

# MiTEC Instructor Handbook

2021 Version 2.0



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## Instructor Handbook

### Curriculum Development & Maintenance Policy

#### Development

In order to ensure that our curriculum and syllabi are current, we schedule time for periodic adjustments to our curriculum to stay current with trends in the industry as well as State and Federal Program Guidelines.

Curriculum development shall follow the ADDIE model of instructional design: Analyze, Design, Develop, Implement, and Evaluate. The assigned instructor shall align the course with an existing Department of Energy (DOE)-approved Job Task Analysis (JTA), if one is relevant to the course. The instructor will then create lesson plans around clear learning objectives, presentations, speaker notes, handouts, and other materials based on national standards and sound instructional design. The curriculum developer will take into consideration different learning styles as part of the development process. Existing DOE standardized curriculum shall be utilized as appropriate for content and expansion.

The assigned instructor will then present the course to the remainder of the Michigan Training & Education Center (MiTEC) Training Team for critique and comments. The course will also be evaluated for content shared among courses to establish consistent language and procedures. Curriculum will be finalized as part of this process.

Curriculum documents are developed by the MiTEC instructors according to the courses they teach. Curriculum documents are stored on a restricted access location on the State of Michigan Shared Drive. Documents are stored as individual class folders. All instructors and those with permission have access to all curriculum development materials. This ensures that those needing training material will be able to obtain them when necessary.

#### Maintenance

A set of classes is assigned to an instructor based on their background, familiarity with the subject matter and experience in that specific area. MiTEC favors assigning training responsibilities to an instructor that is capable of competently doing the work themselves. That trainer then becomes the lead in the maintenance of that particular curriculum.

Policies, procedures, materials and processes are constantly evolving in the Weatherization program. MiTEC and its curriculum must keep current with this evolution. Each instructor assigned to a specific course will take the lead in initiating modifications to the curriculum content to accurately reflect those changes.

The instructor will then present course modifications to the remainder of the training team for comment and review. Revisions shall be made collectively, and the final version will become standard use. Modifications will take place as deemed necessary by the appropriate instructor.

The appropriate instructor shall review curricula at least annually to ensure they are current, germane, and effective for student learning. When national, state, or other standards change, curricula shall be adjusted to reflect those changes with MiTEC Training Team approval. Existing instructor and student evaluations for a course shall be reviewed and appropriate feedback shall be incorporated into the curriculum modifications whenever possible.

## **Participation**

MiTEC encourages participation of stakeholders in the development of our training content. As the Training & Technical Assistance (T&TA) provider in support of Michigan's Weatherization Assistance Program (WAP), MiTEC courses incorporate necessary aspects of Michigan's policies and procedures. While courses are developed primarily from the JTAs, specifics to the Michigan program must be present. State of Michigan Weatherization staff at a Grantee and Sub-grantee level attend courses on a routine basis to support MiTEC's training efforts and provide feedback.

MiTEC considers interests of stakeholders in development and maintenance of curriculum. Course space is also made available to those outside of the Michigan Weatherization network. Feedback from these stakeholders is utilized in evaluation of the quality of training programs. Example stakeholders would be utilities, other Grantees, trade groups, contractors or other interested parties.

For targeted training, our intent is to engage those who have an interest in the training programs success to participate in development specific to their audience.

## **Prerequisites**

The only classes that have prerequisites are the three JTA based courses – Quality Control Inspector (QCI), Energy Auditor (EA), and Crew Leader (CL). The prerequisites are variable and can be exempted with requisite experience in the corresponding field. This determination is made by the instructor. The goal of the prerequisites is to place the participant in a position to be successful prior to attending a class. These three JTA based courses build on each other and modifications to the prerequisites are not necessary. Curriculum development and maintenance operate independently of the prerequisites.

## **Continuity**

Curriculum is developed with cross-training capabilities in mind. In the event that an instructor is unavailable to teach a class due to an emergency or as a result in a potential change in staffing, our intent is to have another instructor capably take their place. Curriculum such as PowerPoint presentations will have adequate speaker notes to fully illustrate the intent of the developer. Worksheets will have Keys with correct answers and explanations to fully convey the intent of the activity. As appropriate, tests, knowledge evaluations and quizzes will have Keys with correct answers and explanations. As stated above, curriculum documents are stored on a restricted access location on the State of Michigan Shared Drive in their own class folder. All instructors and those with permission have access to curriculum materials. This ensures that those needing training documents will be able to obtain them when necessary.

## **BPI Exam Procedure**

### **BPI Written Exam Procedure**

Students needing to complete Building Performance Institute (BPI) written exams contact MiTEC notifying them of their desire to test. Upon scheduling the written exam with the appropriate Technical Instructor/BPI Proctor, the instructor will notify the MiTEC Director that a written exam is needed. The MiTEC Director will then order the exam through the Michigan Public Health Institute (MPHI). Once the exam is purchased and credited to MiTEC's account, the MiTEC Director will assign the exam to the appropriate instructor in BPI's portal and provide notification that it is available. The instructor will then complete all necessary arrangements to administer the exam and file all necessary documentation to BPI.

### **BPI Field Exam Procedure**

Students needing to complete a BPI field exam contact MiTEC notifying them of their desire to test. The MiTEC Technical Instructor/BPI Proctor will make all necessary arrangements ensuring an appropriate, BPI approved test house is secured. The instructor will notify the MiTEC Director that a field exam is needed. The MiTEC Director will then order the test through the Michigan Public Health Institute (MPHI). Once the exam is purchased and credited to MiTEC's BPI account, the MiTEC Director will assign the test to the appropriate instructor in BPI's portal and provide notification that the exam is available. The instructor will then complete all necessary arrangements to administer the exam and file all necessary documentation to BPI.

