

SETTLEMENT STUDIES DIPLOMA PROGRAM

Student Handbook

2023-2024 ACADEMIC YEAR

Faculty of Skills and Foundational Learning (FSFL)

Settlement Studies Program Office

Location: 6th Floor, CELT (Civic Employees Legacy Tower)
10215-108 Street, Edmonton, AB.

Hours: Monday-Friday 07:30-16:30 (Subject to change)

There is a student assignment drop box to the left of the reception desk.

NOTE: Please adhere to all current COVID-19 protocols.

*** Please note that students are responsible for awareness of information in this manual, and of all policies listed on the College Website:

<https://www.norquest.ca/resources-services/student-life/student-policies.aspx>

Developed by Settlement Studies, NorQuest College. Last revised August 2023.

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LAND ACKNOWLEDGEMENT

We would like to begin by acknowledging that we are on the traditional lands, referred to as Treaty 6 Territory and the homeland of Metis Region #4. This land is home to many diverse groups of Indigenous peoples including the Cree, Dene, Blackfoot, Saulteaux, Nakota Sioux, Métis, and, Inuit. We also acknowledge that the City of Edmonton and all the people here are beneficiaries of Treaty No. 6. which encompasses the traditional territories of numerous western Canadian First Nations as well as the Métis people who have called these lands home since time immemorial.

NorQuest acknowledges the treaty, the land and the territories of Indigenous peoples as a reminder of:

- Our responsibility and obligations to the land and to Indigenous peoples,
- Our accountability to addressing the ongoing impacts of colonization that are distinct to Indigenous peoples and communities,
- Our work together in remembering the spirit and intent of the Treaty towards right relations.

MESSAGE FROM THE DEAN

Dr. Maroro Zinyemba, Ed.D.

Welcome to NorQuest College!

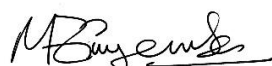
Congratulations on choosing NorQuest as the starting point for your settlement studies career. At NorQuest, you can expect highly qualified and engaging faculty, a current and workforce-relevant program curriculum, and a supportive and inclusive learning environment.

As a graduate of the NorQuest College Settlement Studies Diploma Program, you will have a skill set that is in demand. When you graduate and become employed in the field, you will have an opportunity every day to make an impact and to make a difference in people's lives. You will impact individuals, families, and communities. This is an important responsibility.

The Instructional Team looks forward to working with you as you embark on your journey to become a settlement worker with a goal of working with newcomers and under-represented populations. We encourage you to ask questions and seek our support to help you achieve your goals.

This manual is designed to provide you with introductory information to guide your success in the program.

Best wishes for a meaningful learning experience and journey,



NORQUEST COLLEGE BRAND

Our Promise

- Maximizing opportunities that others don't see

Our Essence

- Challenge Positive

Our Attributes

We are:

- Inclusive
- Student-centred
- Relevant and necessary
- Exciting
- Catalyzing
- Confident
- Progressive
- Professional

Our Symbol

- Our symbol (logo) is made of simple shapes, forming a contemporary version of a traditional crest. In both form and content, it reflects the inherent qualities of the college:
 - Student-centred (circle/person)
 - Inclusiveness and optimism (colours)
 - Guidance/support (star) and potential for growth and learning (leaves/book)

From: <https://www.norquest.ca/about-us/about-norquest-college/norquests-brand.aspx>

OUR COMMITMENT

The NorQuest Learning Experience

Your experience as a learner in the Settlement Studies Diploma program is important to us. You will have an inclusive learning experience, embracing diversity and developing skills needed to succeed. You will be taught by exemplary faculty with relevant experience in the field, who will respect you as a partner in learning and bring together theory and practice in practical ways. Our commitment is to partner with you to prepare you for a successful career or to continue your education.

Safe Space Statement

At NorQuest College, we are committed to fostering a space where both students and staff can engage in honest conversations in a respectful, responsible, and thoughtful manner without fear of repercussions. We celebrate our differences, and we value continuous growth and learning from each other. We create a sense of belonging where we do not judge anyone based on biological sex, sexual orientation, gender identity or expression, race/ethnicity, religion, linguistic and/or cultural background, age, physical or mental ability, or any other aspect of one's person. NorQuest does not tolerate bullying, racism, or harassment. If you or another student or staff member are subjected to any of these actions, your voice will be heard and taken seriously. It is everyone's responsibility to nurture a space where each person can feel safe and respected.

For more information on the NorQuest Learning Experience:

<https://www.norquest.ca/programs-and-courses/learning-at-norquest.aspx>

OUR TEAM

DEAN

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780-644-6342

PROGRAM ADMINISTRATORS

Faustina (Tina) Apdujan

Faustina.Apdujan@norquest.ca

780-818-6599

INTERNATIONAL STUDENT SERVICES

Walk-ins or Appointments

International@norQuest.ca

780-644-6128

CONTACT INFORMATION: AT A GLANCE

(NOTE: Please adhere to all current COVID-19 protocols.)

Program Office:

Monday-Friday: 8:00am- 4:30pm (There is a student drop box to the left of the reception desk)

Location: 6th Floor, CELT; 10215-108 Street, Edmonton, AB, T5J 1L6

Phone: 780.644.6520

Fax: 780.644.6529

Course Registrations (Office of the Registrar)

Location: Main floor, CELT

Phone: 780.644.6000 or Toll-free at 1.866.534.7218

Email: enrolment@norquest.ca

Additional Info: <https://www.norquest.ca/resources-services/college-services/office-of-the-registrar.aspx>

You can add/drop/swap classes in MyQuest prior to the start of term. After the term has begun, please contact enrolment@norquest.ca for any course add or drop requests.

The Core (Bookstore)

Location: Singhmar Centre

Phone: 780.644.6200 or Toll-free at 1.866.534.7218

Email: thecore@norquest.ca

Additional Info: <https://thecore.norquest.ca/>

MyQuest/MyMail/Moodle Support & Password Retrieval

Location: Singhmar Centre

Phone: 780.644.6100

Email: computercommons@norquest.ca

Additional Info: <https://www.norquest.ca/student-resources/campus-services/computer-services-and-technology.aspx>

Student Login IDs and Passwords

NorQuest College staff and faculty will continually keep you updated through your NorQuest email and your MyQuest link. From these two online systems you will be kept informed about your classes, marks, funding, etc.

Accessing Your Accounts:

1. After you apply to NorQuest College you will receive a letter with your Username, Password and instructions for signing in to MyMail and MyQuest.
 - Enter your Username and Password exactly as displayed in your letter.
 - You will be prompted to change your password the first time you log on.
2. Your computer login information is required to access the computers on campus.
 - You will be prompted to change your password the first time you log on.

3. If you need additional help or you forget your login information, contact Computer Commons.
Computer Commons – 2-180, Singhmar Centre,
780.644.6085 (email: computercommons@norquest.ca)
4. For security reasons, when requesting help, make sure to have:
 - your student ID number
 - your home address and phone number

NorQuest Computers (Windows)

To log into any computer on campus:

Username: **e.g., Jsmith123**

Initial Password: **Norquest-####** (#### = last 4 digits of Student ID)

MyQuest, MyMail and Moodle

- MyQuest is where you will find your class information (marks, class schedule, funding information)
- MyMail is the NorQuest student email system. This is how your teachers, funders, advisors etc., will contact you while you are a student
- Moodle is the website that your teachers will use for all your course information – test dates and assignments; as well as links to your online class and class recordings
- Note that the log in information is the same for all three of these systems

Your User Name and Password were sent to you by mail. If you cannot remember your User ID and password, go to the Computer Commons Help Desk located at the back of the Learner Centre on the second floor of the Singhmar Centre for Learning.

Users must not use College computing resources for the creation, transmission, storage, access or viewing of materials which in any way contribute, support or promote actions which are prohibited on the basis of harassment and/or discrimination including but not limited to the categories of:

- Harassment
- Sexual Harassment
- Pornographic
- Racial/Ethnic/Cultural Harassment
- Discrimination
- Hate Literature
- Systemic Harassment/Discrimination
- Reprisal

Parking

Up-to-date information about parking may be found at:
<https://www.norquest.ca/about-us/facilities/parking.aspx>

DAILY PARKING

Lots E and G are designated for daily parking on a first come, first served basis. The parking rate is \$2/hour for a maximum of \$12/day.

