

Health Admin and Technology (HAT) Student Handbook

2019 - 2020 ACADEMIC YEAR

Date: August, 2019

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MESSAGE FROM THE DEAN

JENNIFER MAH, RN, MN

Welcome to the Faculty of Health and Community Studies! We are very pleased that you have chosen NorQuest College for further education. Here, you will find highly qualified instructors, an effective program curriculum, and a supportive learning environment.

As a graduate of the NorQuest College, you will have excellent career opportunities in a variety of health-care settings. You will also have opportunities to further your education through other programs and continuing education courses offered at NorQuest College, and via transferability to accredited educational institutions throughout Alberta.

You can expect to study and work hard through this challenging program. When you graduate and become employed, your reward is the opportunity to make a positive impact on the lives of others on a daily basis.

NORQUEST COLLEGE VISION/MISSION/VALUES

VISION

NorQuest College is a vibrant, inclusive and diverse learning environment that transforms lives and strengthens communities.

MISSION

NorQuest College inspires lifelong learning and the achievement of career goals by offering relevant and accessible education.

VALUES

We value people. We:

- treat people with integrity and respect
- empower and encourage risk taking
- celebrate commitment, contribution and accomplishments
- promote health and wellness

We value learning. We:

- foster creativity, innovation and critical thought
- encourage growth, development and lifelong learning
- build on the diversity of our learners, employees and partners

We value our role in the community. We:

- display leadership and responsibility for our outcomes
- partner to achieve community goals

We value the quality of the processes we use in reaching our goals. We:

- demonstrate a learner-centred approach
- set clear expectations, measure results and demonstrate accountability
- promote teamwork, cooperation and sharing throughout the College
- follow fair process in accomplishing our objectives

From: <http://www.norquest.ca/about-us/vision,-mission-values.aspx>

HAT PROGRAM LEADERS

ACTING DEAN – Faculty of Health and Community Studies
Jennifer Mah, RN, MN jennifer.mah@norquest.ca

ASSOCIATE DEAN – Faculty of Health and Community Studies
Judith Anderson, PhD, QMed judith.anderson@norquest.ca

ASSOCIATE DEAN – Faculty of Health and Community Studies
Bev Suntjens, BA, RecT bev.suntjens@norquest.ca

PROGRAM CHAIR – Health Administration and Technology
Lori Alexander lori.alexander@norquest.ca

STUDENT NAVIGATORS
Student.Navigator@norquest.ca

CLINICAL PLACEMENT
ClinicalPlacementTeam@norquest.ca

CONTACT INFORMATION

The Edmonton Main Campus consists of four separate buildings and you can find more information about the Campus at:

<http://www.norquest.ca/about-us/campuses-maps/edmonton-downtown.aspx>

BUILDING LOCATIONS - CIVIC EMPLOYEES LEGACY TOWER (CELT), SINGHMAR CENTRE FOR LEARNING (SCFL)

CELT

**10215-108 Street
Edmonton, AB T5J 1L6**

Main Reception

Phone: 780-644-6395 / Fax: 780-644-6339

Toll Free: 1-888-272-5271

SCFL

**10215-108 Street
Edmonton, AB T5J 1L6**

*Olsen Interdisciplinary Simulation Centre is
located in this building.*

OFFICE OF THE REGISTRAR

Civic Employees Legacy Tower

10215-108 Street

Edmonton AB, T5J 1L6

Phone: 780-644-6000 / Fax: 780-644-6013 / Toll Free: 1-866-534-7218

Email: info@norquest.ca enrolment@norquest.ca

CAMPUS LIFE

Please visit your student website, at www.student.norquest.ca for information on news, events, and resources available to you.

BOOKSTORE

Singhmar Centre for Learning

Room 1-091

Phone: 780-644-6203

Email: studentbookstore@norquest.ca

Hours of Operation

Monday – Friday, 7:45 a.m. - 4:30 p.m.

(CLOSED: Weekends & Statutory Holidays)

Email: studentbookstore@norquest.ca

<http://www.norquest.ca/resources-services/facilities/bookstore.aspx>

BOOKLISTS

Booklists are available to view at the bookstore, or online at:

<http://www.norquest.ca/resources-services/facilities/bookstore/booklists.aspx>

CAMPUS NON-SMOKING POLICY

NorQuest College supports a safe and healthy work and learning environment for students, employees, contracts, and visitors by providing a smoke-free environment on college property and within College buildings. NorQuest does not permit smoking, including the use of water pipes, electronic cigarettes, or other similar battery operated devices at any college location. The college has no designated smoking areas.

EMERGENCY PROCEDURES

EVACUATION: <http://www.norquest.ca/resources-services/college-services/security-services/evacuation-procedures.aspx>

LOCKDOWN: <http://www.norquest.ca/resources-services/college-services/security-services/lockdown-procedures.aspx>

LOCKER RENTALS

Find locker rental information at:

<http://www.norquest.ca/resources-services/student-life/lockers.aspx>

PARKING

For information regarding student parking at NorQuest College please visit;

<https://www.norquest.ca/resources-services/college-services/parking.aspx>

It is the student's responsibility to contact the following parking providers for further information:

Impark

10239-107 Street NW
Edmonton, Alberta T5J 1K1
Phone: 780-420-1976

Diamond Parking Services

#100-9939 Jasper Avenue
Edmonton, Alberta T5J 2W8
Phone: 780-481-4600

SCENT-FREE ENVIRONMENT

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

HEALTH & WELLNESS

COUNSELING SERVICES

Singhmar Centre for Learning
Room 1-101 (walk-in)

Phone: 780-644-6130

Learning to be a student and finding balance can be challenging. You do not have to do it alone.