## Survey Policy

### Student

Class evaluations are created and housed in the Learning Management System (LMS) and are available electronically at the completion of all training sessions. The evaluation must be completed before a certificate is issued to the student. A reminder email advising that the evaluation is available within the LMS is emailed immediately at the conclusion of a training session. This includes a job aid to assist with locating the evaluation in the system.

Surveys are completed electronically by the trainee at their convenience and are anonymous. Instructors and staff involved with the training center have access to class evaluations by accessing the registration system. Also, those that have a vested interest in the MiTEC weatherization training organization will have access to the evaluation forms by request to the Program Assistant.

Survey responses shall be used to improve course materials, knowledge of the subject matter, gauging the trainee's concept of the subject matter after the class and improving the facilities at the training sites. The instructor will use the feedback when making curriculum or presentation modifications. Trainee feedback is also utilized during instructor annual performance evaluations as well as during training team meetings having to do with group curriculum maintenance.

Feedback that is more about the instructor than the training is processed more individually by the training team leader or Deputy Director. Feedback that is more about the training than the instructor is processed by the instructor and then by the technical training team.

### Instructor Interview

The instructor will complete an Instructor Interview as a self-evaluation regarding the class presentation and outcomes. It is an opportunity to provide an opinion on the overall success of the presentation; to acknowledge what went well – successful strategies, techniques or activities; bring up concerns, any issues or unexpected difficulties; and, be able to provide any additional comments on the course or students. Instructor interviews are completed at the end of each class. Instructor interviews will be utilized when performing curriculum modifications or maintenance.

### Instructor Evaluations

Instructor evaluations are completed for the three JTA based course offerings – Quality Control Inspector, Energy Auditor and Crew Leader. Participants will be evaluated on participation, both in the classroom and in the field; test scores will be documented; and additional comments on the student will be provided. These are completed by the instructor for each student at the end of each of the JTA based courses. These evaluations are used by the instructor as a summary of student success and to gauge the potential for future training or

technical assistance. Instructor Evaluations may also be used to provide student information to appropriate parties with a vested interest in the success of the student.

## **Rubrics**

An assessment rubric may be utilized to gauge student success. As appropriate, the instructor will complete an assessment rubric which will address participation, classroom and/or field activities and application of concepts and process. These rubrics will be used by the instructor as a summary of student success and to gauge the potential for future training or technical assistance. They will also be reviewed when evaluating curriculum modifications or maintenance.

## Examination & Assessment Policies

### Development

Methods used to evaluate student learning outcomes are as follows: knowledge assessments, worksheets, quizzes, written tests, instructor interviews, instructor/student evaluations, student evaluations, instructor completed assessment rubrics and a potential field exam or certification test. A page on Assessment Methodology will be provided in the lesson plan to each student at the beginning of the course. Instructors will have the latitude to develop assessment activities that are appropriate for the classes they instruct. The variety of training provided necessarily dictates that there be freedom to develop assessment activities compatible with those offerings.

A course may begin with a written knowledge evaluation, typically reviewed as a group, to gauge where participants are at the start of the course and may also be used as part of the curriculum to cover miscellaneous topics not specifically covered elsewhere. Worksheets are incorporated in many of the classes both during instruction and potentially used for evaluation. These worksheets help with calculations and concepts. Quizzes can be both verbal and written and are used for assessment during the class. Some classes will have final written exams administered at the end of the course. Some final written exams are group reviewed and some are used by the instructor to gauge the need for further training or technical assistance. A class may use instructor completed rubrics to gauge competency which can also be used by the instructor to evaluate the need for future training.

For the JTA based primary courses: Quality Control Inspector, Energy Auditor, and Crew Leader, the instructors provide a per-student evaluation after completion of the course. This evaluation contains test scores and an evaluation of student participation for both the classroom and lab or field activities. This evaluation also includes instructor comments specific to the student which can be more descriptive regarding participation and testing and can provide insight to a plan for the student for future training or development. All classes will have an Instructor Interview completed at the end of the class. This interview will provide a real-time critical look at the class by the instructor regarding successful strategies, techniques or activities along with concerns and unexpected difficulties. It is an overall assessment of the success of the class by the instructor and provides opportunity for immediate comment. Student evaluations are also a legitimate assessment activity. Self-assessment is part of the student evaluation and provides an indication of instruction success directly from the student.

Ultimately, final assessment for Quality Control Inspectors (QCI) and Energy Auditors (EA) will be determined by successful completion of skills verification or certification testing. BCAEO funded students are required to perform a field skills verification test for the Energy Auditor job classification in order to work as an energy auditor in the State of Michigan Weatherization Program. Successful completion of the BPI HEP Energy Auditor certification testing can be used

to meet this requirement. A BPI HEP QCI certification is required to perform QCI duties in the DOE Weatherization Program. Going forward, a BPI HEP EA certification will be required to renew the BPI QCI certification. Instructors utilize a standardized Proctor Scoring sheet for grading the objective evaluation process for EA. Students with special needs can be evaluated in a manner consistent with their needs.

Written test questions are developed by the course designer and vetted by in-house subject matter experts. Test items follow stated course objectives and the appropriate JTA's as appropriate. The MiTEC training team of subject matter experts meets on a regular basis where curriculum, development and maintenance of assessments are reviewed.

