

Bucks County Community College *Instructor Handbook*



*Bucks County Community College
Public Safety Training Center
1760 South Easton Road, Doylestown, PA 18901
Phone 215-340-8417 Fax 215-343-6794
www.bucks.edu/publicsafety*

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BUSINESS STATEMENTS

OUR PHILOSOPHY

Bucks County Community College is committed to the concept that everyone in our society should have the opportunity to develop his or her greatest potential. To that end, we provide to all members of the community a high quality, affordable, two years of post-secondary education and a wide variety of educational experiences and opportunities which will enrich their lives, advance their careers, and enable them to become model citizens.

OUR MISSION

The College touches the lives of many residents through activities on the main campus and at off-campus sites. Our open door policy encourages all who wish to obtain an education to do so; we affirmatively recruit students from all racial, ethnic, cultural and economic segments of the population. The College is responsive to the economic and training needs of Bucks County and the many other communities that we serve.

OUR PROGRAM

Bucks County Community College combines traditional and academic disciplines with flexible educational programs preparing students for a future of technological and social changes. Our commitment is simple; we provide you with a sound educational environment that enables you to fulfill the critical knowledge and skill requirements in your field of choice. With an emphasis on customer service, your experience with Bucks County Community College will be positive and rewarding.

EEO STATEMENT

Bucks County Community College is committed to providing equal educational and employment opportunities. This encompasses persons in legally protected classifications and others in regard to race, color, national origin, sex, handicap, sexual orientation, age and religion as well as disabled and Vietnam military veterans. The college provides reasonable accommodations for persons with disabilities in accordance with the Americans with Disabilities Act (ADA). Please call the Campus Coordinator for Equal Employment Opportunity in advance to request or clarify accommodations or to address issues concerning equal opportunities at 215-968-8090. The EEO Office is located in Room 130, Tyler Hall.

WELCOME!

**Bucks County Community College – Department of Public Safety Training & Certification
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Dear Instructor:

We sincerely welcome you to the Division of Continuing Education, Workforce Development, & Public Safety at Bucks County Community College.

We appreciate your contribution and your interest in public safety education and professional certification. Your professionalism contributes to our program and provides our students with the required knowledge and skills to complete their work safely.

Through your efforts, thousands of emergency responders accurately and efficiently implement your lessons to help people in need. As an Instructor, you are a major part of the solid response foundation that supports our emergency responders and their readiness to help in a crisis.

This manual will provide you with an overview of college services, policies, and procedures. Please feel free to contact us at any time. We will assist you with your requests, answer any questions you may have regarding this information, and address your suggestions for improvement.

Thank you for your willingness to share your skills and abilities with the emergency services community. You are a valuable contributor to our work and we look forward to working with you!

Sincerely,

The Public Safety Staff

BCCC DIRECTORY
Bucks County Community College, Public Safety Training
1760 South Easton Road

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Instructor Handbook**

Doylestown, Pa 18901

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Charles Moritz, Training Coordinator (1st shift) – 215-340-8407 - moritzc@bucks.edu

Registration Information 215-340-8417 or Fax Number 215-343-6794
Call us toll free (outside the 215 area code) at 1 – 888 – BUCKS 77 or visit our website
at www.bucks.edu/publicsafety

STATE FIRE COMMISSIONER

**P.O. Box 3321
Harrisburg, Pa 17105**

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**Edward Mann - State Fire Commissioner 717-651-2200
800-670-3473 Fax - 717-651-2210**

**PENNSYLVANIA STATE FIRE ACADEMY
1150 Riverside Drive, Lewistown, Pa 17044-1979
800-459-4096 Fax -717-248-3580**

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GENERAL INFORMATION

The Public Safety Training Department is part of the Continuing Education Division of Bucks County Community College. This department provides a flexible medium for non-traditional approaches to teaching and learning.

HISTORY

In 1989, the Pennsylvania Fire Academy approached Bucks County Community College to assume sponsorship for training in 22 counties in Central and Northern Pennsylvania when the Williamsport Area Community College no longer qualified for the sponsorship due to a change in structure (now Pennsylvania College of Technology). Bucks County Community College acquired all necessary records and program information and proceeded to implement the fire/rescue/hazardous materials/EMS courses at the main campus through a grant.

The program has grown extensively from 138 courses in the Fall Semester of 1989 to over 4,000 courses in 2006. In 2000, the Office of the State Fire Commissioner revised the service contract, removing the geographic restrictions. This action permits Bucks County Community College to sponsor courses in any of Pennsylvania's sixty-seven counties.

PROGRAMS OFFERED

Classes are offered in the evenings for three or four hours and on Saturdays and Sundays for eight hours each day, depending on the subject matter and the scheduling needs. Most classes are tuition free to Pennsylvania emergency personnel who have the necessary prerequisites and workmen's compensation insurance. Students from outside the state are required to pay an out-of-state tuition fee. The classes are normally held at a local fire station, ambulance squad station, or other community facility.

Weekend schools are offered by various county associations in cooperation with the Pennsylvania State Fire Academy and Bucks County Community College. These schools are advertised in the Pennsylvania Fireman, on our website (www.bucks.edu/publicsafety), and in brochures, which are mailed to past participants and first responder organizations. County organizations charge a facility-use & materials fee for these training weekends.

If you are assigned to instruct at a county weekend school, contact your regional field representative (page 3 of this manual) for travel information and course needs. Low pre-enrollment, facility or equipment shortfalls, organizational emergencies, or an instructor emergency may cause the cancellation of a course. Contact your regional field representative for enrollment activity or check the website (page 6 of this manual) under "Courses by County" (courses with pre-enrollment criteria only). Certain courses may have a maximum student number as well.

The lead instructor is required to ensure that the parameters established in the Minimum Standard of Accreditation (MSA, Syllabus) are met and followed. Courses drastically exceeding the maximum student number must be split into additional courses. Contact a

College Representative for assistance in scheduling and facilitation needs.

We recommend that you review the course content, course format, and the MSA prior to starting the class.

SCHEDULE A COURSE

The requesting organization submits to BCCC (Bucks County Community College) a "Local-Level Course Application" (click "Instructional Forms" link on the menu bar). The application will indicate the proposed course title and hours, start and finish dates, location(s), contact person(s), proposed or requested instructor(s), and other required information.

To ensure the proper level of support, six (6) weeks advance notice is preferred for any local level course request.

The Public Safety Center processes course requests in the following manner:

- a. Verifies the course application information is correct
- b. Locates and verifies that the instructor(s) are certified to teach the course by the PSFA, BCCC, or PABEHS. BCCC may request instructor credentials for verification of certifications. Failure to comply will result in instructor contract termination. BCCC will only contract authorized or certified subject matter instructors.
- c. Communicates with the request initiator and ascertains the needs for the course request(s)
- d. Establishes a course file and enters information into the database at the Public Safety Training Department at BCCC
- e. Contracts the instructor(s) for the requested program(s). This contract is in the form of a "Continuing Education Tentative Teaching Agreement" (CETTA), detailing specific course data, salary, and travel expenses. BCCC reserves the right to change any or all requested instructors as required. All instructors must be accredited to teach the requested PSFA/BCCC program.
- f. After the course application is processed, the lead instructor will receive the following forms: student registration forms, student course evaluation forms, an instructor report, a teaching contract, class attendance roster, a travel expense voucher, a course schedule, an incident / accident report form, a local level course application form, and a duplication request form to request student manuals, Instructor AV kits, AV equipment, and the duplication of handouts (see "Instructional Forms" link on the menu bar at our website).