EVENING AND WEEKEND PARKING

A flat fee of \$6 will be charged for parking weeknights (after 6:00 pm) and on weekends in Lots E and G (lots across from the main building on the west side of 108 Street). A flat rate of \$6 will be charged for parking weeknights (after 5pm) and on weekends in the Singhmar Centre for Learning.

HOW TO PAY FOR PARKING

Parking payment will be contactless using the **HotSpot app**. Fast tap signs are in all NorQuest parking lots for quick mobile tap payments. Day passes are subject to HotSpot fees. When buying a day pass on the app, you can pick between \$0.20 per transaction, \$2.00 per month, or \$20 per year.

Counseling Services

Location: Centre for Growth and Harmony, Singhmar Centre

Phone: 780.644.6155

Email: counselling@norquest.ca

Additional Info: <https://www.norquest.ca/resources-services/student-services/health-and-wellness.aspx>

Tutorial and Academic Coaching Services

NorQuest College has free tutoring and coaching services for students in all programs. The tutor-coach team works with students one-on-one and in small groups to review course material, guide them with homework and assignments, and build academic skills, such as time management and test-taking. Services are available in person and online.

To get started, find out more at <https://libguides.norquest.ca/tutorialcoaching>.

Phone: 780.644.5864

Email: tutorial.coaching@norquest.ca

Indigenous Student Centre

NorQuest's Indigenous Student Centre is a multi-purpose facility for Indigenous students. Located in the Singhmar Centre for Learning, the Indigenous Student Centre hosts ceremonies, counselling sessions with Elders, and Indigenous Student Advisor academic services, but it's also a social gathering place.

Location: Singhmar Centre for Learning, Room 1-151

Phone: 780.644.6772

Email: indigenous@norquest.ca

Additional Info: <https://www.norquest.ca/resources-services/student-services/indigenous-student-services/indigenous-student-centre.aspx>

Health Services

Location: Centre for Growth and Harmony, Singhmar Centre

Phone: 780.644.6155

Email: healthservices@norquest.ca

Additional Info: <https://www.norquest.ca/student-resources/health-and-wellness-supports.aspx>

Learning Centre (Library)

The library provides a range of services including access to tutors, computers, media rooms, a writing centre and supports for students in all programs.

Hours: Monday-Friday 7:30 a.m. - 7:00 p.m.

Saturday 8:00 p.m. - 4:00 p.m.

Location: Singhmar Centre for Learning- 2nd Floor

Phone: 780.644.6070 or Toll-free at 1.866.534.7218. Text questions to 587.600.0084

Email: library@norquest.ca

Chat: <https://library.norquest.ca/help.aspx>

Additional Info: <https://library.norquest.ca/services.aspx>

Social Media:

<https://www.facebook.com/norquestlibrary>

<https://twitter.com/norquestlibrary>

<https://instagram.com/norquestlibrary>

Accessibility Services

Students with an experience of disability can receive accommodations after registering with Accessibility Services. If you need to register with Accessibility Services, click [here](#) or email disabilityintake@norquest.ca to book a disability intake appointment. You can also book a disability intake appointment by calling 780.644.6130. Please visit the Accessibility Guide (link [here](#)) for more information about the services that are available for accommodated students at NorQuest.

Students are not required to disclose their disability to instructors. However, students are responsible for providing instructors with information about their individual accommodations.

- If you have exam accommodations set up by Accessibility Services, you will write your exams

with Accommodated Exams at Testing Services. Please find detailed information about [how to book your exams here](#). All exams must be booked at least **5 business days in advance**.

- Please note that all students at NorQuest now receive extra time (50% more time) for their exams (unit tests, final exams, quizzes/tests). This extra time benefits all students, including students with disabilities and those whose first language is not English. If you are a student who has 1.5x extra time for exams as your **only** exam accommodation from Accessibility Services, you will write your exam with your classmates (not with Accommodated Exams).
- Please note that accommodations may not be permitted for any skills during practical labs that are considered essential for the workplace.

Student Association

You are encouraged to become an active part of campus life at NorQuest College, by becoming involved in the Student Association. The office is located in the Singhmar Centre for Learning.

Phone: 780.644.6250

Email: students.association@norquest.ca

Additional Info: <http://www.sanqc.ca/>

OUR CAMPUS

Your program is delivered at the **Edmonton Downtown Campus**. This consists of four separate buildings:

- **Singhmar Centre for Learning / SCFL.** Room numbers begin with 1. Located at 10215 108 Street.
- **Civic Employees Legacy Tower/CELT.** Room numbers begin with 2. Located at 10215-108 Street.
- **Centre 102.** Room numbers begin with B. Located at 10704-102 Avenue.
- **Centre 106.** Room numbers begin with E. Located at 10232-106 Street.

More information and Campus Maps can be found at:

<https://www.norquest.ca/about-us/campuses-and-maps.aspx>

Please note that our campus is a **non-smoking** campus. There is no smoking inside any building.

STUDENT INFORMATION ON WEBSITE

Please visit your student website, at <https://www.norquest.ca/cur rent-students.aspx> for information on news, events, and resources available to you.

ROLES IN YOUR PROGRAM

Your instructor is responsible for the following items:

- Course syllabus, schedule, materials, assignments, and exams.
- Monitoring, and recording student progress.
- Grading student assignments and providing feedback to the student.
- Responding to student questions pertaining to the course.
- Responding to questions about the material: readings, assignments, grades, classes, information on Moodle, and exams.
- Course and classroom expectations and procedures.
- Responding to requests for exam or assignment extensions/deferrals.
- Addressing concerns if there is a discrepancy with your mark or you have not received your marks.

The Associate Chairs are responsible for the following:

- First point of contact for concerns about the program and curriculum.
- Responding to requests for exam deferrals.

The Chair is responsible for the following items:

- Concerns about the program or curriculum.
- Program policies.
- Faculty and program evaluation.
- Overseeing the program for the College.
- Issues not satisfactorily addressed by the Associate Chair.

Program Administration staff are responsible for the following items:

- Maintaining student records.
- If you are having difficulty contacting your instructor.
- General program information.
- Booking appointments to see the Associate Chair and Chair.

The Office of the Registrar (OR) is responsible for the following items:

- Registering students into courses.
- Updating student information.
- Course fees.
- Maintaining student records.
- Course extensions.
- Transfer credit requests – refer to the policies and forms at: <https://www.norquest.ca/applying-to-norquest/transcripts-and-transfers/transfer-credits.aspx>.

STUDENT ADVISOR ROLE

If you are having trouble navigating College services, or need guidance on the resources available to you, please consult with your **Student Advisor**.

What is a Student Advisor? We are a team of **centralized advisors** who are here to answer student questions and concerns – we provide our services for students from application to graduation. *As soon as students apply to the College and pay an application fee, they can access our services.*

What we can do? We are your go-to people for any general College inquiries – anytime you have any questions/issues about college services, policies, or processes that you are unsure about or don't know where to go to find the answer – your student navigator can help. This may include:

- **Program Information** (General policies and procedures)
- **College Services** (Provide information or direction to services such as: Career and Employment Services, Tutorial Centre, Counsellors, Social Worker, Bookstore, etc.)
- **Student Funding** (Grant Funding, Student Loans, how and when to apply, full-time vs part-time, etc.)

How can I contact them?

Office Location: 10215 108 Street

Phone: 780-644-6130

Email: student.advisor@norquest.ca

Hours of Operation: Monday-Friday, 8:30 am – 3:30 pm. Drop in or pre-booked appointments available – call or email for more information.

PROGRAM ADVISORY COMMITTEE (PAC)

Each program at NorQuest has an active Program Advisory Committee made up of educators, leaders, alumni, and students. The purpose of this committee is to provide guidance to the program area in ensuring the curriculum and its delivery is current and relevant to the workforce. The PAC for this program meets at least twice per year.

OTHER INFORMATION

Please visit your student website, at <https://www.norquest.ca/current-students.aspx> for information on news, events, and resources available to you.

Orientation

Please watch your @norquest.ca email for important details about your program orientation.

Booklists

Booklists are available to view at the bookstore (The Core), or online at: <https://thecore.norquest.ca/CourseSearch/mycourses>

You may purchase your books through our College bookstore (new or used books available through our buy-back program), through another online vendor, or from a previous student.