Written test questions are multiple-choice and follow standards for specific question types. Test questions strive to be clear, concise and grammatically correct while having one correct answer and additional plausible distractors. Test questions will not provide answers to other test questions.

## **Delivery & Scoring**

Students are assessed against materials presented in the course. Curriculum is developed based upon the National Renewable Energy Laboratory (NREL)'s Job Task Analysis blueprint for each job classification. Assessment development and maintenance utilizes course objectives and the Exam Blueprint provided in the NREL JTA for the appropriate job classification.

There are a variety of scoring options for assessments based on the class. At a minimum, an assessment rubric will be completed by the instructor for each participant. There may be a minimum score required as part of the rubric or the rubric may be used as a gauge for future training and technical assistance. This is determined by the instructor and how a specific class fits in with the larger JTA based course.

Written final exams will be used as a tool for student self-assessment or there will be a minimum passing score to gauge success. This is determined by the instructor involved in development. Written final exams scores will be retained regardless of whether a passing score is associated with it.

All instructors will be educated in proper procedures to administer assessments in an impartial and secure manner. All proctored assessments are presented under fair environmental conditions. This includes equal access to facilities, testing aids, materials and proper administering of tests by Proctors.

### Criteria for scoring assessments:

- Classroom written tests, as appropriate, require a 70% passing score
- The State of Michigan Energy Auditor Skills Verification testing consists of two parts – field assessment and work scope development
  - The field assessment requires a minimum of 81% without missing a gated item
  - The work scope development requires a minimum of 87.5% without missing a gated item
- Scored rubrics have varying passing scores based upon the number of items being assessed

### Proctor Instructions

#### *Written tests:*

- Ensure that environmental conditions are conducive to testing in a relaxed, comfortable manner
  - Appropriate lighting
  - Comfortable temperature
  - Appropriate desk space
- Maintain proper spacing between students to discourage cheating
- Determine if there are any special needs – address as appropriate
  - Language
  - Reading skills
- Remind everyone to silence or turn off cell phones or other electronic devices – calculators are the only allowed electronic device for use during testing
- Remind students of Student Standards of Conduct/Cheating in the Student Handbook
- Provide anything the students may need to take the test
  - Paper
  - Writing utensils
  - Calculators
  - Field Guides
- Instruct the students on the amount of time allocated for the test
- Provide the test and answer sheets
  - Instruct the students on test taking techniques – addressing test anxiety - use the answer sheet for student information and answers
  - Collect both test and answer sheets at the end of the test
- During the test:
  - Only clarification of questions is allowed – this is not a training opportunity
  - Monitor the students
  - Remind students of time left in appropriate increments starting at the half-way point

- If oral testing is required:
  - Follow the same procedures as outlined above except the proctor or interpreter will read the question to the student(s)

*Results:*

- Tests are scored by the Proctor and provided to an instructor for verification
- Instructor provides test results to students per Release of Information Policy

## **Field assessments**

*Testing equipment:*

- Energy Auditor
  - Students will provide all the necessary tools and equipment to demonstrate skills associated with their job classification
  - Proctors will provide tools and equipment lacking by the candidate to demonstrate skills associated with their job classification
  - Students are required to provide their own Personal Protection Equipment (PPE)

*Location:*

- Energy Auditor – Michigan Skills Verification
  - Students may provide a testing location in the area they work in – can be a weatherization client home that is in progress or has been completed or any other home that meets test location criteria
  - Proctors may provide a testing location that meets the criteria for testing
- Energy Auditor – BPI Certification testing
  - Testing will take place at a BPI pre-approved and vetted training site

*During testing:*

- Only clarification of testing criteria is allowed – this is not a training opportunity
- If at any time the student is potentially endangering themselves or the proctor, stop the assessment and score that section appropriately

*Scoring:*

- Proctors are required to approach scoring in a fair and consistent manner
- Use the appropriate Proctor Scoring sheet as an objective scoring methodology
- Notes by the proctor can be used in determining a more complete picture of the student assessment procedure

*Results:*

- For the State of Michigan Skills Verification testing, the proctor sheets are graded and scored by the Proctor and results are provided to the funding source for processing

- The instructor then provides test results to students per our Release of Information Policy
- For BPI testing, results are uploaded to BPI for scoring and release of information

## **Administration**

MiTEC strives to ensure the security and confidentiality of assessments by the following:

- Electronic copies of exam results, proctor sheets, class evaluations and rubrics are stored on a secure server on the State of Michigan S:drive
- Paper copies of any of these items are stored in locked locations as appropriate by each instructor
- Copies of tests are collected after examinations are administered and either disposed of in a secure manner or kept in a secure location by the instructor
- Multiple versions of tests are kept in order to provide a different test to anyone who needs to re-take an examination
- All examinations are proctored to discourage cheating

Only authorized personnel have access to student files as outlined in our Confidentiality and Release of Information Policy.

Test results are not released publicly in any manner that would unfairly single out an individual student. Assessment results are released and secured in accordance with our Release of Information and Confidentiality Policies.

All test results are documented so that outcomes can be verified. Students and appropriate associated parties may have access to tests, evaluations and proctor scoring sheets in accordance with our Release of Information Policy.

Students may review both classroom and field evaluation and test results and can dispute results in accordance with our Dispute Resolution policy.