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- g. Note: training materials are distributed at the discretion of BCCC. No materials are distributed before the course is registered. These forms are downloadable from the web-site: www.bucks.edu/publicsafety; click on “instructional forms” (menu bar on left side of home page)
- h. If the course was registered for Bureau of Emergency Health Services (BEHS) continuing education credits (first responder, EMT-B, EMT-P) by BCCC, the lead instructor will receive con-ed forms and required paperwork. Regardless if students in your course need con-ed credits or not, all paperwork must be returned to the Training Center, at the completion of the course.
- i. For vehicle rescue courses, the lead instructor will receive a BEHS course registration form (this is separate from the Local Level Course Application. Complete the highlighted areas, sign and print on the instructor signature line, and return it to the training center, along with your teaching contract. Please complete this process as quickly as possible.
- j. The instructor will verify accuracy of the teaching contract, (if incorrect, notify the Center with appropriate corrections) sign on the instructor’s signature line, and return it to the Center (fax or mail) as soon as possible. Included with the teaching contract is a copy of the course schedule form. The course schedule must be completed, signed by the instructor, and returned with the teaching contract to the Training Center as soon as possible. Be sure this is done before the start of the course. Special staffing roster for SBS must also be completed and returned to the College. Please indicate on the signed teaching contract when travel reimbursement is requested.

All travel must be pre-approved by a College Manager.

- k. Bucks County Community College will notify the Pennsylvania State Fire Academy of the intent to run the course and the choice of instructor(s).
- l. Bucks County Community College will verify the credentials of all instructors prior to contracting. You must have the proper credentials to be contracted for a course. Be sure to notify the College on course upgrade information, address, phone, and email changes. This will minimize delays in processing instructor paperwork.

SCHEDULING A STRUCTURAL BURN SESSION PROGRAM

The requesting organization submits to BCCC (Bucks County Community College) a "Local-Level Course Application" (click “Instructional Forms” link on the menu bar). The application will indicate the proposed hours, start and finish dates, location(s), contact person(s), proposed or requested instructor(s), and other required information.

All SBS must be scheduled within 45 days of the proposed start date. BCCC will assign a burn supervisor for all SBS sessions, regardless of the facility type (fixed facility or acquired structure). Failure to meet the 45 day notification criteria will result in non-sponsorship of the SBS program. BCCC will not sponsor any SBS program without a BCCC contracted burn supervisor. BCCC reserves the right to deny sponsorship of SBS programs, if our criteria are not met by the instructor or the requesting entity.

The Public Safety Center processes SBS course requests in the following manner:

- a. Verifies the course application information is correct
- b. Locates and verifies that the proposed instructor(s) are certified to teach the course by the PSFA. BCCC may request instructor credentials for verification of certifications. Failure to comply will result in instructor contract termination. BCCC will only contract authorized or certified subject matter instructors.
- c. Ensures that all DEP/PSFA applications have been submitted and are approved.
- d. BCCC will assign a burn supervisor to the SBS, Delmar with Live Fire and Live Fire programs offered by BCCC. If a burn supervisor is not available for the proposed dates, the course will be rescheduled with the requesting organization. If rescheduling is not possible, the course will be cancelled. BCCC burn supervisors are not counted as part of the required instructional team. Burn supervisors will work with the lead instructor to ensure all SBS scheduling steps are met. The burn supervisor will perform a site inspection along with the lead instructor and safety officer. The burn supervisor will advise the lead instructor and BCCC of his/her approval for the program to be conducted. The burn supervisor will be present during all live fire practical evolutions.
- e. Communicates with the request initiator, lead instructor, and burn supervisor to ascertain the needs for the course delivery.
- f. Establishes a course file and enters information into the database at the Public Safety Training Department at BCCC
- g. Contracts the burn supervisor and course instructor(s) as determined by BCCC. This contract is in the form of a "Continuing Education Tentative Teaching Agreement" (CETTA), detailing specific course data, salary, and travel expenses.
- h. After the course application is processed, the lead instructor will receive the following forms: student registration forms, student course evaluation forms, an instructor report , a teaching contract, class attendance roster, a travel expense voucher, a course schedule, an incident / accident report form, a local level course

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application form, and a duplication request form to request student manuals, Instructor AV kits, AV equipment, and the duplication of handouts (see “Instructional Forms” link on the menu bar at our website).

- i. Note: training materials are distributed at the discretion of BCCC. No materials are distributed before the course is registered. These forms are downloadable from the web-site: www.bucks.edu/publicsafety; click on “instructional forms” (menu bar on left side of home page)
- j. The instructor will verify accuracy of the teaching contract, (if incorrect, notify the Center with appropriate corrections) sign on the instructor's signature line, and return it to the Center (fax or mail) as soon as possible. Included with the teaching contract is a copy of the course schedule form. The course schedule must be completed, signed by the instructor, and returned with the teaching contract to the Training Center as soon as possible. Be sure this is done before the start of the course. The special staffing roster for SBS must also be completed and returned to the College. Instructors are compensated for the time listed on their contract, unless prior approval is obtained. Please indicate on the signed teaching contract when travel reimbursement is requested.

All travel must be pre-approved by a designated College Manager.

- k. Bucks County Community College will notify the Pennsylvania State Fire Academy of the intent to run the course and the choice of instructor(s).
- l. Bucks County Community College will verify the credentials of all instructors prior to contracting. You must have the proper credentials to be contracted for a course. Be sure to notify the College on course upgrade information, address, phone, and email changes. This will minimize delays in processing instructor paperwork.
- m. BCCC reserves the right to change instructor assignments as deemed necessary.
- n. All burn supervisors will submit an after-action report within 14 days of the completed SBS program. Failure to submit this report will delay the payroll and expense processes for the burn supervisor. Missed or late after action reports will result in removal as a burn supervisor for BCCC.

INSTRUCTOR TEACHING PACKET

The "Instructor Packet" includes the following required paperwork:

- a. BCCC "Student Registration Forms - Non-Credit Courses" (see “Instructional Forms” link in the menu bar of our website) must be completed by each student, please ensure that the student signs the registration form at the bottom. A completed "Registration Form" must include name, address, social security number (If a student refuses to provide a full SSN, the student may use the last four digits or leave that

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section blank and the College will issue a substitute number.), course name, section number, signature, start date, date of birth, and phone numbers.

Student registration forms should be legible, signed, and forwarded to BCCC-Fire Training Center as soon as possible. Instructor payroll is not processed until all course paperwork is received by the Center. This includes: signed contract, instructor report, signed student registration forms, attendance roster(s), and course evaluations. Ensure that the number of completed and signed student registration forms equals the number of students listed on the class roster. Incomplete or inaccurate paperwork will be returned to the instructor(s) for corrections. This process will delay payments to the instructor.