Emergency Procedures

Evacuation

1. When the alarm sounds, ALL patrons must immediately leave the building in an orderly fashion following the directional signs in the hallways. Instructors are to take class registers with them.
2. Floor Wardens are to ensure that all patrons leave as directed and that doors are closed. Patrons failing to leave will be reported.
3. Regardless of the ringing pattern of the alarm, evacuation must run to completion. Under no circumstances are patrons to change direction in stairwells or re-enter the building when the alarm stops ringing.
4. Elevators are not to be used during an evacuation.
5. Occupants are to exit the building by following the evacuation route signs in the hallways.
6. Should designated exits be endangered, patrons are to proceed to the alternate exit without waiting for further direction.
7. During emergencies all instructions from designated Floor Wardens must be followed. Failure to follow the Floor Warden's instructions can result in disciplinary action.
8. After leaving the building, all patrons must move away 10 meters from the building to a safe area or the nearest sidewalk and wait for further instructions.
9. Everyone must remain outside the building until the Door Warden signals for them to return.
10. Those who are physically unable to proceed down the stairs are to remain with the Floor Warden in the northeast corner of the hallway beside the Fire Phone. The Floor Warden will use the Fire Phone to indicate the number of physically challenged individuals and to identify any emergency situation.
11. Procedures and evacuation routes are posted in each hallway for individuals to familiarize themselves.

Evacuation Procedure for Physically Challenged Persons

1. At the sound of the fire alarm, assume that an emergency situation exists.
2. Proceed immediately to the northeast corner of the building beside the fire phone and wait for further communication from the Floor Warden who will then inform the persons whether it is an emergency or if it is part of a scheduled drill.
3. In the event of a drill, the Floor Warden will continue to remain with the physically challenged persons in the northeast corner of the hallway and await the ALL CLEAR from the Chief Fire Warden or the Assistant Deputy Chief Fire Warden.
4. If an emergency exists, the Floor Warden will move all persons into the stairwell and wait for the firemen who will be directed to the stairwells to provide assistance in the evacuation.

False Alarms

Since all alarms are treated as real, the intentional sounding of a false alarm is a very serious offense. Any individual identified as having pulled an alarm without cause, will face possible termination from the program and the pressing of criminal charges.

Anyone having information related to a false alarm should contact Facility Management located in Room A201.

Evacuation: <https://www.norquest.ca/resources-services/student-services/safety-security/evacuation-procedure.aspx>.

Lockdown

A lockdown is a protective measure that secures external and internal access points to retain occupants within rooms or spaces for their personal safety. A lockdown both restricts occupants from leaving while preventing access from unauthorized persons.

Upon hearing instructions for a Lockdown procedure:

- Close, lock, and barricade doors
- Close window blinds
- Stay away from windows
- Turn off lights
- Turn cell phones and electronic devices to silent
- Stay quiet
- Do not open door for anyone
- Remain in place until door is opened by police, then carefully follow Police instructions

Related instructions:

- If the fire alarm is activated during a lockdown, remain in your secured space unless you see or smell smoke/fire
- Assist those with disabilities or special needs
- If caught in an open space during a lockdown, move to a room with a door
- If in a washroom during a lockdown, remain there and hide in a cubicle
- If in a stairwell during a lockdown, remain there but away from doors
- If outside during a lockdown, move away from the building and take safe cover

- If possible, note details of the situation to aid Police
 - Number of intruders
 - Description of intruders
 - Types of weapons
 - Location and movement of intruders
 - Your current locations
 - Injuries

Lockdown: <https://www.norquest.ca/about-us/safety-emergency/response/lockdown.aspx>

Scent-Free Environment

NorQuest College maintains a scent-free environment. No scented products are permitted in the classroom, lab, or clinical setting.

Lockers

Lockers are rented per term and per month. Information about renting locker is available at: <http://www.norquest.ca/resources-services/student-life/lockers.aspx>

Media Consent

During your time in your program, we may be requesting to take your photo for educational or marketing purposes. We will provide a consent form for you to complete for such times. If you have any concerns, please discuss with your instructor or Associate Chair.

TRANSFER CREDIT

Students are eligible to receive up to one year's worth of credit for courses completed in the Community Support Worker Program. In addition, students may be eligible for credit for previous coursework at other post-secondary institutions. Students must apply for transfer credit to be assessed, and follow the policies outlined by the Office of the Registrar. More information and the Request Form can be found at: <https://www.norquest.ca/applying-to-norquest/transcripts-and-transfers/transfer-credits.aspx>

Although you may have transfer credit from other post-secondary work, please note that to graduate from this program, at least 50% of your coursework must be obtained at NorQuest College.

If you were admitted directly to Year 2 of the Settlement Studies program due to having previously completed the Community Support Worker program, you do not need to apply for transfer credit for your Community Support Worker courses.

YOUR SUCCESS IN THE PROGRAM

Practical Tips for Success:

- **Attend orientation.** Important information about your program and the College is provided to set you up for success.
- **Prepare for class.** Each instructor will outline a plan for pre-reading, assignment preparation, and other ways to maximize your time in the classroom and lab. Ensure you are current in your class by checking your Moodle course shell weekly.
- **Get and read the textbooks.** Textbooks are very important in class. Having the texts and reading the assigned chapters will support your success in class.
- **Attend class regularly.** Although you are an adult learner and can choose whether or not to attend class, some learning experiences (labs, field trips, guest speakers, practicum discussions, some theory courses) are mandatory. Please treat your classroom as a workplace – let your instructor know if you cannot make it in advance and plan to complete missed coursework. Vacations should be planned for scheduled College breaks (Christmas, Reading Week, etc.).
- **Exams.** If you are not able to attend a scheduled exam, including an in-class exam, let your instructor know ahead.
- **Engage and participate.** There is a difference between attending class and actively participating in your learning experience. Ask questions, engage in discussions, and reflect on your learning experiences.
- **Communicate with your instructor.** If you are concerned about your success, or need additional resources, initiate contact with your instructor by emailing, dropping in during office hours, or making an appointment.
- **Utilize your Student Navigator.** If you need assistance navigating College services, designed to maximize your potential for success, please see your Student Navigator.
- **Stay informed.** Students are asked to **check NorQuest email daily**, as this is the only email address that any College employee will use to contact you. Check the student resources website at <https://www.norquest.ca/current-students.aspx>, check your MyQuest page for course grade information, and frequently check your course page on Moodle. As well, you receive regular general communications by email from the program area.
- **Make a plan for success.** Students who succeed plan for it early in their program. Maintain an up-to-date calendar of due dates, block study, review, and assignment preparation time. Ensure that you are balancing your studies with other aspects of your life to manage stress. It is not uncommon for post-secondary students to feel overwhelmed by workload, so seek assistance if required.
- **Buddy up.** Meet other students in your courses, so that you have someone to ask for assistance if you are away. Your instructional team recommends forming study groups with other students as a study and support strategy.

DISCLOSURE – ACCOMMODATIONS AND ALLERGIES

It is the student's responsibility to disclose any information to the Program Chair/Associate Chair(s) that may affect their success in the program.

- **If the student requires an accommodation for classroom activities or exams**, it is their responsibility to discuss their needs with the instructor. Accommodations are assessed through Student Services. For more information: <https://www.norquest.ca/resources-services/student-services/accessibility-services.aspx>
- **If a student's accommodation includes audio recording for lectures**, they must provide the instructor with the following completed form: *Agreement Regarding Audio Recording of Lectures*, at the conclusion of this manual.
- **Students with allergies** should be aware that the Play and Documentation lab contains many types of materials and they could interact/handle a variety of substances during learning activities. It is the student's responsibility to be aware of their environment, ask for clarification as required, and inform the instructor or Associate Chair about any concerns.

SCHOLARSHIPS, BURSARIES, AND AWARDS

Settlement Studies Diploma Program students are eligible for a variety of scholarship opportunities. You can review this information at <http://www.norquest.ca/resources-services/student-services/funding-your-education/scholarships,-bursaries-awards.aspx>.

If you need assistance, please consult with your Student Navigator.