## **Analysis & Maintenance**

The task of developing assessments is assigned to the instructor for their specific courses. A set of classes get assigned to an instructor based on that instructor's familiarity with the subject matter, their background and experience in their area of expertise. MiTEC favors assigning training responsibilities to an instructor that can perform the work themselves. That instructor then becomes the lead in the development and maintenance of curriculum assessment.

Test questions are developed using the course stated objectives, class content, potential content of any prerequisite classes that applies to the current class, the NREL Job Task Analysis for the specific job classification and Job Task Analysis exam blueprint where available. Test

questions are created using sound assessment development techniques such as ensuring questions are clear, concise, grammatically correct and making sure there is one correct answer in conjunction with multiple plausible distractors.

Field assessments are developed using the NREL Job Task Analysis for the specific job classification and the Job Task Analysis Exam Blueprint. Field assessments are hands-on which provides an opportunity for the student to demonstrate capability. The field tasks specified are scored in a fair and consistent manner using objective scoring methodology.

Test questions and field assessments are reviewed by committee. The committee can then verify that the assessment matches the curriculum and meets the stated objectives of the training.

A committee consisting of fellow subject matter experts (MiTEC instructors), the Director and Deputy Director is utilized to review all developed curriculum. This same committee, as part of the curriculum review process, would also review the assessment process and content. Assessment and process modifications will be committee decisions with a final version being produced. It is expected that this final version will be dated and used for one program year unless special circumstances intervene. Assessments will be reviewed on at least a yearly basis. Committee meetings will be a part of the regularly scheduled training team meetings Minutes shall be recorded at all training team/committee meetings.

Written tests shall be reviewed using appropriate test analysis techniques to address any potential issue with existing test questions. Both qualitative and quantitative analysis will be performed on written test questions. Qualitative analysis will include test item construction and classroom mechanics. Quantitative analysis will include ease index, differentiation index and distribution of responses. Any changes to written testing must be approved by the committee and incorporated into the curriculum as appropriate. Written tests will be evaluated after enough tests have been administered to provide an appropriate sample for analysis. Additionally, student evaluations are utilized to identify any potential issues with assessment content or procedure.

## **Student Resources**

Student resources are intended to be provided on the MiTEC website. Resources will include but are not limited to: The Student Handbook, an extensive FAQ section, math and weatherization calculation worksheets, weatherization formulas, data collection forms, training videos, LMS and industry links. This resource collaborative will be an on-going effort.

## Internal Evaluation Policy

The MiTEC internal management review process is a task of the MiTEC Director, although the Deputy Director and training team will provide information towards that end. The Director, Deputy Director, and instructors as appropriate, will meet annually to review the quality and facilitation of the training program and begin to process the internal management review. This will help to keep the quality goal in the forefront from the top down.

The Deputy Director will attend at least one course per instructor per year to remain current with class content, assessments, and class-related materials. This may be done more frequently depending on the validity of the content in the class. In compliance with the Evaluation aspect of the ADDIE model, we strive to continually develop and hone the content of our classes. Curriculum and class performance reviews will be performed by the Deputy Director for each instructor for at least one class per year.

The Director will then select courses, days or sections for review to verify the observations of the Deputy Director. The Director will also utilize student and instructor evaluations, instructor interviews and any other feedback from the network or interested parties as part of the internal review process. Using this information, the Director will attempt to verify that quality is being maintained and established policies are followed. The Director's concerns and findings will be shared with the Deputy Director and a plan for remediation will be formulated.

Annual performance reviews are performed for each instructor by the Deputy Director. All aspects of evaluation are incorporated – by the students, instructor and Directors. Discussion of roles and professional development plans are part of the instructor's annual performance evaluation. Actionable items are identified, documented, presented to the instructor for approval and addressed. Annual performance evaluations are made available to the Director for review.

The intended outcome is to provide a continually improving training program that meets the needs of our stakeholders, keeps pace with emerging technologies, and enhances the building performance community. MiTEC staff are encouraged to attend classes related to their current position as relevant to their career path and professional development. Where applicable, MiTEC staff are invited to attend in-house training from the classes we currently offer, take externally offered classes, and attend any professional or trade-related conferences.

Classroom / Lab / Field Equipment & Tools				
Category	Description	Energy Auditor and related JTA based classes	Crew Leader and related JTA based classes	Quality Control Inspector
PPE	N-95 Dust mask	X	X	
PPE	Tyvek suits	X	X	
PPE	Nitrile gloves	X	X	
PPE	Safety glasses	X	X	
PPE	Knee pads	X	X	
PPE	Earplugs		X	
Diagnostics	Blower door assembly	X	X	
Diagnostics	Digital gauge – 700	X	X	X
Diagnostics	Digital gauge – 1000	X	X	X
Diagnostics	Assorted hoses and pressure probes	X		
Diagnostics	Pressure pan	X	X	
Diagnostics	Duct blaster	X	X	
Diagnostics	Duct mask	X		
Diagnostics	Exhaust fan flow meter	X		X
Diagnostics	Flow hood	X	X	
Diagnostics	Infrared cameras	X	X	
Diagnostics	Moisture meter	X	X	
Diagnostics	Temperature and humidity pen	X	X	
Diagnostics	Smoke pencil	X	X	
Diagnostics	Watt-hour meter	X		
Diagnostics	Non-contact voltage tester	X	X	
Diagnostics	Combustible gas leak detector	X		
Diagnostics	Electrical multi-meter	X		
Diagnostics	Carbon monoxide meter	X	X	
Diagnostics	Personal carbon monoxide meter	X		
Diagnostics	Combustion analyzer	X		
Diagnostics	Four-gas analyzer	X		
Diagnostics	Borescope	X	X	