- b. "Class Attendance Roster" (see "Instructional Forms" link in the menu bar of our website) must be completed by the instructor to include; course title, course number (FSC number), course information, student names, dates, topic areas, and an indication of pass (student successfully completed all course requirements), fail (student failed testing or did not complete all course requirements), or incomplete (student dropped from the course or did not complete course hour requirement) for each registered student. Each student listed on the roster must complete a student registration form.
- c. "Course Instructor's Report" (see "Instructional Forms" link in the menu bar of our website) *must be completed by each instructor teaching a course.* Only indicate the hours actually worked on the instructor's report form. The report must include: FSC number (course number), course title, instructor name, complete address of course, dates of class, starting/ending times, attendance information, instructor signature, social security number and the current address of the instructor.

Total course hours must match the contracted course hours indicated on the instructor contract. Please document only the hours that you taught.

- d. "Student Course Evaluation" Forms (see "Instructional Forms" link in the menu bar of our website) are required for all programs and should be completed by the students at the end of the last class session. The completed course evaluations must be submitted with the course paperwork.

All of the above information must be submitted to Bucks County Community College as soon as the course is completed. Failure to submit all required information, including medical con-ed paperwork, will cause payroll delays for the instructor(s) assigned to the course. All instructor forms, except medical con-ed forms and instructor contracts, can be downloaded from our website: www.bucks.edu/publicsafety click on "Instructional Forms".

COURSE APPROVAL

Preferred enrollment for a program is fifteen (15) students, unless course approval is obtained from the public safety main office or a BCCC Field Representative (see page 3 of this manual). The instructor should contact the "Local Contact Person" within 72 hours before the course start date to check on final arrangements for the class and the expected number of students.

If the requested course is listed on the BCCC Age Restricted Program list, the lead instructor must communicate the required age restriction to the contact person for the requesting entity. This may change the number of students eligible to attend the program. It is the lead instructor's responsibility to ensure that all students meet the age requirement for the program. Failure to check ages of attending students will result in disciplinary actions by the College.

If for any reason, the expected enrollment for the class is below the preferred minimum number of students noted above, the instructor should notify the Field Representative or the Training Center's main office to determine what options are available. Hosting organizations have the option to pay a fee when the student enrollment is below the preferred minimum. Details for this option are listed on page 34 of this manual. The BCCC should be notified of any cancellations or changes on the next working day.

If enrollment is above the expected average for the course, additional instructor(s) may be added for the "lab hours" (lab hours are noted in the Course Catalog). All additional instructor(s) must be approved in advance by the Field Representatives or the Training Center's main office.

The College will not assume responsibility to pay any personnel not authorized by a College Manager in advance.

Other courses may require multiple instructors due to safety hazards and the nature of instruction. If required, additional instructor(s) can be approved for the "lab hours" of a program for the purpose of safety or to meet the instructional mission. Indicate on the Course Schedule Form (see "Instructional Forms" link in the menu bar of our website) any requests for additional instructors.

When a program has multiple instructors, one instructor will be designated as the Primary (Lead) Instructor, and is responsible for completing the necessary course paperwork and to return it to the Training Center.

All instructors are responsible for completing their own "Course Instructor's Report". Failure to submit completed course paperwork will delay the processing of payroll and travel expenses, if applicable.

Should an instructor become ill or be unable to conduct his/her assignment, the Field Representative or the Training Center will seek an instructor for that class. This is an emergency situation that must be communicated to the Center for immediate handling.

INSTRUCTOR RESPONSIBILITIES

ORIENTATION

Workshops are conducted to introduce or reinforce to our instructors relevant policy and procedural changes with Bucks County Community College, Pennsylvania State Fire Academy, and Pennsylvania Bureau of Emergency Health Services. These workshops will provide instructors with the opportunity to ask any questions regarding the program, specific procedures, specific agency policies, and to make recommendations that would assist in the delivery and maintenance of the training program. All instructors are required to attend one workshop per calendar year. Failure to meet this obligation will result in suspension of teaching/evaluating assignments through BCCC.

INSTRUCTOR CRITERIA

The instructor is responsible for conducting the course under guidelines established by BCCC. Any changes to a course must be reported to BCCC by the lead instructor. Any correspondence, e-mail, or phone calls should reference the course section number (FSC#), location, and course start date.

If an instructor does not receive the Continuing Education Tentative Teaching Agreement (CETTA) within 10 days of the scheduled course start date, he/she must notify BCCC immediately. Failure to contact BCCC or receive approval to conduct the program will delay any payment to the instructor(s).

All course paperwork must be submitted to BCCC no later than ten days following the course ending date. Failure to submit the required paperwork will result in delayed payment(s) for the course. Continued failure to submit paperwork on a timely basis will affect the instructor's status with the College.

DRESS CODE & CONDUCT

All instructors are expected to dress and conduct themselves in a professional manner. Instructor dress code will be appropriate for the training session. Standardized uniform attire is required during all training sessions. Apparel displaying unprofessional slogans, statements, or pictures are not appropriate for any training environment. Instructors are expected to dress and act in accordance with all suggested and mandated safety criteria. Instructors will refrain from using negative or offensive verbal or physical mannerisms.

If questions on appropriate dress or expected conduct arise, contact the Assistant Director of Field Operations for your training session area. Disregard for this policy will result in

disciplinary action by the College.

All instructors/evaluators are required to conduct themselves in a professional and respectful manner. An instructor's conduct and actions must professionally represent the College. Failure to comply with this requirement will result in suspension and/or dismissal from the College's instructional staff. Conduct infractions include but are not limited to the following:

1. Theft in any context or failure to report any criminal activity by a student or instructor
2. Lewd, disrespectful or offensive behavior
3. Failure to report accidents, injuries or near misses with the intent to mislead College management personnel
4. Using foul or offensive language, gestures, or insinuations
5. Failure to professionally represent the College
6. Failure to ensure student instructor safety
7. Failure to meet the requests or requirements as issued through the College management team or policies and procedures listed in the instructor handbook or College policies and procedures manual
8. Use of illegal drugs or alcohol during BCCC training sessions, work, planning or meeting sessions, or while traveling for BCCC business

DRUG AND ALCOHOL-FREE WORKPLACE

It is the policy of Bucks County Community College to maintain a working environment that is free of the ill effects of alcohol and other drug use/abuse. For this reason, the Community College has established the following terms of the *Drug and Alcohol-Free Workplace Policy*:

It is a violation of policy for any employee to possess, sell, trade, or offer for sale illegal drugs or otherwise engage in the use of illegal drugs on the job.

1. It is a violation of policy for any employee to report to work under the influence of illegal drugs or alcohol, including the abuse of prescription medication. (It is not a violation of policy for an employee to use legally-prescribed medications, but the employee should notify their supervisor if the prescribed medication will affect their ability to execute their job duties and responsibilities.)

2. It is a violation of policy for any employee to be in the possession of alcohol with the intent to consume or cause others to consume it on college grounds or during a College sponsored training program. It is a violation to be in possession of alcohol in open containers on college grounds or during a College sponsored training session.

3. It is the policy of Bucks County Community College that in the event of any conviction for a criminal drug violation occurring on College property, in a College facility, during a College sponsored training program, or while in or operating a College owned or leased

vehicle, the employee must notify the Assistant Director of Field Operations and the Director of Security and Safety within five (5) days of the date of the conviction.

