If you want to be an Operating Engineer, OEC can help put you on the right track.”
(Myron Wheaton)

“Training Program was amazing! Went way too fast though. I have learned a tremendous amount of knowledge and skill that will allow me to excel in this trade. The instructors in this program were outstanding.” (Perry Spurrell)

“My experience here was next to none. The instructors were awesome and they made it easy to learn new things.” (Jesse Bickford)

“Operating Engineers College Program is second to none.” (Darrell Brown)

Operating Engineers College Graduate Employment Survey 2011-2012

From the **Employment Survey** conducted **June 2012** for Mobile Crane Graduates **August 2011 - May 2012**, and the Employment survey conducted **April 2015** for Heavy Equipment Graduates from 2014, the following information was determined. Some graduates were unreachable by phone and email; therefore the numbers are approximate based on the graduates that we could reach. The majority of graduates we did get in contact with were working.

Heavy Equipment Operator Program (21/27 Graduates) 78% Working
Mobile Crane Operator Program (28/30 Graduates) 93% Working

Percentage of Graduates Working in Newfoundland Labrador

The statistics of graduates whom we did reach who are working in their trade in **Newfoundland Labrador** are outstanding.

Heavy Equipment Operator (20/21) 95% working in NL
Mobile Crane Operator (25/28) 89% working in NL

Appendix 4

Required Forms

Private Training Institutions Regulations under the Private Training Institutions Act

Retention and Repayment of Fees

- 17.** (1) Where a student has contracted for a course of instruction at a private training institution and subsequently exercised the option to void the contract at least 21 days before the commencement date of the course, the private training institution shall refund money paid by or on behalf of the student including the registration fee under section 16.
- (2) Where a student has contracted for a correspondence course at a private training institution and subsequently exercised the option to void the contract within 14 days of signing the contract, the private training institution shall refund money paid by or on behalf of the student including the registration fee under section 16.
- (3) Notwithstanding any provision contained in a contract in respect of a course of instruction at a private training institution, the institution shall not retain money paid for or on account of instruction given by the private training institution where the registrant or representative of the private training institution has made false or misleading statements regarding the course of instruction or regarding the nature of the contract for the purpose of including a person to enter into the contract and all money so received shall be immediately repaid to the person who has paid it and the contract is void.

Expectations to Refunds

- 18.** (1) Students of private training institutions shall be entitled to a refund of money paid with the exception of the registration fee under section 16 where the student has contracted for a course of instruction at a private training institution and gives notice in writing either delivered personally or by registered mail to the private training institution less than 21 days before the commencement date of the course of instruction of the student's intention not to commence the course of instruction.
- (2) Students of private training institutions shall be entitled to a refund of money paid with the exception of the registration fee under section 16 and 10% of the total course fees where
- (a) the student has contracted for a course at a private training institution and does not give notice in writing by registered mail to the private training institution before the commencement date of the student's intention not to

commence the course of instruction and does not attend the first 5 consecutive days of the course if instruction; or

(b) the student has contracted for a course of instruction for a correspondence course at a private training institution and gives notice in writing by registered mail to the private training institution more than 14 days after signing the contract and provided all lessons have been returned in good condition.

(3) Students of private training institutions shall be entitled to a refund of money paid where

(a) the student has contracted for a course of instruction at a private training institution and gives notice in writing either delivers personally or by registered mail to the private training institution after the commencement date of the course of instruction of the student's intention to cease taking the course of instruction;

(b) the student has contracted for a course of instruction at a private training institution and fails to exercise the option to void the contract under section 15 before the date upon which the first class is held, then exercised the option notwithstanding that the student may not have participated in the course of instruction;

(c) the student has contracted for a correspondence course at a private training institution and exercised the option to void a contract under section 15 after part of the course of instruction has been supplied and services; or

(d) a private training institution

(i) has the registration cancelled,

(ii) has the renewal of the registration refused and the registration has expired, or

(iii) has not applied for renewal of registration and the registration has expired.

(4) Refund of money referred to in subsection (3) shall not include

(a) the registration fee under section 17;

(b) the fees for the proportion of the course already supplied and serviced for in the case of correspondence courses the fee for lessons supplied and evaluated, and for the purposes of this paragraph any portion of a week shall be considered one week in determining the amount of the refund;

(c) the retail cost of equipment that has been supplied to the student by the private training institution unless the equivalent has been returned to the private training institution unopened or as issued within 10 days of receipt by the student.

(5) Where a student withdraws from a course of instruction 21 days after the commencement of a semester, a private training institution may impose an administrative fee of 10% of that semester's tuition, to a maximum of \$500.

Refund Not Required

19. (1) Where a private training institution has supplied and services two-thirds or more of a course of instruction and has not received a proper notice of a student's intention to cease attending the course before that date, the private training institution shall not be obliged to refund money paid for or on account of the fees by or on behalf of a person who has contracted for that course of instruction.

(2) The private training institution is not required to repay money to a student, where (a) a student has contracted for a course of instruction at a private training institution and the registration of this private training institution is cancelled or expires before the course of instruction has been completed;

(b) where a course of instruction offered by another registered private training Institution is the same or similar to the course of instruction contracted by the student under paragraph (a); and

(c) where the student and private training institution referred to in paragraph (a) agree in writing with the owner or operator of the registered private training institution referred to in paragraph (b) that the student will complete the course of instruction at the registered private training institutions referred to in paragraph (b) at no additional cost to the student.

Tuition Fees

20. A private training institute shall collect from student's tuition fees not in excess of the amount required to cover one semester at a time.

Acknowledgement and Account Statement

21. Where a private training institution received a proper notice of a student's intention to withdraw from a course, the private training institution shall acknowledge receipt of the notice and provide the student with a statement of money retained by the private training institution.

Time of Refund

22. (1) Where a private training institution is required to refund money under sections 17 and 18, refunds shall be made to the person entitled within 30 days of the receipt by the private training institution of the notice referred to in sections 17 and 18.

(2) If a student received a student loan, the refund cheque is to be made payable both to the bank and the student.

When there is a refund to Student Financial Services, it has to be refunded within 30 days.

Refunds upon Dismissal for cause

23. (1) Where a private training institution has after the commencement date of a course of instruction dismissed a student due to academic failure, contravention of an institution regulation, misconduct or failure to pay the required fees under a written contract for a course of instruction and the private training institution had satisfied the superintendent that the dismissal was for good cause, the private training institution shall refund money paid for or on account of the fees by or on behalf of the student except

(a) the registration fee under section 16; and

(b) the proportion of the fees for the course of instruction that the part of the course of instruction supplied and services to the date of dismissal bears to the course of instruction.

(2) Where a private training institution has dismissed a student under subsection (1), the private training institution may retain, in addition to the money referred to in subsection (1), an amount required to repair or replace property of the private training institution that has been damaged or destroyed as a direct result of the action or conduct of the dismissed student and the private training institution has satisfied the superintendent that the damage or destruction was caused by the willful action of the student.