Category	Description	Energy Auditor and related JTA based classes	Crew Leader and related JTA based classes	Quality Control Inspector
Tools	Flashlights	X	X	
Tools	Work lights	X	X	
Tools	Cordless drills	X	X	
Tools	Circular saw		X	
Tools	Reciprocating saw		X	
Tools	Assorted drill bits	X	X	
Tools	Assorted driver bits	X	X	
Tools	Extension cords	X	X	
Tools	Siding removal tools	X	X	
Tools	Tape measures	X	X	
Tools	Hammers, pry bars		X	
Tools	Assorted screw drivers		X	
Tools	Assorted tin snips and sheet metal snips		X	
Tools	Levels		X	
Tools	Digital camera	X	X	
Tools	Video camera	X	X	
Tools	Utility knives		X	
Tools	Caulk guns		X	
Tools	HEPA Vac		X	
Equipment	Extension ladder	X	X	
Equipment	Step ladders	X	X	
Equipment	Insulation blowing machines		X	
Equipment	Insulation hoses and tubes		X	
Equipment	Gas powered generator		X	
Equipment	House of Pressure		X	
Equipment	Ford F350 Truck		X	
Equipment	14' training trailer		X	
Equipment	45' mobile training trailer		X	
Props	Attic air sealing props		X	
Props	Dense pack wall props		X	

Category	Description	Energy Auditor and related JTA based classes	Crew Leader and related JTA based classes	Quality Control Inspector
Props	Wall – floor junction prop		X	
Props	IR Box prop		X	
Props	Worktables		X	
Props	Fan props for ASHRAE Training	X	X	
Props	Fan control switches as props	X	X	
Props	Mobile home duct props		X	
Props	B Vent & single wall venting props	X	X	
Props	Gas furnace parts for props	X	X	
Props	Fuel oil gun/burner prop	X	X	
Props	Smoke pump prop	X	X	
Materials	Acrylic latex caulk		X	
Materials	Hi temperature caulk		X	
Materials	Duct tape		X	
Materials	Foil tape		X	
Materials	Fiberglass insulation		X	
Materials	Cellulose insulation		X	
Materials	One-part spray foam cans		X	
Materials	Reflectix insulation wrap		X	
Materials	Duct mastic		X	
Materials	Aluminum flashing		X	
Materials	2” Styrofoam insulation sheets		X	
Materials	1” Styrofoam insulation sheets		X	
Materials	General Sheet Goods		X	
Materials	Assorted sizes of backer rod		X	
Classroom	Projector and Screen	X	X	X
Classroom	White Board	X	X	X
Classroom	Writing Utensils	X	X	X
Classroom	Calculator	X	X	
Classroom	Handouts	X	X	X
Classroom	Student Binders	X	X	X

Category	Description	Energy Auditor and related JTA based classes	Crew Leader and related JTA based classes	Quality Control Inspector
Classroom	NFPA 54 Code books	X	X	
Classroom	WX Assistant Software (NEAT/MHEA)	X		X

## Material & Supply Purchasing Policy

MiTEC material and supply purchasing, excluding meal, mileage and hotel expenses, should follow the process outlined below.

- Complete the Expenditure Approval Form for the items needed. There will be a little research required as item cost is part of completing the form.
  - If ordering from somewhere such as Menards, please include the SKU number and model number when available to make ordering easier.
  - Please provide the appropriate link to where the items are located to make the ordering process easier. For example, if you are only ordering one item from Grainger, provide the link that takes you to the item you are purchasing.
  - When it is easier, Word or Excel documents can be attached with the needed ordering and itemizing information. For example, if the number of items is more than will fit on the request form, attached supporting documentation would be an acceptable submission.
- Once the form is completed it will be emailed or submitted to the MiTEC Director for review and approval or denial. Once the request is approved, it will be sent to the BCAEO Executive Director or BCAEO Deputy Director for final approval. Upon final approval, the request form will be forwarded to the MiTEC Program Assistant who will then submit the form to MPHI for ordering.
- The MiTEC Director and Program Assistant will handle the logistics related to the order once it has been placed.

## Vehicle Usage Policy and Procedures

### Mileage Log and Fuel Purchasing

All MiTEC or BCAEO staff utilizing MiTEC company vehicles must maintain accurate mileage and fuel purchase records for the times the vehicle(s) is in use. MPH I has established and provided an approved mileage log.

Each use of MiTEC company vehicles will have a mileage log completed to include the following information:

- Date of Use
- Destination and Purpose
- Driver's Name
- Daily Beginning Mileage
- Daily Ending Mileage
- Total Miles
- Amount of Fuel Purchase (where applicable)

MHPI has issued MiTEC a fleet card for the purpose of purchasing fuel for our company vehicles. When purchasing fuel, the driver will be prompted to enter the pin associated with the fleet card as well as the current vehicle odometer reading. All receipts must be turned into the MiTEC Director or the MiTEC Program Assistant at the end of each trip or when the vehicle is returned to its home base. A properly completed MPH I Mileage Log must also be submitted with the fuel receipt(s).

For those instances when the vehicle(s) is used and no fuel is purchased, the completed mileage log must be submitted to the MiTEC Director or MiTEC Program Assistant at the end of the trip or when the vehicle is returned to its home base.

At the end of each month, MiTEC will provide MPH I with fuel receipts and a completed mileage log for the use of the vehicle. The MiTEC Director or designee will reconcile the receipts and the mileage log and provide them to MPH I.