4. It is the policy of Bucks County Community College to make Employee Assistance Services available to all employees for confidential, professional assistance in addressing any personal concerns about the use or abuse of alcohol or any other drug.

Disciplinary Action: Violation of this policy will result in disciplinary action up to and including discharge from employment.

SEXUAL HARASSMENT

A. Policy Statement

Bucks County Community College is committed to providing a place of work and study free of intimidation, exploitation, or discrimination. It is expected that students, faculty and staff will treat one another with respect.

Sexual harassment violates the College's long-standing policy, established at its founding, prohibiting discrimination on the basis of sex. Further, sexual harassment is a violation of state and federal law, including Title VII of the Civil Rights Act of 1964 and Title IX of the Education Amendments of 1972. It will not be tolerated at Bucks County Community College.

This Harassment Policy applies to all persons who are enrolled, employed, or serves in any official capacity at the College while they are on College property or are participating in any College-sponsored activity off-campus. Individuals who violate this policy are subject to the full range of internal institutional disciplinary actions from reprimand up to and including separation from the College.

The College is also committed to broad dissemination of information to raise the level of understanding concerning the nature of harassment.

B. Definition of Harassment

Harassment is a prohibited act of sexual discrimination and is unlawful. It is the creation of an environment in which verbal or physical conduct, due to its persistence and/or severity, interferes with the performance of students or employees. The two presently recognized elements of harassment are:

Quid Pro Quo Harassment

Quid pro quo ("something for something") harassment is sexual coercion perpetrated by someone who is in a College position of influence over the individual being harassed. It exists where sexual advances or requests are made under circumstances implying that submission or refusal might affect academic or employment decisions. For example, a

supervisor who suggests that a subordinate employee could get a promotion or a professor who suggests that a student could get a higher grade by submitting to sexual advances is making a sexually discriminatory *quid pro quo* offer and is engaging in sexual harassment.

Hostile Environment Sexual Harassment

Sexual harassment exists where unwelcome sexual conduct is sufficiently severe or pervasive that it creates a hostile or abusive atmosphere. A discriminatorily abusive work or educational environment can and often will detract from employees' or students' performance, discourage them from remaining at the College, or keep them from advancing in their careers. When the workplace or academic environment is permeated with discriminatory intimidation, ridicule, and insult that is sufficiently severe or pervasive to alter the conditions of the victim's employment or education and create an abusive working or educational environment, federal law and College policy are violated.

Sexual harassment can be verbal, visual, physical or communicated in writing or electronically. Continuous incidents of unwelcome sexual conduct such as sexual comments, gestures, sexual advances, or touching constitute sexual harassment when they result in a pattern of behavior that creates a hostile environment which impairs an individual's ability to work, learn, or participate in any College function.

Not every act that might be offensive to an individual or a group necessarily will be considered as harassment and/or a violation of the College's standards of conduct. Whether an environment is "hostile" or "abusive" can be determined only by looking at all the circumstances. These may include the frequency of the discriminatory conduct; its severity; whether it is physically threatening or humiliating, or a mere offensive utterance; and whether it unreasonably interferes with an employee's or student's performance.

A single egregious sexual incident such as coerced sexual intercourse or other physical assault is sufficient to constitute harassment.

C. Freedom of Expression

Bucks County Community College is committed to the principles of free inquiry and freedom of expression for all members of the College community. Vigorous discussion and debate are fundamental to college life. Sexual Harassment Policy is intended to protect against sex discrimination, not to regulate the content of constitutionally protected speech. Academic discourse which is relevant to course subject matter is protected by the First Amendment even if it is offensive to individuals.

D. Advice and Assistance

Any member of the College community who believes that he or she has been the victim of sexual harassment is encouraged to take action by obtaining further information or initiating either informal or formal procedures to resolve a complaint by one or more of the following means:

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1. All College Counselors are available to provide information and counseling, on a confidential basis, concerning incidents of sexual harassment.
2. A concern or complaint that a College employee engaged in sexual harassment may be reported to the alleged offender's administrative supervisor.
3. Employees working under a collective bargaining agreement may contact the appropriate union officer in regard to resolving a concern or complaint of violations of the nondiscrimination provision of their contract.
4. A concern or complaint about a student may be reported to the Director for Student Life Programs
5. Information or assistance in filing a complaint is available from the Director of Human Resources, who is the BCCC Equal Employment Opportunity (EEO) Officer and College Coordinator for Sexual Harassment Policy compliance efforts (Room 130, Tyler Hall, 215-968-8090).

Sexual Harassment is prohibited by state and federal law. In addition to the internal resources described in this policy, individuals may pursue complaints directly with the government agencies that deal with unlawful harassment and discrimination claims. Individuals may contact the appropriate state and local agencies, the Equal Employment Opportunity Commission, or the United States Department of Education, Office of Civil Rights.

All instructors are required to complete a BCCC Sexual Harassment program annually. This program can be completed online at the following website address: <http://training.newmedialearning.com/psh/bucksgcc/> Contact your Assistant Director of Operations to make learning and testing arrangements. other than online.

E. Confidentiality

The College recognizes the importance of confidentiality. College officials will honor the confidentiality and privacy of individuals reporting or accused of sexual harassment to the extent reasonably possible, as long as it does not compromise the College's obligation to investigate allegations of sexual harassment and take corrective action. However, it is not possible to guarantee absolute confidentiality under all circumstances.

Because of their position of authority as officials of the College, administrators such as department chairs, directors, and deans must notify the Director of Human Resources once they are informed that sexual harassment may be occurring.

For those wishing to discuss possible harassment in a more informal and confidential setting, consultation about sexual harassment is available from College Counselors, some

of whom are licensed psychologists who by law have special status protecting the privileged communications shared with them. Information that is discussed with any College Counselor, or even that a person came to a Counselor for assistance, is strictly confidential and no information will be released to anyone outside the counseling center without that person's written consent.

F. Protection of Rights

The College seeks to protect the rights of all members of the College community to fair procedures. Retaliation against an individual for raising allegations of sexual harassment is also considered sex discrimination and is a violation of Harassment Policy and the law. Any such retaliation is cause for disciplinary action using the procedures followed for a complaint of harassment.

Charges made in willful disregard of the truth may subject the complainant to disciplinary action as a violation of Harassment Policy. Complaints filed in good faith shall not subject a complainant to disciplinary action even when they are found to be unsubstantiated or erroneous.

FERPA Policy

Bucks County Community College accords all the rights under the Family Educational Rights and Privacy Act of 1974 (FERPA) to its students. No one outside the College shall have access to, nor will the College disclose any information from student's education records without the written consent of the students except to personnel within the College, to officials of other institutions in which students seek to enroll, to persons or organizations providing students financial aid, to accrediting agencies carrying out their accreditation functions, to persons in compliance with a judicial order, to persons in an emergency in order to protect the health or safety of students or other persons, and to other individuals and agencies permitted under the Act.

Within Bucks County Community College, only those members, individually or collectively, acting in the student's educational interest are allowed access to student's education records. These members include personnel in all administrative offices and academic personnel within the limitations of their need to know.