GRADING SCALE

The final letter grade for all courses is based on the following scale:

Letter Grade (Post-secondary programs)	Grade Point Value (Post-secondary programs)	Percentage (Alberta Education courses/preparatory)	Descriptor
A+	4.0	95-100	Excellent
A	4.0	90-94	
A-	3.7	85-89	Very Good
B+	3.3	80-84	
B	3.0	75-79	Good
B-	2.7	70-74	
C+	2.3	67-69	Satisfactory (Overall GPA Required for Graduation and progression through the program)
C	2.0	64-66	
C-	1.7	60-63	Basic Pass
D+	1.3	55-59	
D	1.0	50-54	
F	0.0	0-49	Failure

Grading Rubrics recognize the expectations below:

Excellent (A, A+)

Has exceeded expectations as detailed in the assignment.
 Demonstrates superior linking of theory and practice.
 Provides rich examples from practicum and life.
 Demonstrates reflective practice.
 Demonstrates standard English written conventions and uses APA formatting.
 Provides appropriate references.

Very good (A-, B+)

Has met all grading criteria as detailed in the assignment.
 Demonstrates good linking of theory and practice.
 Provides examples from practicum and life.
 Demonstrates reflective practice.
 Demonstrates standard English written conventions and uses APA formatting.
 Provides appropriate references.

Satisfactory (C-, C, C+)	<p>Has met all grading criteria as detailed in the assignment.</p> <p>Demonstrates beginning linking of theory and practice.</p> <p>Provides examples.</p> <p>Standard English written conventions and APA formatting are used with minimal errors.</p> <p>Provides references.</p>
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Pass (D, D+)	<p>Has met most grading criteria as detailed in the assignment, but gaps exist.</p> <p>Frequent errors in standard English written conventions and APA formatting.</p> <p>Meets minimal requirements</p>
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Fail (F)	<p>Has not met grading criteria as detailed in the assignment.</p> <p>Frequent errors in standard English written conventions and APA formatting.</p> <p>Does not meet requirements</p>
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HONOURS STANDING

To complete the program with honours standing you must meet the following criteria:

- Obtain a cumulative grade point average of 3.7 or greater
- Not have failed or repeated any courses

Honours distinction will be noted on the transcript and parchment of qualified graduates.

PUNCTUALITY

Please be aware of the course and instructor-specific expectations regarding being on time. Instructors are supported in helping you to develop habits that will serve you well as a future educator and creating an environment that minimizes disruptions to optimize learning.

ASSIGNMENTS

Unless otherwise instructed, your assignments are due at the start of class on the date indicated by the instructor. If no due date is indicated, the assignment is due on the last day of regular classes.

If a student would like feedback on an assignment to ensure it is complete, it must be submitted to the instructor prior to the due date. If the assignment is incomplete and has been handed in ahead of the due date, the instructor will provide feedback and the opportunity to resubmit.

Your instructor will indicate how assignments should be handed in (by email, in print, or uploaded to Moodle.) Follow the directions carefully, as this information varies from assignment to assignment.

Late Assignments

If you are unable to submit the assignment on the due date, you must request an extension **before** the due date. You will be expected to initiate a discussion with your instructor and provide documentation

(e.g., medical note) to support your request for an extension. Only in extenuating circumstances may the instructor, with the Program Chair or Associate Chair's approval, agree to allow a student to complete a supplemental assignment.

EXAM LATES

Students who are late for scheduled exams may be permitted to write it provided they attend within the first 25% of the time allotted. Generally, no extra time may be granted for students who are late. However, at the instructor's discretion, time may be granted with a valid reason.

CODE OF CONDUCT

Students are expected to uphold a high standard of personal conduct during their time at NorQuest, in preparing to be members of a community services team.

Breaches in the code of conduct and consequences of those breaches may be found at:

- <https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs/non-academic-misconduct.aspx>
- <https://www.norquest.ca/student-resources/academic-supports/office-of-student-judicial-affairs/academic-misconduct.aspx>

STUDENT CONDUCT IN ACADEMIC MATTERS

In most fields of study, students benefit from sharing ideas with their classmates, friends, or family. Often, during the exchange of ideas, an original idea can develop into a stronger or more complex idea. This is a benefit of classroom or online discussions between students. Therefore, ***students should read course materials before class and arrive with questions and ideas*** related to the topic to be taught. Respect for your fellow students and program staff is expected. Many controversial subjects are discussed and you are free to disagree with views presented by your instructor and fellow students; however, you must do so respectfully.

Again, it is your responsibility to read and ensure you understand the standard practices for your program area and the college. You will have to accept any consequences associated with not following the policies even if you do not read them.

STUDENT RIGHTS AND RESPONSIBILITIES

-information from NorQuest College Code of Student Conduct Document

All students have the right to be treated with respect by NorQuest staff, faculty, and other students in academic and non-academic matters. Likewise, all students are expected to treat NorQuest staff, faculty, and fellow students with respect. Students are also expected to respect College property and materials.

Please see the NorQuest College Student Judicial Affairs information page under Current Student, Student Services at www.norquest.ca for a full list of rights and responsibilities.

Academic Misconduct

When doing assignments and exams, you are expected to follow the rules of academic honesty. Cheating and plagiarism are serious infractions which may lead to failure of the assignment, course, or expulsion from the program.

Plagiarism

Plagiarism is a form of academic misconduct that occurs when someone presents, as their own, work that has been created by another. Specific examples include:

- Presenting in any format the words, ideas, images or data created by or belonging to someone else as if it were one's own.
- Manipulating source material in an effort to deceive or mislead.
- Submitting work that contains misleading references that do not accurately reflect the sources actually used.

Cheating

Cheating is a form of academic misconduct that occurs when someone employs an unauthorized means to obtain credit for work submitted; to gain advantage over others in the assessment of academic work; or to assist others in obtaining such advantages. Specific examples include:

- Accessing information from unauthorized sources (e.g., other students, notes) in the course of completing an assignment, test or examination.
- Possessing unauthorized evaluation materials in advance of their administration.
- Collaborating on any project, assignment or examination without prior permission.
- Completing any assignments, tests or examinations for another student or having another student substitute for oneself in any activity related to academic evaluation.
- Submitting work for academic evaluation that has been obtained in whole or in part from other sources, including the internet or other individuals.
- Submitting without prior approval all or a substantial portion of academic work that has received credit in another course.
- Altering any document related to academic status or progress.
- Misrepresenting or withholding information or providing false information to gain academic or financial benefit.
- Willfully interfering with or damaging the academic work of another student.
- Failing to comply with a specific condition of academic integrity required within a particular course.
- Assisting others to cheat or plagiarize.

You are required to read and understand all the regulations regarding Academic Honesty. These regulations can be found on the NorQuest Website (www.norquest.ca), under Current Student,

Student Services. Lack of understanding regarding these rules is not an excuse for breaking them. If you are unclear, please check with your instructor.

Non-Academic Misconduct

In keeping with the College's desire "to foster a learning environment conducive to the personal, educational and social development of its students," you are expected to demonstrate a respectful attitude toward NorQuest staff, instructors, fellow students, and college property and material.

Conduct Toward Others

I will demonstrate respect for the dignity and individuality of all persons by:

- promoting an environment that is free of any form of harassment or discrimination
- refusing to tolerate verbal or physical abuse or the threat of abuse
- refraining from behaviours that interfere with or disrupt the learning, living or work life of others
- treating confidential information appropriately
- encouraging others to feel welcome and safe

Personal Conduct

I will demonstrate a high standard of personal conduct at NorQuest and in other activities related to NorQuest by:

- upholding the law
- refraining from behaviour that would bring the College into disrepute
- not engaging in inappropriate sexual behaviour
- refraining from inappropriate possession or consumption, or functioning under the influence of any intoxicating substance
- being reliable in my commitment to participate in work, study and related activities
- refraining from the use of a position of trust to receive special benefits or consideration, financial or material gain for myself or others
- appropriately using any real or perceived position of authority
- consistently practicing honesty in my academic or work life
- supporting an atmosphere that encourages the respectful exchange and examination of diverse ideas in order to further the development of our learning environment

Conduct Toward Property

I will respect College assets and the property of others by working to create an environment that treats these assets with respect and does not condone:

- theft, vandalism or damage of property
- unauthorized use or entry to any space or property
- violation of civil or criminal statutes

ACADEMIC INTEGRITY

Please review the following information regarding academic integrity provided by the Office of Student Judicial Affairs:

<https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs/academic-misconduct.aspx>.