### Legal Requirements for Use of MiTEC Training Vehicles

All MiTEC or BCAEO staff utilizing MiTEC company vehicles must be in possession of a valid driver's license for the state in which they reside. Any actions resulting in the suspension of a driver's license must be reported to the MiTEC Director immediately. Any MiTEC or BCAEO staff not in possession of a valid driver's license is not allowed to operate any MiTEC company vehicles.

### **Reports of Damage or Issues with MiTEC Training Vehicles**

Any damage incurred during use of MiTEC company vehicles must be reported immediately to the MiTEC Director. If the damage is a result of an accident, notification to the appropriate authorities is required.

### **Maintenance and Company Vehicle Care**

MiTEC utilizes a vehicle inspection form for all company vehicles. The vehicle inspection form must be completed each time the company vehicle leaves its home base. If a MiTEC Staff person will be utilizing the company vehicle for an extended period, the vehicle inspection form will be completed a minimum of twice per each week of use. At the end of company vehicle use, all completed vehicle inspection forms must be submitted to the MiTEC Director, Program Assistant or appropriate designee.

Issues regarding the operation of the MiTEC vehicle(s) such as warning lights, improper performance, mechanical issues, etc. must be reported to the MiTEC Director or designee for attention and/or servicing. All service and repair records will be maintained by the MiTEC Program Assistant or appropriate designee.

### **Use of MiTEC Company Vehicle(s)**

Private or personal use of MiTEC company vehicle(s) is not allowed.

## Professional Development

MiTEC is committed to the professional development of all staff members. On an annual basis, the MiTEC Director, in cooperation with the MiTEC Deputy Director, will evaluate staff training needs related to staff performance. Additionally, the MiTEC Director and Deputy Director will solicit feedback from MiTEC staff related to where they desire to grow professionally. The results of this evaluation and solicitation will be shared with the Executive Director of the BCAEO. The evaluation of professional development needs should be completed by the end of March each year. This will allow resources to be examined with the intent of putting a plan in place to achieve as much staff professional development as possible.

## Staff Evaluations

MiTEC staff receive performance evaluations on an annual basis triggered by their hire date. The performance evaluation examines how the staff member is performing in areas of their primary responsibilities. MiTEC staff are required to complete Quarterly Performance Reports. The quarterly reports have been developed based upon staff job descriptions. The quarterly report provides feedback to the evaluation process on the accomplishments of staff throughout the year. Since staff members complete their own quarterly report, they can highlight what they see as their areas of strength within their performance. This provides the supervisor with a unique perspective into understanding where staff see their performance. Combining both the observations of staff and their supervisor results in a very clear evaluation of work performance. Examples of the areas evaluated during this process are listed below:

- Strengths & Areas for Growth
- Barriers to Effective Work Performance & Job Satisfaction
- Possible Work Improvements
- Staff Development Over the Past Year; Future Needs; Long Term Career Goals
- Staff's Continued Growth

MiTEC staff evaluations are broken down as follows:

- Technical Instructors are evaluated by the Deputy Director
- The Deputy Director and all other staff are evaluated by the Director
- The Director is evaluated by the BCAEO Executive Director

All quarterly reports and staff evaluation records are housed by the Michigan Public Health Institute (MPHI) who works with the BCAEO and MiTEC in an affiliate employment role.

## Staff Assignments

The MiTEC technical instructors will be assigned additional roles as needed. These roles are necessary to guide activities such as safety compliance, inventory monitoring, training trailer design, and prop development. These role assignments will be made by the MiTEC Director and Deputy Director.

## COVID-19 Policy & Procedures

In response to the COVID-19 pandemic, MiTEC has developed COVID-19 policy and procedures.

MiTEC will take every reasonable precaution to provide a safe environment for all training events. This policy and the expectations established herein are based upon State of Michigan Executive Orders (COVID-19 related), Occupational Safety and Health Administration (OSHA) worker safety guidance, Centers for Disease Control and Prevention (CDC) best practice recommendations and Department of Energy (DOE) Weatherization Assistance Program (WAP) recommendations.

This policy carries responsibilities for both MiTEC staff and students. This policy may be updated as conditions and risk factors related to COVID-19 dictate.

MiTEC will approach training events in accordance with the procedures detailed below.

- **General requirements for MiTEC Staff:**
  - Complete the four-hour COVID-19 Workplace Safety Online Training developed by Santa Fe Community College/Energy Smart Academy.
  - Stay current with updates related to COVID-19 and State of Michigan Executive Orders.
  - Be aware of the symptoms of COVID-19 as outlined in OSHA Guidance 3990-03 2020.
  - Self-screen own health condition at the start of each day of a training event.
    - If a MiTEC instructor is displaying symptoms of COVID-19, the training event will be performed by another instructor or cancelled.
  - The MiTEC Technical Instructor leading any given training event will serve as the COVID-19 point of contact for that event.
  - Ensure all necessary Personal Protective Equipment (PPE) is available for all MiTEC Staff and students for all training events.
    - PPE List to be provided by MiTEC for training events.
      - Gloves
      - Medical grade masks
      - N-95 masks
      - Face shields
      - Protective suits
      - Booties
      - Hand sanitizer
      - Disinfectant cleaner/wipes
  - Practice recommended prevention steps daily to include the following:
    - Wash hands frequently with soap and water for at least 20 seconds.
    - Cover mouth and nose with a tissue when coughing or use the inside of your elbow.
    - Avoid touching eyes, nose, or mouth with unwashed hands.
    - Avoid close contact with people who are sick.
- **Procedures for Classroom Training Events (including BPI written exams)**