At its discretion, the College may provide Directory Information in accordance with the provisions of the Act to include: student name, address, telephone number, e-mail address, date and place of birth, major field of study, dates of attendance, degrees and awards received, previous educational agency or institution(s) attended by the student, participation in officially recognized activities and sports, and weight and heights of members of athletic teams. Students may withhold Directory Information by notifying the Director of Records in writing within three weeks after the first day of classes for the semester in which the withholding of Directory Information is to take effect. Student's requests for non-disclosure will be honored until the student requests its removal.

The law provides students with the right to inspect and review information contained in their education records, to challenge the contents of their education records, to have hearings if

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the outcomes of the challenges are unsatisfactory, and to submit explanatory statements for inclusion in their files if they feel the decisions of the hearing panels to be unacceptable. The law also provides students with the right to inspect and review the records of disclosure of information from their education records. The types of education records and the custodian of each type of education record are listed in appendix A to this policy. Students wishing to review their education records must make written requests to the custodian of each type of record listing the item or items of interest.

Only records covered by the Act will be made available within forty-five days of the written request. Students may have copies made of their records with certain exceptions: a copy of the academic record if the student has an outstanding financial obligation to the College or a transcript of an original or source document that exists elsewhere. These copies would be made at the student's expense at prevailing rates, which are listed in appendix B to this policy. Education records do not include records of instructional, administrative, and educational personnel which are the sole possession of the maker and are not accessible or revealed to any individual except a temporary substitute for the maker of the record, records of the law enforcement unit, student health records, employment records, or alumni records. Health records, however, may be reviewed by physicians of student's choosing.

Students MAY NOT inspect and review the following as outlined by the Act: financial information submitted by their parents; confidential letters and recommendations associated with admissions, employment, or job placement, or honors to which they have waived their rights of inspection and review; or education records containing information about more than one student, in which case the College will permit access ONLY to that part of the record which pertains to the inquiring student. The College is NOT required to permit students to inspect and review confidential letters and recommendations placed in their files prior to January 1, 1975, provided those letters were collected under established policies of confidentiality and were used only for the purposes for which they were collected.

Students who believe that their education records contain information that is inaccurate or misleading, or is otherwise in violation of their privacy or other rights may discuss their concerns informally with the custodians of the records in question. If the custodians of the records in question are in agreement with the student's requests, the appropriate records will be amended. If not, the students will be notified, in writing, within a reasonable period of time that the records will not be amended; and they will be informed by the custodians of the records in question of their right to formal hearings. Student's requests for formal hearings must be made in writing to the Vice President and Dean of Academic Affairs who, within a reasonable period of time after receiving such requests, will inform students of the date, place, and time of the hearing. Students may present evidence relevant to the issues raised and may be assisted or represented at the hearings by one or more persons of their choice, including an attorney, at the student's expense.

The hearing panels which will adjudicate such challenges will be composed of the Vice President and Dean of Academic Affairs, the Dean of Administration, and the Director of Student Life Programs. If members of the hearing panels have direct interests in the outcome of the hearings, the President of Bucks County Community College will replace

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these members of the hearing panels with individuals who do not have direct interests in the outcome of the hearings.

Decisions of the hearing panels will be final, will be based solely on the evidence presented at the hearings, and will consist of written statements summarizing the evidence and stating the reasons for the decisions, and will be delivered to all parties concerned. The education records will be corrected or amended in accordance with the decisions of the hearing panels, if the decisions are in favor of the students. If the decisions are unsatisfactory to the students, the students may place with the education records statements commenting on the information in the records, or statements setting forth any reasons for disagreeing with the decisions of the hearing panels. The statements will be placed in the education records, maintained as part of the student's records, and released whenever the records in question are disclosed.

Students who believe that the adjudications of their challenges were unfair or not in keeping with the provisions of the Act, may request in writing assistance from the President of the College. Further, students who believe that their rights have been abridged may file complaints with the Family Educational Rights and Privacy Act Office (FERPA), U.S. Department of Education, 400 Maryland Avenue, SW, Washington, D.C. 20202-4605 concerning the alleged failures of Bucks County Community College to comply with the Act.

Revisions and clarifications will be published as experience with the law and the Colleges policy warrant.

TEACHING AGREEMENT/INSTRUCTOR CONTRACT

Two copies of a "Continuing Education Tentative Teaching Agreement" (CETTA, instructor contract) will be sent to each instructor, prior to the first class session or immediately after an entity submits a course request application to BCCC. The CETTA will verify instructor salary, course title, course section number (FSC number), course start date, instructor information, and course location. Please sign one copy of the CETTA and immediately return it to the following address:

Bucks County Community College
Public Safety Training
1760 South Easton Road
Doylestown, PA 18901

The second copy of the CETTA remains with you for your personal record. If for some reason you cannot accept this assignment, you should contact the College immediately. A signed CETTA is necessary to process your pay request(s).

We recommend that lead instructors maintain a copy of the course paperwork until payment (salary and travel, if applicable) is received. Please ensure that copies of course records are properly secured.

COURSE MSA

The Commonwealth of Pennsylvania requires Bucks County Community College to have a syllabus or Minimum Standard of Accreditation (MSA) on file for every course offered. A syllabus approved by the State Fire Academy or Pennsylvania Department of Emergency Health and the Dean of Continuing Education & Workforce Development is on file at the Training Center. Pennsylvania State Fire Academy MSAs can be downloaded from the PSFA website.

COURSE CHANGES

The College reserves the right to add, delete, or cancel courses, change course times, location or instructor(s). If an instructor changes course dates for any reason, the Training Center or the Field Representative must be notified in a timely manner. At no time should an instructor alter the course content from what is stated in the syllabus (MSA). Any proposed changes must be submitted in writing to the Training Center for authorization. Approval or disapproval notification will be forwarded to the instructor within five business days.

ABSENCES/EMERGENCIES

When an instructor is to be absent from a class or late for a class, the instructor should notify the Training Center or the Field Representative, the host company, and the students. It is the instructor's responsibility to reach each student. The College requires that the instructor teach every session for which he/she has been contracted; however, due to unforeseen emergency circumstances, the instructor may find it necessary to have a substitute cover the class.

All substitute instructors must be certified in the specific subject area and approved by the College.

CLASS BREAKS

Instructors may provide students with a 15 minute break for the morning and afternoon sessions when applicable. The policy does not permit early dismissal and should not be used for that purpose. For every six hours of continuous course instruction, a minimum of ½ hour of break-time is required.

CLASS SCHEDULE

When an individual agrees to perform as a Continuing Education Instructor, it is expected that he/she will adhere to the rules of the College regarding class hours and location. Class

location and hours are not to be changed without the approval of the Training Center. The “Course Schedule Form”, which is sent with the CETTA is to be completed and returned to the Training Center. If you change any of this information, you are to call the Training Center at 215.340.8417 or notify your BCCC Field Representative.

CLASS CANCELLATION DUE TO INCLEMENT WEATHER

A decision to cancel class due to inclement weather should be decided by the instructor and hosting organization. The instructor or host organization should notify all students immediately of such a decision. The class can be rescheduled by both parties and the Training Center should be notified of these changes.

To accommodate this cancellation policy, we recommend that the lead instructor communicate the cancellation policy and notification procedures to the students at the beginning of the course.