Please note that academic dishonesty is any activity on the part of a student that defeats the purpose of the assignment or lab activity. Activities may be ones that a student clearly understands are dishonest. Examples are as follows:

- Using the same assignment to get credit in more than one course
- Submitting the same assignment when repeating a course
- Downloading/copying information from the Internet or copying from texts or journals or another student and claiming that work as your own
- Helping another student by allowing him/her to copy or use your work
- If you collaborate with others on an assignment, ensure that your work is original or that you give credit to the source.

All work is to be referenced in APA, unless otherwise indicated by the instructor.

The Learner Centre offers regular tutorials regarding APA, and more information can be found at:

<https://libguides.norquest.ca/apa>

Any instances of academic dishonesty will result in the completion and submission of the Academic Misconduct form.

<https://www.norquest.ca/NorquestCollege/media/pdf/student-resources/academic-supports/office-of-student-judicial-affairs/academic-misconduct-report-form.pdf>

ACADEMIC PROGRESS

Students must successfully obtain credit by achieving the minimum passing grade for each course and meeting the pre-requisites for each course in order to progress through the program.

Students must successfully complete all courses to graduate from the program.

If you are unsuccessful in a course (below 50%), you will be required to repeat the course. You may register in other courses only if you meet the prerequisite requirements for those courses.

NOTE: There are consequences to failing courses and practicums:

- If you are unsuccessful in **three** theoretical courses, or unsuccessful **twice** in the **same course**, You may be withdrawn from the program

If you are unsuccessful in the **same practicum twice** you may be withdrawn from the program.

Continuing in the program may be allowed if the circumstances are ruled exceptional by the Program Chair.

In order to complete the program, students must achieve a passing grade (i.e., 50% or higher, or a letter grade of “D”) in each course, obtain a minimum cumulative grade point average of 2.0).

Withdrawal from a Course or Program

A withdrawal can be requested by the program or by the student. If you intend to withdraw from the program, you must fill out a withdrawal form and submit it to the Office of the Registrar. This will allow for easier re-admittance to the program at a later date, and may result in a refund of tuition fees, provided you have withdrawn before the deadline has past (See the college website for specific dates).

Academic Advisors are also able to help you with the withdrawal procedure. If you would like to discuss the matter prior to making your decision please come to the 6th floor of the CELT Building and make an appointment to see your academic advisor.

Students who withdraw from the program are responsible for returning materials such as textbook rentals and library books. Failure to do so will result in a financial hold on their account. Until these fees are paid and/or books returned, they will not be approved for admission to any NorQuest program.

Statement of Grades and Official Transcripts

From your MyQuest account you can print a copy of your Unofficial Transcript, or you can order Official Transcripts to be used for entry in other programs. You can also contact the Office of the Registrar at 780-644-6000 (1-866-534-7218) or by emailing enrolment@norquest.ca.

Release of Personal Information

Your personal information will not be released or discussed with members or anyone else said to be representing you unless you have provided the College with specific written permission. This written permission must include the person's name and the type of information that may be released.

Changes to Personal Information

You can make changes to your personal information on MyQuest. In some instances, you will need to provide the Office of the Registrar with copies of relevant documentation related to changes (e.g. legal name changes).

ACADEMIC PROBATION

If you are not maintaining a semester GPA of 2.0 (C), you may be placed on academic probation. While in a probationary status you must achieve passing grades in the next five discipline-specific courses taken.

If, at the end of the probationary period, your semester average is 2.0 (C) or higher, you will be considered to be in good academic standing. **If, at the end of the probationary period, your average remains less than 2.0 (C), you may be withdrawn from the program.**

REPEATING A COURSE

When repeating a course as a result of an unsatisfactory course grade, you will be required to repeat all parts of the course. This includes all examinations, assignments, or lab assessments required for that course. In your second attempt of the course, you cannot re-use your assignments from the first attempt.

PROGRAM DURATION

The program is designed **for two years of full-time study**, and students who enrol in the Settlement Studies Program will be best served by maintaining a full course load. However, NorQuest's new student self-enrollment strategy does give students more flexibility in determining the pace and duration of their studies. As such, students will have the option to create a part-time route throughout the program. Students planning to study part-time should consider the following:

- Many courses have prerequisites
- Not all courses (including field experience and practicums) are offered every term; you may delay your progress through the program if you do not follow the recommended enrolment path
- Some mandatory fees are charged on a per-term basis, so your overall costs may increase if you extend your program length
- Your eligibility for funding or student loans may be affected by your part-time status
- International students are required to maintain full-time status for the duration of the program. Failure to do so will result in students violating the terms and conditions of their study permits, and would complicate any efforts to legally remain in Canada

Students are strongly encouraged to complete the program within **five years** from the start of their first semester of enrollment.

STUDENT APPEALS

Should you disagree with a decision, you have the right to appeal.

Appeal of a Grade on an Individual Assignment

1. If a student has reason to believe that a grade on a particular course component, such as an assignment, test or examination is other than what the work deserves, the student should request a meeting with the instructor to discuss the disagreement. The student may be accompanied by an attendant at any meeting(s).
2. If the matter remains unresolved, the student may appeal directly to the Academic Chair who may meet with the instructor and student together or separately, and may request an independent review by an unaffiliated instructor. The decision of the Academic Chair shall be final.

Appeal of a Final Grade in a Course

Academic grade appeals must be supported by evidence based upon at least one of the following three grounds:

- the final calculation was not based upon all of the work submitted as indicated in the course outline;
 - the final grade was miscalculated; or
 - there was an error in assessment.
1. If a student has reason to believe that a final grade in a course has been arrived at incorrectly or unfairly (refer to the grounds for appeal above), the student should first request a meeting with the instructor to discuss the disagreement. This request must be made within five working days of the final mark being posted. The student may bring unaltered original copies of graded course work and may request to consult any graded work that has not been returned. The student may be accompanied by an attendant at any meeting(s).
 2. If the matter is resolved to the satisfaction of both parties, and the outcome results in a change of grade, the instructor shall record the new grade.
 3. If the matter remains unresolved, the student may appeal directly to the Academic Chair, who may meet with the instructor and student together or separately, review relevant documents, and/or request an independent review by an unaffiliated instructor. The decision of the Academic Chair is final.
 4. The Office of Student Judicial Affairs is available to advise students and faculty on the preparation of the appeal package and methodology of evaluation.
 5. Before and during a grade appeal the assigned grade will stand.

Information about appeals within the College can be found at:

<https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs/academic-grade-appeal.aspx>

If you disagree with a grade, **you are asked to first speak with your instructor.**

The appeal process for grades is found at:

<https://www.norquest.ca/about-us/policies-procedures/academic/student-judicial-affairs-policy/academic-grade-appeal-procedure.aspx>

If you need assistance in the appeal process, the Office of Student Judicial Affairs can help.

EVALUATION AND FEEDBACK TO THE PROGRAM AREA AND COLLEGE

Program Evaluation

NorQuest College strives to provide learners with quality programs and learning outcomes based on current market trends, while ensuring students have the knowledge necessary for further studies in their chosen field. To do this, we require feedback from our students at various points in their career.

This is the NorQuest commitment to your education:

Inclusive Culture

- Our learning environment embodies diversity.
- Our college is enriched by the unique qualities of our faculty, staff, and students.
- We reflect and develop skills in cultural understanding.

Exemplary Faculty

- We bring together theory and practice in innovative and authentic ways.
- We are current and engaged in our disciplines.
- We use technologies to enhance learning.
- We respect our students as partners in learning.

Authentic Experience

- We offer real world experience.
- We equip students with the right set of skills for career success or further education.
- Our programs are endorsed by business and community leaders.
- NorQuest credentials are recognized and valued.

Accessible Learning

- We welcome students at any stage in their learning.
- We strive for accessible learning – any time, any place.
- We value, respect, and leverage the experiences of our students.

It is important to NorQuest College that you receive quality programs and services and are able to find a job related to your education. In order to determine if the College is successful in meeting both goals, you are asked, at various points during the program, to provide anonymous and confidential feedback on the College and the Program. Requests for feedback will usually be in survey form, although periodically you may be asked to participate in an in-person focus group.