- Obtain a copy of COVID-19 protocols for the training site location.
- Clean and disinfect all frequently touched surfaces at the beginning and end of each day of training event.
- Clean and disinfect all training props and tools at the end of each day of training event.
- Ensure social distancing is maintained whenever and wherever possible.
- Screen every student at the beginning of every day of all training events.
  - Screening will include:
    - Instructors will ask questions related to known or suspected COVID-19 concerns (as recommended by DOE)
    - Explanation of PPE made available by MiTEC
    - Explanation that use of PPE will follow current State of Michigan mandated guidelines
    - Observation of students for signs of illness or symptoms
- **Procedures for Field Training Events (includes BPI field exams)**
  - Obtain a copy of COVID-19 protocols for the training site location.
    - Follow details above if classroom space is utilized.
  - Screen every student at the beginning of every day of all training events
    - Screening will include:
      - Instructors will ask questions related to known or suspected COVID-19 concerns (as recommended by DOE).
      - Explanation of PPE made available by MiTEC.
      - Explanation that use of PPE will follow current State of Michigan mandated guidelines.
      - Observation of students for signs of illness or symptoms.
    - Household screening
      - If training is provided onsite at a client home, the household will be screened in accordance with the Sub-grantee COVID-19 re-entry procedures.
  - Ensure social distancing is maintained whenever and wherever possible.
  - Clean and disinfect all frequently touched items and spaces at training location at the end of each day/use.
  - Clean and disinfect all jointly touched spaces in the MiTEC shell training trailer at the end of each day/use.
  - Clean and disinfect all frequently touched items in/on the MiTEC training truck at the end of each day/use.
  - Clean and disinfect all training props and tools at the end of each day of training event.
  - Provide wash station for MiTEC training truck and shell training trailer.
  - Properly dispose of all used PPE.
- **General Information**
  - COVID-19 Symptoms

- Coughing, lack of taste and smell, fever, shortness of breath, difficulty breathing, early symptoms such as chills, body aches, sore throat, headache, diarrhea, nausea, vomiting or runny nose.
- Reference Material Locations
  - <https://www.osha.gov/Publications/OSHA3990.pdf>
  - <https://www.michigan.gov/LEO>
  - <https://www.energy.gov/sites/prod/files/2020/05/f75/wap-memo-062.pdf>
  - <https://www.epa.gov/>
  - [Cleaning and Disinfecting Your Facility | CDC](#)
  - SharePoint Folder: Shared Documents > COVID-19 > COVID-19 and Weatherization > Re-Entry Resources

## Training & Testing Home Stipend Policy

MiTEC has developed a stipend policy to provide payment for use of homes for testing and training events to compensate for the inconvenience that comes with having instructors and students in a home. A training event is an on-site activity where students are taken to a dwelling for hands on instruction or perform required field testing.

All prospective dwellings offered to MiTEC for use will be thoroughly vetted by MiTEC instructors for adequacy and determination of use. Dwellings may be used for on-site training or for testing purposes. Any dwelling to be used for Building Performance Institute (BPI) certification testing will also require approval by BPI. In addition, a Site Inspection form will be completed by the instructor prior to the execution of a class. MiTEC will maintain a list of available dwellings detailing characteristics and what use they are best suited for.

MiTEC instructors will inform the owner/occupant of the dwelling of activities that are to take place prior to use. Should any unintentional damage occur during use, MiTEC will be responsible for repair to the satisfaction of the occupant.

The stipend amount is \$50.00 per half day event and \$100.00 per full day event. Training and testing events scheduled to last for four hours or less are considered half day events. Events scheduled to last longer than four hours are considered full day events. Building Performance Institute (BPI) certification field exams are considered a full day event.

Dwellings occupied by BCAEO staff, MiTEC staff, Weatherization clients, those employed within Michigan's Weatherization Network, and the public are eligible for consideration for the stipend. Approval for the use of the dwelling must be provided by either the MiTEC Director or MiTEC Deputy Director. No staff member may approve the use of their own dwelling where receipt of the stipend will occur.

No stipend payment will be rendered related to vetting or approving a home for training or testing use. Additionally, no stipend will be rendered when training or testing events are cancelled. The occupant must complete and submit a W-9 tax form to be eligible to receive the stipend.

Once the MiTEC instructor has chosen a house for use as part of a training or testing event, the following process will be followed:

- The appropriate MiTEC instructor will submit an email request to the MiTEC Director and MiTEC Deputy Director for use of the dwelling for training or testing.
- Upon approval, the instructor will contact the occupant to establish permission for use of the dwelling and request the submission of a completed W-9 tax form provided one is not already on file.
  - At the time of the request, the instructor will notify the occupant of the stipend amount.
  - The instructor will inform the occupant that payment will not be requested and processed until the training or testing activity has been completed.
- Upon completion of the training or testing event, the instructor will complete an Expenditure Request form and submit the form to the MiTEC Director for processing.