HANDOUTS & COURSE MATERIALS

BCCC will provide duplication and support for most course materials such as handouts, manuals, audio/visual aids, audio/visual equipment, and other support items (support levels for audio/visual materials and equipment are subject to availability). Manuals are available for many courses and should be requested three weeks before the starting date of class, as a minimum. Manuals and audio/visual aids should be requested in writing (no phone requests will be accepted) using the "Request for Duplication" form. Some courses, as noted in the Course Catalog, have manual fees. Contact the Center or your Field Representative for specific information and assistance with acquiring course materials and AV equipment.

DUPLICATING

Materials to be duplicated must be received by the Training Center three (3) weeks prior to when it is needed, to allow for sufficient duplicating and return mailing time. A "Request for Duplicating" form (see “Instructional Forms” link on the menu bar) is accessible from our website address (www.bucks.edu/publicsafety). Send your request to Bucks County Public Safety Training Center, 1760 S. Easton Road, Doylestown, PA 18901 or fax to 215.343.6794. All material should be typed, "camera ready", and all pages numbered.

All Copyright laws must be observed. Copyright information should be included if applicable.

MANUALS

Many courses have manuals provided from various sources. We normally have a small stock of these manuals in inventory. Please request manuals on the “Duplicating Request Form” and indicate the number of manuals needed. We need at least three (3) weeks notice for proper delivery of manuals.

AUDIO-VISUALS

Many courses also have audio-visuals available for the instructor to use in their presentation. These audio-visuals are limited in number and typically must be shared by many instructors. Please make your request for audio-visuals on the “Duplicating Request Form”. At the end of the course, please return the audio-visuals promptly.

Course support materials will not be distributed to an instructor without first receiving a course application. The number of available AV support materials and the number of courses currently in progress may limit the “review time”, as requested by an instructor.

INSTRUCTOR REMUNERATION

All instructors employed by Bucks County Community College for local level training programs will be paid per instructional hour. Instructors teaching under an agreement with BCCC are considered employees of this institution. Secondary instructors scheduled for Department of Health and Emergency Medical courses will be paid at the rate indicated on the Tentative Teaching Agreement.

If you are a new instructor for BCCC or you have not been active for a 12 month period, you must provide the following tax information before any payroll can be processed.

9. Federal Tax Forms W-4 (Contact 215-340-8432 or 888-282-5777 x8432)
10. Completed Employment Eligibility Verification Form from U.S. Immigrations and Naturalization Services I-9 (Contact 215-340-8432 or 888-282-5777 x8432).
 - i. Must include clear photocopies of the required proofs, as indicated on the form (usually a clear copy of your valid driver’s license **and** a clear copy of your original social security card **OR** a clear copy of an U.S. Passport).

Paychecks are typically mailed out to the instructor or evaluator 30 days after all completed course paperwork is received by the College. Paychecks for newly hired personnel may take an additional 2 weeks for processing. All tax information must be current and in order for any instructor or evaluator payroll to be processed.

TRAVEL EXPENSES

Mileage is reimbursed to the instructor, at the approved rate, when an instructor travels **more than 30 miles one-way (shortest distance of travel) from their residence to the class location.** Traffic fines, vehicle repairs, and costs resulting from accidents are invalid expenses. Turnpike tolls are valid if receipts are provided to the Center. On occasion,

special circumstances may exist; contact the Assistant Director of Field Operations for your region for pre-approved travel reimbursement.

Lodging expenses (\$65 per day limit) will be provided, if travel exceeds **70 miles in one direction** and if authorization to incur these expenses is approved in advance by BCCC. In room movies, personal telephone calls, room service charges, etc., are invalid expenses.

Original receipts in your name must be provided to the College, in order to receive reimbursement(s).

Meal allowance shall not exceed the College rate of \$7.50 for breakfast, \$10 for lunch and \$20 for dinner, if authorization to incur these expenses is approved in advance by BCCC. **Meal allowance applies only when travel exceeds 70 miles in one direction.** Alcoholic beverages are invalid meal expenses. Original itemized receipts must be provided for reimbursement. A Travel Expense Voucher (see "Instructional Forms" link on the menu bar of our website) must be submitted when expenses have been approved by the Center. The Travel Expense Voucher must be completed with the following information:

1. Travel points of trip (city to city), course section number (FSC number), actual miles traveled (BCCC considers the shortest distance), tolls, meals, lodging, and totals. Original Itemized receipts must be provided for reimbursement
2. Instructor name, address, social security number, travel date(s), and FSC number
3. Sign the report at "originator's" signature line and supply social security number

INSTRUCTOR RESUMES

The College is to have on file, an "Application for Employment as a Part-Time Non-Credit Instructor for Emergency Service Personnel" (Contact 215-340-8432 for an Employment Application). All instructors are required to complete and submit to the College an employment application, completed I9 and W4 forms with appropriate proofs, a current Child Abuse background clearance (Obtaining and submitting the Child Abuse Clearance is the responsibility of the instructor), completed BCCC Criminal History and Background Check Authorization form (BCCC will conduct this check for the instructor), (copies of certificates for classes that you are qualified to teach or the official transcript from the PSFA, professional certification certificates, and an updated resume. As you become qualified to teach additional courses, please submit an updated copy of your Pennsylvania State Fire Academy upgrade letter to the College.

INSTRUCTOR EVALUATIONS/COURSE AUDITS

Members of BCCC will be conducting field audits (site evaluations) of local-level programs to ensure conformity and compliance with State and College guidelines. Our goal is to reinforce our commitment to the local-level programs and assist the instructors in the delivery of quality emergency services programs.

To assist instructors in meeting these standards, the following procedures are used:

1. **Student Evaluation of Instructor:** An evaluation form is to be provided to all participants to complete at the end of each course. The course evaluations must be submitted with the other course paperwork (see “Instructional Forms” link on our website menu bar).
2. **Evaluation of Instructor or Evaluator -** The instructor or evaluator may be observed and evaluated by a College representative. Following the observation, the evaluation will be discussed with the instructor. The instructor is asked to sign the evaluation. One copy of this evaluation is kept on file at the College, one copy to the PSFA, one copy to PSFA Field Education Specialist, and one copy to the Instructor being evaluated (see “Instructional Forms” link on our website menu bar).
3. If course evaluations reflect a potential problem, the Executive Director or designate will contact the instructor for additional information. A follow-up evaluation will be conducted after consulting with the instructor in question.

INSTRUCTOR DISCIPLINE

Occasionally, problems or complaints involving instructors may occur. These issues may involve but are not limited to: poor teaching performance, unprofessional behavior or misconduct, falsification of records, safety violations, or failure to follow College policies. Problems may be detected by student dissatisfaction as indicated by "Course Evaluation Forms", a complaint from a host company or sponsoring organization, or a complaint from an instructor. Complaints or violations must be in writing and will be investigated by the College within ten (10) working days of receiving the information.

If the information collected indicates a problem, a meeting with the instructor and the College representative will be conducted to ascertain the nature of the situation and to resolve the issue. When possible, this meeting should be scheduled within twenty-five (25) days of the original complaint. Representative(s) from the Pennsylvania State Fire Academy or PA BEHS will be notified of the situation and may, at their discretion, be present at the meeting with the instructor.