You will have a number of opportunities to provide feedback on your time at NorQuest:

1. **Class Pulse Checks:** These are instructor-led to determine how student's needs are being met in the classroom, and what could be done to improve the learner experience. These are typically done before the halfway point of the course.
2. **Impromptu Feedback:** The Program Chair/Associate Chair may make an impromptu visit to your classroom or do a brief survey on your experience in the program so far.
3. **Course Evaluation:** This is a formal survey that will determine your satisfaction with your courses and instructors.

4. **Program Exit Survey:** This survey will determine your satisfaction with College programs and services.
5. **Graduate Follow-Up Survey and Focus Groups:** After graduation, you may be contacted by Institutional Research to discuss your experience in the program, and your current employment.

With the exception of the Class Pulse Checks, individual faculty members do not see the individual responses to the surveys listed. A summary of the results is compiled and provided to the Program Chair/Associate Chair and to the instructor being surveyed.

Survey information is used by the College to continually assess and improve the program.

WORK-INTEGRATED LEARNING (Field Experience)

You will be provided with detailed information, including a Work-Integrated (Field Experience) handbook and orientation, as you prepare for your field experience. A successful placement includes a strong partnership between the student, the College, and the field experience site. Each student is assigned a **mentor** at the site, who will provide informal and formal feedback, and a **WIL career coach/instructor**, who monitors the student progress through phone calls, emails, reviewing learning journals, and site visits. The instructor uses feedback from the mentor's evaluation to determine a grade of **P (PASS) or F (FAIL)** for the practicum course. Our process promotes observation, documentation, and collaboration in practicum.

The Field Experience Placement is a major component of the program, as it allows students to relate the theory they have learned in class to a practical setting. Students are offered the opportunity to further develop their familiarity with the nature and scope of community and service delivery programs. **Scheduling of student shifts/hours of practicum will vary to suit the nature and structure of the agency and the services it provides. Students are expected to work the same shift required of a full-time staff within the agency (where applicable).**

NorQuest College will provide students with a field experience placement.

Any student who fails the field experience placement must meet with the Chair or Associate Chair prior to registering in the placement again. A detailed plan with expectations for success and penalties for failing to meet expectations may be required.

Mandatory Attendance Policy

Mandatory attendance is important in developing a professional work culture that values responsibility, respect, and commitment to practice. Regardless of absences, the field experience hours need to be completed as described in the course outline and according to the Field Experience Handbook.

If you are going to miss a class, remember you are still responsible for catching up and keeping up. You should email your instructor about your absence, and keep in contact with someone in class to find out what assignments were given.

In many cases, instructors will put notes and assignments on the course Moodle site so that students can access it even when they miss classes.

Please refer to the Exam Protocols section for procedures about absences during unit tests and final exams.

Police Intervention Check (PIC)

The Settlement Studies program requires students to provide a clear PIC prior to placement. Your PIC **must** include a vulnerable sector check if you are older than 18 years of age. It should specify the purpose of the PIC as “a student practicum with a community organization”. Any fees required to get a Police Information Check are your responsibility.

- Your PIC should be dated within 90 days of the collection date specified by the career coach / instructor so it will remain valid by the time you attend your work placement. Ensure that you request it with enough time to submit it by your due date. Edmonton Police Service and/or the RCMP can take anywhere from four to 12 weeks to complete your record check.
- Residents of Edmonton and the RCMP jurisdictions of Beaumont, St. Albert, Sherwood Park, Fort Saskatchewan, Leduc, Spruce Grove, Stony Plain, and Morinville **must** apply for a Vulnerable Sector PIC online through the Edmonton Police Services website at: <https://www.edmontonpolice.ca/communitypolicing/operationalservices/policeinformationcheck>
- Applicants living outside of the above jurisdictions, must obtain a Vulnerable Sector Police Information Check from their local RCMP detachment.
- You will be required to provide your PIC to your career coach/ instructor and to your placement supervisor prior to commencement.
- Police Information Checks expire, so more than one may be necessary during the length of your program. Additionally, individual practicum sites may have policies which require the student to renew their security clearance every six months.
- The existence of a criminal record may prevent practicum placement and program completion, and therefore may affect employment prospects. Prospective students who have a criminal record should discuss the matter with the program chair prior to applying for admission.

All students will be required throughout their enrolment in the program to self-report any change in criminal convictions or criminal charges to their Program Chair or Associate Chair immediately. A change to your Police Information Check may affect your ability to attend a practicum.

REMINDER: Students should KEEP the original of their Police Information Check in order to show the document to their career coach/instructor and to the practicum site as requested.

Intervention Record Check

Your practicum site may require an Alberta Children and Youth Services Intervention Record Check. Your WIL career coach/instructor will confirm if this record check is required and will provide you with the application form if needed

- The Intervention Record Check cannot be dated any earlier than **six months** before your practicum, so do not obtain this document until advised to do so.
- Intervention Record checks can take 5 to 20 business days to process. You can submit your application electronically to CS-IRCrequest@gov.ab.ca. If you have any questions or you receive a positive check back that you were not expecting, you can email your questions to this address or call 780-427-1471.

Co-Op Work Permits

Please note that international students will need to apply for a **co-op work permit** from the Government of Canada **before** they can participate in practicums for the Settlement Studies Program. Information on co-op work permits (and how to obtain one) can be found at <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/intern.html>.

Please note that it is the student's responsibility to ensure that they have obtained all required documentation prior to commencement of practicum placements. Students who do not have their co-op work permits will not be allowed to go out on practicum and will face a delay in completing their programs. For further support on co-op work permits, please consult **NorQuest International**.

Other Requirements

Please note that individual agencies and organizations may have additional requirements.

APPLYING TO GRADUATE & CONVOCATION

You must initiate the graduation process by applying to graduate.

- Regardless of whether or not you attend Convocation, **you must apply to graduate** in order to receive your credential.
- Please monitor your student email and www.student.norquest.ca for important information **about applying to graduate and planning for convocation**.
- Please review the Graduation and Convocation Checklist at: <https://www.norquest.ca/resources-services/student-life/student-policies/graduation-requirements-and-issuance-of-credentials.aspx>
- Please note that strict deadlines apply to this process that may impact you receiving your credential.
- Convocation for all programs at the College takes place in May each year at the Winspear Centre in downtown Edmonton. Our team looks forward to this event each year, as an opportunity to celebrate the hard work and success of our students.
NOTE: Please be advised that convocation ceremonies will follow Alberta Health Services recommendations at this time.
- **NOTE: In order to graduate, you must attain a minimum 2.0 (C) grade point average (GPA).**

WORK-INTEGRATED LEARNING AND CAREER EDUCATION CENTRE

As you prepare for entering your chosen career, remember that Work-Integrated Learning and Career Education Centre organizes a number of job fairs each year, and is a valuable resource in preparing for employment. Experts will review your resume, conduct mock job interviews with you, and assist you with effective job search techniques. More information on their services can be found at: <https://www.norquest.ca/resources-services/student-services/work-integrated-learning-and-career-education-centre.aspx>

This service is available to you up to six months after you graduate from your program.

ALUMNI ASSOCIATION

As a graduate of NorQuest College, you are a member of the Alumni Association. Benefits to this membership include savings on different services, and the opportunity to stay connected to the College. You can learn more at: <http://www.norquest.ca/alumni.aspx>.

STAY IN TOUCH!

Your instructional team has invested in your success, and we love to hear how our graduates are doing in the workforce or in furthering their studies. Please keep in touch with the program area via the Chair /Associate Chair and let us know how you are doing. As we continually seek to ensure our programs are meeting the needs of the workforce, we may even ask you, as an alumni, to speak about your experience in the program at a recruitment event, or participate in a focus group.

SETTLEMENT STUDIES DIPLOMA PROGRAM INFORMATION

Program Overview

The Settlement Studies (SETT) program is a two-year Diploma program that will develop the skills needed for human service professionals to effectively work with newcomers to Canada. Students will learn what distinguishes Settlement Work from other disciplines in the human services, of different models and approaches to effectively work with migrant diaspora communities, and of strategies to help bridge cultural divides between newcomer communities and greater Canadian society. The program may be entered directly in Year 1 or in Year 2 through completion of NorQuest's Community Support Worker (CSW) Certificate Program.