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## Student Handbook Information

# MiTEC Student Handbook

2021 Version 2.0



(Version 2.0)



## Commitment to Quality & Instruction

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

## Learning Management System (LMS)

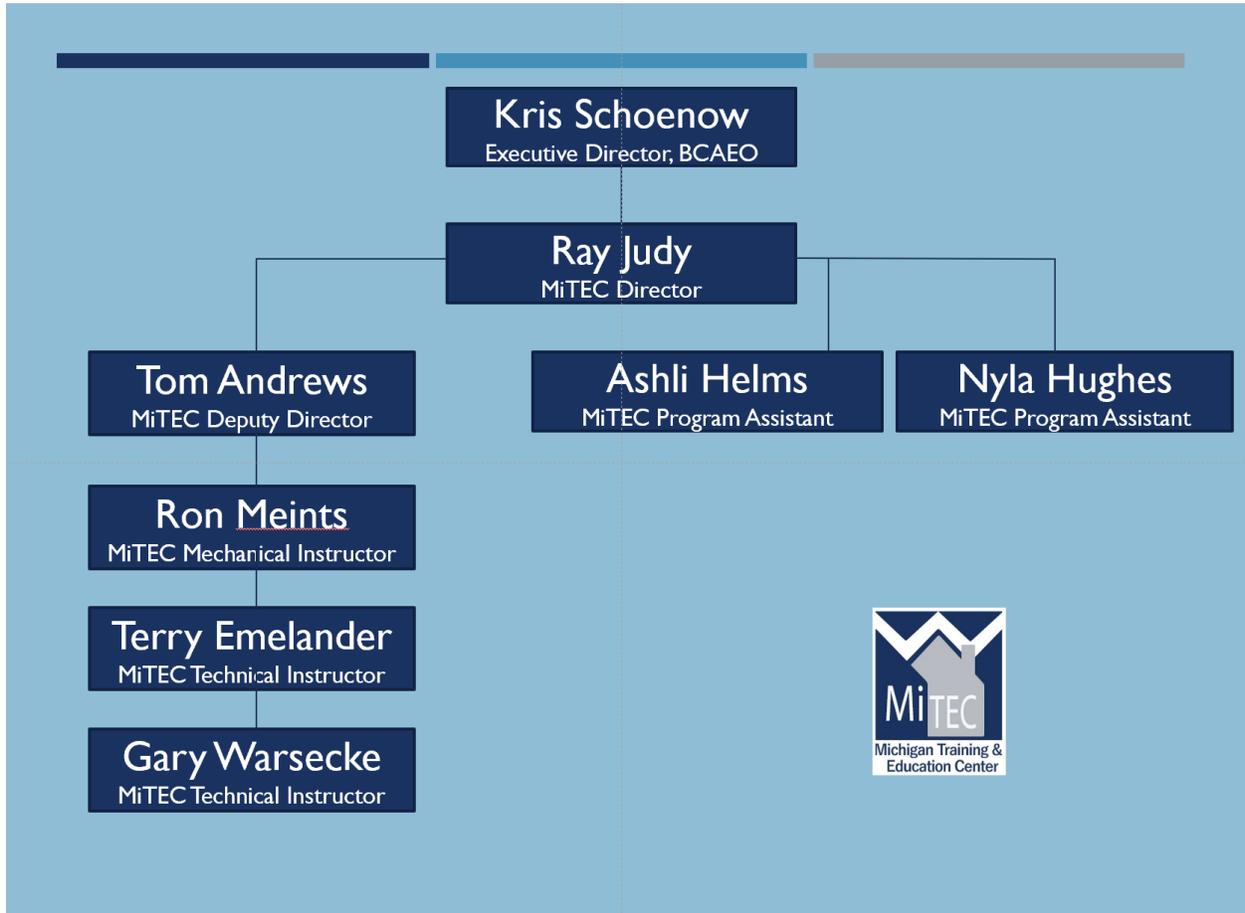
The MiTEC Learning Management System (LMS) is a software application used to register for classes, track and view participation in training; including attendance, CEUs and certifications, and provide constructive feedback through course evaluations.

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

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

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

## Organizational Chart



## Students Rights & Responsibilities

### MiTEC students will:

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

### MiTEC instructors will:

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

### Attendance

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

### Absences or No Shows

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

### Class Registration

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

[www.michigantec.org](http://www.michigantec.org). Students must use their most active email address when registering for classes. All communication regarding sessions are shared electronically with the student. Students can also register for classes and access course information using their account in the LMS.

## Illegal Drugs

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

## Legal Medications

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

## Tobacco Use & Vaping

Tobacco and Vaping use are permitted in designated areas only.

## Inebriation

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

## Sexual & Other Unlawful Harassment

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

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

## Weapons

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

## Disruptions

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

## Cheating

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

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

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

## Informed Choice

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

## Instructional Philosophy

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

## Non-Discrimination Policy

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

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

### Disability Accommodation

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

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

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

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

## Conflict of Interest Policy

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

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

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

Examples of such employment may include:

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

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

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

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

## Confidentiality & Release of Information

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

### Student Record Storage, Retention & Access

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

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

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

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

### Confidential Information

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

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

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

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

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

### **Release of Student Information**

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

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

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

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

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

## Dispute Resolution Policy & Process

### Dispute Policy

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

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

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

### Dispute Process

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

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

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

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

## Safety Policy & Emergency Procedures

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

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

### Classroom

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

### Field Sites

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

### Personal Protection Equipment (PPE)

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

## Equipment Maintenance

For the health and safety of the instructor and students, MiTEC is committed to ensuring that all hand tools, ladders, generators, insulation equipment, diagnostic testing equipment, extension cords, and any other tools or equipment utilized in our comprehensive training programs is well maintained and in good working order. The instructor shall inspect all equipment used for a particular class prior to execution of that class. This includes calibrations and operational testing.

## Enforcement & Response

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

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

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

## **Commitment to Continuous Improvement**

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