A report will be completed and forwarded to the Vice President of Continuing Education, Workforce Development, & Public Safety within five (14) days after the meeting. Official notification of the final decision will be provided to the instructor(s) within thirty days following any appeals meeting. The Vice President will meet with all parties, if concerns cannot be resolved. Continued unresolved or uncorrected issues/conditions may lead to additional corrective measures. Instructors may appeal the decision of the College by completing the following process:

The process for an appeal is as follows:

1. Request in writing that you wish to appeal the action(s) taken by the College.

2. You will be contacted by a College representative acknowledging your request.
3. A College representative will provide you with the time and date of your appeal meeting with BCCC Review Board Members.
4. You will be contacted in writing within thirty-days of the appeal meeting with the decision of the Board.

Disciplinary actions by the College include but are not limited to the following measures:

1. Suspension from teaching or evaluating all programs or disciplines for a specified time period (minimum one semester)
2. Suspension from teaching or evaluating specific programs or disciplines (minimum one semester)
3. Dismissal from the College
4. Reimbursement to the College for intentional fraudulent payroll and travel submissions or damage to College/PSFA support materials or equipment due to instructor negligence

TEACHER/STUDENT RELATIONSHIPS*

Having well-qualified professionals teaching courses enhances the programs and provides students with a practical prospective. When practitioners who are involved in a business enterprise are engaged in teaching, extra care must be taken to ensure that classroom instruction is objective and that students do not misinterpret the role of the instructor. While no professionals would exploit a teacher/student relationship for commercial purposes, students may misunderstand some actions.

For this reason, the Division of Continuing Education, Workforce Development & Public Safety enumerates some of the ethical standards applicable to the learning environment. Fundamentally, teaching should not be looked upon as a marketing technique. The following actions are **not** appropriate in this regard and may warrant disciplinary actions by the College:

1. Soliciting business from students inside or outside of class
2. Discussing a product or service offered by the instructor's company in such a way that students would be more likely to purchase that product or service over another similar product or service offered by someone else
3. Using lists of students, their addresses, or phone numbers for purpose of solicitation. (Such lists should always be treated with strict confidentiality.)
4. Contracting directly with students, their employers, or companies to offer instruction

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when such contacts were the direct or indirect result of Bucks County Community College instruction (Any such requests should be referred to the College.)

5. Use of identification or assignment as an instructor for the direct or indirect solicitation of product sales for personal gain or for a particular commercial or career interest

All BCCC instructors are to conduct themselves in a respectful professional manner. Instructor integrity is critical to the success of the program. All inappropriate instructor behavior, regardless of nature, will be investigated by the Executive Director or designate in accordance with College policies and procedures.

CERTIFICATES

Class certificates are processed by the College from the information provided on the Bucks County Community College "Registration Form -Non-Credit Course" which is completed by the student at the start of class. If the student does not attend the required sessions or otherwise fails, a certificate will not be issued. Provisions for making up missed sessions will be consistent with BCCC policy. If a student makes up the missed session(s), the instructor should notify the College in writing, submit appropriate records for "make-up session(s)", to have a certificate issued. Please document any makeup session on the "Class Attendance Roster".

After the certificates are printed, they are sent to the lead instructor for his/her signature. The lead instructor will forward the signed certificates to the hosting organization (the organization that requested the training course) for distribution. The turn-around time for certificates is 4 – 6 weeks after the College receives the lead instructor's completed paperwork. Special requests for certificates needed to apply for professional certification testing should be submitted to the Assistant Director of Field Operations for your area at the earliest possible convenience.

Students must meet all of the course objectives, including prerequisites in order to receive a course certificate. No special certificates will be issued to a student that has not completed ALL course objectives.

INCIDENTS / ACCIDENTS

In case of any illness, near miss incident, or accident, (including damaged equipment) regardless of the severity, during a training session, an "Incident/Accident Report" (see "Instructional Forms" link on the menu bar of our website) must be completed and forwarded to the Training Center at Bucks County Community College and the Pennsylvania State Fire Academy immediately. If the illness or accident requires hospital treatment, the College's Field Representative or the College's Public Safety Main Office should be notified immediately (see page 6 of this manual).

INSTRUCTOR INJURY PROCEDURE

As required by Pennsylvania law, the College provides Workers' Compensation insurance for all individuals paid through the College's payroll account. All full-time employees, regular part-time employees, per-diem employees, and work-study students are covered under the College's Workers Compensation policy for injuries incurred on the job.

NOTICE OF AN ON-THE-JOB INJURY:

All employee injuries must be reported to the College at 215-340-8417 or 215-968-8092. An injured employee's College supervisor, the Security Office, or the Human Resources Office, or our website (www.bucks.edu/publicsafety under instructional forms) can provide the employee with an employee injury report form. The injured employee should sign the employee's Notice and Acknowledgement Form (see "Instructional Forms" link on the menu bar of our website). If an injured employee refuses to sign the acknowledgement, please indicate so on the form. Forward the original white copy to the College; the employee keeps one copy. The Employee Injury Report on the reverse side of this notice should be completed by the supervisor and forwarded to the Human Resources Office. The Employee Injury Report should be taken the Human Resources Office in Tyler Hall or faxed to 215-504-8506.

For a serious and/or fatal accident, call the Assistant Director of Field Operations for your region (see page 6) or the Executive Director at 267.716.3785, or the Public Safety Office at 215.340.8432.

The Benefit Office should be notified immediately when an employee returns to work via a Personnel Action Form. A doctor's certificate is required to return to work and should specify any limitations on the employee's work duties.

SMOKING

As an educational facility, concerned about the health of students, employees and visitors, Bucks County Community College prohibits smoking during class time. All smoking should be done during breaks and outside of the classroom, in designated smoking areas. Many organizations do not allow smoking on their property or inside their facilities. These rules will take precedence over College policy, if more stringent.

FACIAL HAIR POLICY

The College supports and enforces the facial hair policy established by the Pennsylvania Fire Academy. A copy is available from our website under "Instructional Forms" from the menu bar. In summary, no student or instructor is permitted to attend or participate in training sessions, in full or in part, requiring the use of respiratory protection devices where their facial hair compromises or comes in contact with the facepiece seal.

MISCELLANEOUS FEES

Tuition fees are determined by Bucks County Community College. Absolutely no local level instructor employed by BCCC will collect enrollment fees or any reimbursement for a BCCC sponsored program. The facility-use and material fees for "weekend schools" are collected by the Training Center at Bucks County Community College or the County Association.

JUNIOR FIREFIGHTERS

Bucks County Community College Instructors are required to follow the guidelines regarding Junior Firefighters, as identified by the Child Labor Law and the PSFA. Students under the age of 18 are not permitted to enter a burning structure, operate within an IDLH (immediately dangerous to life and health) atmosphere, or operate hydraulic tools or stabilizers in accordance with the "Child Labor Law".

Students under 18 years of age must have an employment certificate. The Chief and/or Training Officer is required to verify that the junior firefighter does have his or her working papers. Junior firefighters should be properly identified during training sessions. If a question arises on junior firefighters, consult the appropriate College Assistant Director of Field Operations (see page 6 of this manual).