The program will prepare graduates for employment in a number of careers in the K-12 school system, non-profit sector, settlement sector, and various departments within the municipal and provincial governments. Employment categories identified by prospective employers include (but are not limited to) the following:

- Settlement Support Worker
- Immigrant Service Worker
- Settlement Counsellor
- Settlement Practitioner
- Newcomer Liaison
- Multicultural Liaison

- Settlement Case Manager
- Settlement Intake Worker
- Settlement Outreach Worker
- Community Connector/Animator
- Community Development Promoter
- Intercultural Consultant
- Social Service Worker

Program Outcomes

The Settlement Studies program learning outcomes are the broad statements that describe the knowledge, skills, and attitudes that graduates should develop as a result of their studies. These learning outcomes frame curriculum development, and guide teaching, assessment, and are aligned with the NorQuest College learning outcomes.

Literature suggests that medicine, social work, and engineer programs have effectively framed and described their programs using 10 to 14 broad, flexible, user friendly, and achievable outcomes. Program learning outcomes should identify the key areas to be mastered by students and are considered benchmarks for program evaluation and accreditation.

Upon successful completion of the SETT program, students are prepared to:

1. Identify past and present systemic barriers faced by newcomers to Canada.
2. Examine foundational and current practices of settlement work in Canada.
3. Integrate anti-racist, decolonized, and anti-oppressive approaches to settlement work.
4. Interpret and implement relevant government policy and procedures.
5. Analyze case management practices to support clients during the settlement continuum.
6. Determine appropriate processes for managing program outputs and outcomes.
7. Communicate respectfully with internal and external stakeholders.
8. Demonstrate inclusive professional behavior and ethical, intercultural conduct.
9. Develop strategies for empowering, supporting, and advocating for client communities.

Skills of Distinction

1. Resilience
 - Learners are courageous, healthy, and able to respond to or overcome challenges. Through their learning experiences at NorQuest, they become more aware and accountable for their actions
2. Inclusion
 - Learners value diversity and individuality and base their actions on the principles of social justice. They strive to create safe environments, a sense of belonging and acceptance for themselves and others.
3. New Ways of Thinking
 - Learners embrace bold new ways of thinking. They are prepared to take risks, keep learning, be creative and take personal responsibility for adapting to changing situations.

Complete information about the NorQuest Skills of Distinction may be found at:
<https://www.norquest.ca/about-us/about-norquest-college/skills-of-distinction.aspx>

PROGRAM DELIVERY

The SETT program can be completed in 2-years of full-time studies and will be offered on a full-time, basis during the daytime. There will be two intakes in the Fall semester, one for Year 1 students, the other for graduates of the College’s Community Support Worker (CSW) Program who enter Year 2. There is also a Winter 2022 intake for Year 1 students.

This program has been designed to give you the best possible education. The courses provide instruction that will increase your knowledge and skills within this field, as well as general studies that enable you to enhance your interdisciplinary understanding and communication.

To graduate from the Settlement Studies program, you must successfully pass all courses and **have a cumulative GPA of 2.0 or higher**. Upon graduation you will receive the following:

- A NorQuest College diploma
- An official transcript

Although you may have transfer credit from other post-secondary work, please note that to graduate from this program, at least 50% of your coursework must be obtained at NorQuest College.

PROGRAM ARCHITECTURE

Year 1 - Term 1				
Course Number	Course Title	Hours	Credits	Passing Grade
COMM 1007	Written Communication	45	3	D
COMP 1016	Utilizing Technology	45	3	D
SETT 1000	Introduction to Settlement Work (I) – Global Context	45	3	D
SETT 1030	Family Dynamics in Settlement Work	45	3	D
SETT 1040	Determining Client Needs	45	3	D
Year 1 – Term 2				
COMM 1001	Introduction to Communications	45	3	D
COSW 1005	Introduction to Indigenous World Views	45	3	D
DISB 1002	Introduction to Disability Studies	45	3	D
SETT 1010	Introduction to Settlement Work (II) – Local Context	45	3	D
SETT 1020	Settlement Studies Field Placement Seminar (I)	45	3	D
SETT 1025	Settlement Studies Field Placement (I)	200	3	P
TOTAL CREDITS/HOURS (YEAR 1)		650	33	C (Overall)
Year 2 – Term 1				
SETT 2000	Social Policy in Settlement Work	45	3	D
SETT 2010	Community Development and Human Rights	45	3	D
SETT 2040	Culture, Gender and Sexuality	45	3	D
SETT 2050	Strength-Based Practices	45	3	D
Year 2 – Term 2				

DISB 2000	Intercultural Perspectives on Mental Health and Complex Needs	45	3	D
SETT 2060	Anti-Oppressive Practice & Reconciliation	45	3	D
SETT 2070	Social Contexts in Settlement & Intercultural Work	45	3	D
SETT 2080	Self-Care in Human Services	45	3	D
Year 2 – Term 3				
SETT 2030	Intercultural Perspectives on Leadership	45	3	D
SETT 2020	Settlement Studies Field Placement Seminar (II)	45	3	D
SETT 2025	Settlement Studies Field Placement (II)	200	3	P
TOTAL CREDITS/HOURS (YEAR 2)		650	33	C (Overall)
TOTAL PROGRAM CREDITS/HOURS		1300	66	C (Overall)

COURSE DESCRIPTIONS (THEORETICAL)

Course Number	Description
COMM 1001	Explore the fundamentals of communication and interpersonal relationships. Examine effective communication, barriers to effective communication, and specific communication strategies that can improve interactions with others and enhance critical thinking skills. Learn and apply theories related to communication climate, groups, teams, conflict management, and problem solving. Prerequisite: None
COMM 1007	This course focuses on the development and practice of writing skills and forms of written communication required for success in educational and human services settings. Topics include an overview of the writing process, using correct grammar, developing writing strategies, writing essays, writing for business, and proofreading. Prerequisite: None
COMP 1016	This course provides learners with the skills they need to create the documents, spreadsheets, and presentations needed in college human services programs and employment in human services. Prerequisite: None
COSW 1005	This course introduces students to the distinct pre-contact world views of First Nations and Inuit, and the later world view of the Metis of North America. Students will examine the territories, stories, and contributions that these original cultures created through their relationship with their unique environments. Students will explore the common issues that Indigenous peoples around the world face in their history, geography, politics, economics, education, and culture. The course will also reflect on the intersection of Indigenous world views and cultures with dominant Western world views and cultures. Prerequisite: None
DISB 1002	This course introduces students to foundational knowledge for supporting individuals with disabilities. Students will examine the evolution of social-cultural perspectives of persons with disabilities and the subsequent treatment. Students will reflect on the scope and role of the disability service worker. Prerequisite: None

DISB 2000	<p>This course will survey disability/mental health from a holistic and intercultural practice perspective. Students will examine the western medical model of illness and alternative cultural practices in disability and mental health. Students will investigate common mental health disorders in relationship to disability and review emerging supports from various perspectives.</p> <p>Prerequisite: None</p>
SETT 1000	<p>This course introduces learners to the current and historical trends in global migration patterns and their relationship to local trends in immigration and settlement.</p> <p>Prerequisite: None</p>
SETT 1010	<p>This course will introduce learners to current and historical trends in local migration patterns and their relationship to the development of the settlement sector in Canada. Learners will be provided with an overview of the settlement sector in Canada and of resources currently available to help newcomers in Edmonton.</p> <p>Prerequisite: SETT 1000 or Equivalent</p>
SETT 1030	<p>This course provides an overview of family dynamics in different socio-cultural contexts in Canada, and possible tensions that arise within family units coping with culture shock and the transition to life in Canada.</p> <p>Prerequisite: None</p>
SETT 1040	<p>This course will introduce important theories and best practice models in the assessment and interviewing of clients in an intercultural setting.</p> <p>Prerequisite: None</p>
SETT 2000	<p>This course will provide learners with a working knowledge of government in Canada, and of laws and policies that pertain to the delivery of settlement services in an intercultural context in Canada.</p> <p>Prerequisite: SETT 1010 or completion of NQC CSW Certificate Program</p>
SETT 2010	<p>This course will examine theories and definitions of community, community organization, and community development in a human rights context. Learners will be introduced to models of self-advocacy at the individual and community level, and develop skills needed to help clients and other community members access the services that address the Social Determinants of Health (SDOH) for newcomers to Canada.</p> <p>Prerequisite: SETT 1010 or completion of NQC CSW Certificate Program</p>
SETT 2030	<p>This course will examine various cultural perspectives on leadership and community work. Students will be exposed to best practices for engaging in settlement work within intercultural spaces.</p> <p>Prerequisite: SETT 1010 or completion of NQC CSW Certificate Program</p>
SETT 2040	<p>This course is a critical feminist examination of embodied lives in differing intercultural contexts. The course challenges the traditional dichotomies of mind/body, culture/nature, and public/private in the treatment of such topics as the feminization of poverty; sexualities, reproduction, and family life; violence against women; women and religion; masculinities; and culture and body image.</p> <p>Prerequisite: SETT 1010 or completion of NQC CSW Certificate Program</p>
SETT 2050	<p>This course will examine strengths-based and trauma-informed approaches to problem-solving that can be applied along the settlement continuum. Learners will explore strategies for mediating conflict and developing client action plans when working with newcomers struggling with trauma and culture shock.</p> <p>Prerequisite: SETT 1010 or completion of NQC CSW Certificate Program</p>
SETT 2060	<p>This course will introduce concepts that address oppression and oppressed peoples, from a historical and a contemporary perspective, and apply these concepts to settlement work practice models. Particular attention will be paid to exploring the legacy of colonialism in Canada and of how settlement workers can build respectful connections to Indigenous ways of being.</p> <p>Prerequisite: SETT 1010 or completion of NQC CSW Certificate Program</p>