FIELD OPERATIONS REPRESENTATIVES

The Field Operations Representatives have the following responsibilities:

1. Promote a strong customer service philosophy
2. Attend meetings of County Associations
3. Work with instructors to solve problems and answer questions
4. Make recommendations for courses for fire companies to sponsor
5. Provide input on brochures for county weekend schools
6. Arrange for classes and instructors
7. Report activities to the Executive Director of the Center
8. Manage fire school weekends as needed
9. Report and investigate injuries and serious issues, which have or may occur
10. Coordinate & facilitate training courses as requested
11. Represent BCCC in an appropriate and professional manner
12. Coordinate Instructor Workshop sessions
13. Coordinate Train-the-Trainer courses as required

14. Investigate complaints, injuries, and unsafe acts
15. Correct unsafe or offensive acts involving staff or customers
16. Ensure a positive learning environment for our customers
17. Coordinate professional certification testing requests

TIPS FOR SUCCESSFUL TEACHING

FIRST CLASS SESSION*

In adult education, it is extremely important to get your class off to a good start. The following suggestions will ensure a smooth beginning to your new class of adult students:

Please report to class no less than one-half hour before class is scheduled to begin. After the initial class, you should report early enough to begin at the scheduled time.

Introduce yourself to the class, and describe the experiences and background, which qualifies you as an instructor for that class. Through your introduction, you will find that your enthusiasm for your subject area will be transmitted to the participants.

Course objectives of what you plan to cover during the course are an important "first". A handout or a verbal explanation will provide a solid foundation from which to discuss any modifications or adaptations you and your class feel could be appropriately made.

A few minutes of your first class should be set aside for students to informally introduce themselves to each other. (weekend schools or resident academy programs)

During the first session, a class roster should be filled out with name, address and telephone number of each student. This roster is an official record of who participated in your class.

During the first session, it is important to establish an emergency telephone communication network. This can be used to inform your class of any unexpected cancellations or changes. Notifying students of class changes due to emergencies is your responsibility, as the instructor.

Identify and introduce any text material you will be using. Inform the class of the expected learning outcomes and expected student behavior at the beginning of the session(s).

As soon as the preliminaries have been covered, it is important that you get involved in the actual teaching of your course. Although a portion of the first class is devoted to administrative matters, this class session is still a teaching session and students

should leave after the first night feeling they had an opportunity to become involved in the subject matter.

TRAINING PITFALLS

The more common reasons that training sessions fail to meet the expectations of both trainers and participants, may be worth remembering as you teach a program. An awareness of the types of things that detract from a presentation should help to avoid these pitfalls.

1. Lack of goals and objectives shared by both trainer and participants
2. Too diverse a group in regard to ability and interest
3. Too much content for time allotted
4. Too much unfamiliar terminology
5. Content at inappropriate level (either too simple or too complex), not practical or applicable
6. Teaching/learning styles mismatched
7. Lack of opportunity to process and apply information
8. Delivery style inappropriate for content
9. Unorganized or absence of formatted lesson plan

Some Important Suggestions*

1. Be sure that everyone feels that he/she belongs
2. Encourage each class member to become acquainted with the other students
3. Be informal, friendly and personable, without affronting anyone's sense of dignity
4. Encourage everyone to participate in group activities
5. Help everyone feel that his/her own opinions and thoughts are important
6. Let the program grow with and from the group
7. Remember that you, too, are a member of the group
8. Have a sense of humor! Let the learners know you are good-natured and capable of laughing with them

*Adapted, in part from "Introduction to Training for Health Systems Agency Boards," pre-publication copy, The Institute for Health Planning, Madison, Wisconsin.

COURSE ENROLLMENT AND CANCELLATION POLICY

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The instructors should be notified 10 days before the start of the course by the "Local Contact Person" if the preferred minimum number of students has not been met. At this time the course can be cancelled with no cost to the sponsoring organization. The instructor and the sponsoring organization may elect to conduct the course under the minimum by paying a fee for each student under the class minimum. The fee is as follows:

Up to a 6 hour course	- \$20 fee per student under the class minimum
Over 6 hour course	- \$50 fee per student under the class minimum

The instructor will provide the sponsoring organization with a service agreement (see "Instructional Forms" link in the menu bar of our website) prior to the start of the program. This agreement must be signed by a representative of the sponsoring agency and returned to the instructor. The sponsoring agency will be charged for the number of students under the preferred class minimum (15) at the rate specified in the agreement. The organization should then forward a check to Bucks County Community College, Fire Training Center.

Please instruct the agency to write the course FSC number on the check.

If the sponsoring organization does not cancel the course 10 days in advance, the sponsoring organization will be charged for the instructor's incurred costs and lost wages for the course. The instructor's wages are calculated at the current rate per hour. Failure to pay this fee will result in a sponsoring agency being suspended from free local level training. Please remember that if you have the minimum number of students required, most of the courses are tuition free (with the exception of some instructor travel expenses-please see "Instructor Credentials" on page six of this manual for details).

All courses also have maximum student enrollment levels established as well as a preferred minimum. Please review these requirements with the hosting organization while making arrangements for the course.

EMS CONTINUING EDUCATION CREDITS

Many responders have emergency medical certifications and now require continuing education credits. In response to this need, the local level course application (see "Instructional Forms" link on the menu bar of our website) has a section to indicate when the organization is requesting that the course requires continuing education units. As the instructor of record, direct the requesting organization to indicate the need for EMS con-ed units on the Local Level Course Application, by checking "Yes" or "No" in the con-ed section of the course application.

“NO” means that the requesting organization will register the course with their EMS Regional Council (the preferred method for registration) or no con-ed credits are needed; “YES” means that the requesting organization wishes BCCC to register the course with their EMS regional council. Applying for EMS Con-ed registration after the start of the course may affect the issuance of con-ed units. An unmarked box will be considered a “NO” and con-ed registration will not be processed. Regional Councils will not register con-ed programs less than 14 days in advance. The College must receive course applications for these programs no less than 14 business days in advanced.

Some organizations are EMS con-ed sponsors and may wish to register the course with their local Regional EMS Council. If this is the case, have the requesting organization check the “No” box in the con-ed section of the course application. This will prevent “dual registration” and eliminate any duplication of efforts for the College and the Regional EMS Council. In the event that the requesting organization is not a Bureau of Emergency Health Services (BEHS) registered con-ed sponsor, they may contact their Regional EMS Council and apply to become a BEHS Con-ed Sponsor.

If BCCC registers the course for con-ed credits, we will forward the required BEHS paperwork, BEHS forms, and directions to complete the paperwork to the lead instructor. It is the responsibility of the lead instructor to complete the paperwork, check for accuracy, and promptly return it to the College, within 7 days after the conclusion of the course. If the students attending the course do not require con-ed credits, return all of the BEHS paperwork (class roster, evaluations, instructions, dot-forms, and BEHS student application forms) to the College, within 7 days after the course is completed.

BCCC prefers that the sponsoring organization register all con-ed requests with their local EMS Regional Council. Remember, failure to return the BEHS con-ed course paperwork will delay the processing of the lead instructor’s salary for the course.

POLICY & PROCEDURE REVIEW

It is the policy of Bucks County Community College, Division of Continuing Education, Workforce Development, and Public Safety to review and update as needed the contents of this handbook on an annual basis.