SETT 2070	This course will develop the skills and competencies required of settlement workers who engage in advocacy work on behalf of individuals, families, and communities in an intercultural context. Prerequisite: SETT 1010 or completion of NQC CSW Certificate Program
SETT 2080	This course will introduce learners to basic principles of self-care in the human services. Topics to be explored include burnout, conflict mediation, and safety in the workplace. Prerequisite: SETT 1010 or completion of NQC CSW Certificate Program

COURSE DESCRIPTIONS (WORK-INTEGRATED LEARNING)

Course Number	Description
SETT 1020	The Settlement Studies Field Experience I Seminar will provide an overview of basic Canadian workplace etiquette. Additionally, students will learn documentation and observation skills that could be applied in a field experience setting, and will be expected to link theories discussed in SETT classes with their professional field experiences. Topics discussed will include the importance of professional conduct, strategies for the effective documentation of interactions with service users, and cross-cultural misunderstandings that can arise between Settlement Workers and the people/communities they are supporting. Prerequisites: SETT 1000, SETT 1030, SETT 1040 Co-requisite: SETT 1025
SETT 1025	Gain comprehensive practical experience as you apply previously learned theory and practice in working with individuals, families, communities, and organizations in a settlement and intercultural context. Prerequisites: SETT 1000, SETT 1030, SETT 1040 Co-requisite: SETT 1020
SETT 2020	The Settlement Studies Field Experience II Seminar will focus on emerging trends in the design and delivery of settlement work. Students will be introduced to the logic model, and how it is used by Settlement Workers to develop action plans to assist newcomers along the Settlement Continuum. Different approaches to settlement work will also be explored. Students will be introduced to avenues of funding that may be accessed by community agencies that provide settlement supports to newcomers. Prerequisite: SETT 1010 or completion of NQC CSW Certificate Program Co-requisite: SETT 2025 & SETT 2030
SETT 2025	This field experience provides students with an opportunity to apply their skills and knowledge of the role of the Settlement/Intercultural Services Provider under the supervision of the College field experience supervisor and a designated mentor in a community setting. This practicum builds on the skills developed in Field Experience I and focuses on working with diverse individuals, families, and communities in an intercultural context. During this field experience, students will apply knowledge and skills learned over the course of the program. Prerequisite: SETT 1010 or completion of NQC CSW Certificate Program Co-requisite: SETT 2025 & SETT 2030

FORMS

Sample forms for the Settlement Studies Diploma Program can be found on the following pages.

Agreement Regarding Audio Recording of In-person Lectures

Student Name:

Student ID:

By providing this signed form, I acknowledge that:

- The recordings are for my personal use and no one else's.
- I will respect and protect the privacy of the instructor and my classmates.
- The recordings are to be kept only until the course is over and then must be destroyed.
- Under no circumstance will I post the recordings on an internet site (i.e., Facebook, YouTube, etc.).

I am responsible for providing adequate security to protect the recording from loss or theft by:

- Not leaving the recording lying around
- Storing the files on a password protected computer
- Protecting USB Flash Drive, CDs, or diskettes at all times

Information is intended for me only – it is not to be broadcast to anyone.

I understand that the misuse of information will result in termination of this accommodation.

I understand that this agreement is for the duration of my program.

My signature indicates that I have read this document and agree to the above-noted terms.

Student Signature

Date Signed

Instructor Signature

Date Signed

Request for Deferral – Assignments

Faculty of Skills and Foundational Learning

(Complete a separate application form for each deferral being requested.)

Student's Name: _____ Date: _____

ID Number: _____ Academic Year: _____

Course name, number, and assignment number: _____

Instructor's Name: _____

What is the reason for the request for a deferral? (If illness is the reason, a medical note is to be presented to the instructor after the illness.)

When will the course work be turned in to the instructor? _____

Student Name: _____ Signature: _____

Instructor Name: _____ Signature: _____

Permission to Use Student Work

Faculty of Skills and Foundational Learning

The SETT program sometimes makes available examples of student work to assist others in understanding an assignment. Instructors may ask students to share their work and complete this form. As the author/ creator of the materials you have the right to grant permission for the college to use your work, and you are under no obligation to do so. You can withdraw permission at any time.

Name: _____ Signature: _____

Date: _____ Student ID: _____ Email: _____@mynorquest.ca

Class title: _____

Instructor: _____

Description of work: _____

Permission:

- I give permission for my work to be used
- I do not give permission for my work to be used

Scope of permission:

- Make available to view in hard copy
- Make available to view online for general access (e.g. on NorQuest website)
- Make available to view online with restrictions (e.g. in Moodle)

Length of permission:

- Only this semester
- Only this Academic Year
- No limit

Credit:

- Identify me by name
- Remove my name before using it

IMPORTANT DATES FOR 2022-2023 ACADEMIC YEAR

*some dates subject to change

August 28, 2023	Fall semester starts
August 28, 2023	SETT Program Student Orientation
September 4, 2023	Labour Day (College Closed)
September 15, 2023	Last day to add classes
September 15, 2023	Drop Deadline and fee payment deadline
September 26, 2023	Last day for partial tuition refunds
September 29, 2023	Truth and Reconciliation Day (College Closed)
October 9, 2023	Thanksgiving Day (College Closed)
October 28, 2023	Last day to withdraw from classes
November 11, 2023	Remembrance Day (College Closed)
November 13, 2023	In lieu of Remembrance Day (College Closed)
November 14 – 17, 2023	Fall interim Break (no classes)
TBD	Faculty Professional Development Day (No Classes)
December 3, 2023	International Day of Persons with Disabilities
December 19, 2023	Last day of fall semester
December 23, 2023 – January 4, 2024	Holiday Break (College Closed)
January 8, 2024	Winter semester starts
January 19, 2024	Last day to add classes
January 19, 2024	Drop deadline and fee payment deadline
January 30, 2024	Last day for partial tuition refunds
February 19, 2024	Family Day (College Closed)
February 20 – 23, 2024	Winter interim break
March 3, 2024	Last day to withdraw from classes
March 8, 2024	International Women’s Day
March 21, 2024	International Day for the Elimination of Racism

March 29, 2024	Good Friday (College Closed)
April 1, 2024	Easter Monday (College Closed)
April 26, 2024	Last day of winter semester
May 1, 2024	International Worker's Day
May 6, 2024	Spring semester starts (Year 2 classes ONLY)
May 17, 2024	Last day to add classes
May 17, 2024	Drop deadline and fee payment deadline
TBD	Culture Day (no classes)
May 20, 2024	Victoria Day (College Closed)
May 28, 2024	Last day for partial tuition refunds
TBD	Convocation/Graduation
June 21, 2023	National Indigenous Peoples Day
June 30, 2024	Last day to withdraw from classes
July 1, 2024	Canada Day (College Closed)
August 5, 2024	Heritage Day (College Closed)
August 23, 2024	Last day of spring/summer semester