NorQuest College offers professional and confidential counselling at no cost to registered students. Our educational counsellors, also known as success partners, are psychologists and possess a wide range of expertise and knowledge.

Counsellors provide students with guidance and assistance to cope more effectively with problems that interfere with academic achievement, personal growth, and career development.

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

HEALTH SERVICES

Singhmar Centre for Learning
Room 1-101 (walk-in)
Phone: 780-644-6155

Nurses are located at the downtown campus and are available for appointments during regular College hours.

We are committed to providing professional and confidential services to the students and staff at NorQuest College in a safe and competent manner. Although priority is to appointments, walk-ins are always welcome.

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

FINANCIAL AID & SPONSORSHIP

FINANCIAL AID

First Floor
Civic Employees Legacy Tower
Phone: 780-644-6130

NorQuest College Student Financial Aid understands that when you are a student, money matters! We specialize in helping students identify their eligibility for a number of different financial resources that will assist with educational and/or living costs while they are attending NorQuest College.

<https://www.norquest.ca/resources-services/student-services/funding-your-education.aspx>

SCHOLARSHIP, BURSARIES & AWARDS

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, you may consult your Student Navigator. Student.Navigators@norquest.ca

ACADEMIC SUPPORT

SERVICES FOR STUDENTS WITH DISABILITIES

The student is responsible to disclose any information to the Program Area that may affect their success in the program.

If the student requires an accommodation for classroom activities, exams or clinical environment, it is their responsibility to discuss their needs with the instructor, Academic Advisor or Program Chair. Accommodations are assessed through Student Services. If exams are to be written outside of the classroom for in-class learners, please inform your instructor in advance so that the program area can arrange for the exam to be ready for you. Exams must be booked for the same time as the in-class exam. For online learners, please notify your instructor so that the program area can arrange for the exam to be administered appropriately.

For more information refer to: Services for students with Disabilities:

<https://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx>

- **If a student's accommodation includes audio recording for lectures**, they must contact their Learning Support Specialist to provide an authorization form for their course instructor.

<https://www.norquest.ca/NorquestCollege/media/pdf/resources/student-services/referral-for-disability-services.pdf>

- **Students with allergies** should be aware that in this program, you might use a variety of materials in your learning. It is the student's responsibility to be aware of their environment, ask for clarification as required, and inform the instructor or Program Chair about any concerns.

LIBRARY, MOODLE, PRINT SERVICES, COMPUTER COMMONS

LIBRARY

Singhmar Centre for Learning
2nd Floor

Phone: 780-644-6070

Text: 587-600-0084

Online: <https://library.norquest.ca/about.aspx>

Hours of Operation:

Monday-Thursday

7:30 a.m. – 7:00 p.m.

Friday 7:30 a.m. – 5:00 p.m.

Saturday 12:00 p.m. - 5:00 p.m.

TUTORIAL CENTRE

Singhmar Centre for Learning
2nd Floor
Phone: 780-644-5864

Experienced, professional tutors can help you in-person or online. Based on your needs, there are a number of **FREE** services available.

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

MOODLE SUPPORT

All courses in the PN Program utilize Moodle, our online learning management system, for course materials. Upon registration, you will receive login information via your MyMail account. Course materials may include review materials, handouts, course outline, PowerPoints, notices from your instructor, course syllabus, assignments and exams. It is important that you login and review the course materials and information regularly.

<https://www.norquest.ca/resources-services/resources/student-tools-support.aspx>

PRINT SERVICES

RILEYS
10180-108 Street NW
Edmonton, Alberta

COMPUTER COMMONS

Phone: 780-644-6085
Email: computercommons@norquest.ca

COMMITTEES/COUNCILS/ASSOCIATIONS & STUDENT REPRESENTATION

ACADEMIC COUNCIL

The Academic Council members meet once a month and play a meaningful role in the governance of NorQuest College. Council consults with the College community as appropriate, before making recommendations or approvals and members understand that it is their obligation to make decisions based on the best interests of the College. Elected by the Students Association, no more than ten students can represent their peers on this council.

<https://www.norquest.ca/about-us/governance/academic-council.aspx>

PROGRAM ADVISORY COMMITTEE (PAC)

Each program in the Faculty of Health & Community Studies has an active Program Advisory Committee, made up of educators, practitioners, industry 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 twice a year.

STUDENTS' ASSOCIATION

Advocates on behalf of the students to the College, government, Student Finance Board, and other organizations regarding issues that concern students. The Students' Association also organizes a variety of social and cultural events within the College.

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 SCFL 1-114 and the phone number is 780-644-6250. More information on events, services, and opportunities to be involved are found at: <http://www.sanqc.ca/>

OFFICE OF STUDENT JUDICIAL AFFAIRS

STUDENT CONDUCT IN ACADEMIC MATTERS

It is the student's responsibility to read, and ensure they understand the standard practices for their program area and the College. You are responsible for knowing and following the policies.

In addition, please refer to our website for more information on the Office of Student Judicial Affairs (OSJA) OSJA@norquest.ca, which coordinates the administration of the Student Management Policy and Student Judicial Affairs procedures. These policies and procedures govern student academic and non-academic behaviour, performance, and integrity, and provide a means for dispute resolution. It is the student's responsibility to ensure that they read and understand the processes and procedures related to the Office of Student Judicial Affairs, including the "Student Rights & Responsibilities" and the "Student Code of Conduct", which can be found on the College website at: <http://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs.aspx>

STUDENT RIGHTS & RESPONSIBILITIES

NorQuest College is committed to maintaining high standards of non-academic conduct and academic performance and integrity, in order to foster a learning environment conducive to the personal, educational, and social development of its students. This commitment is founded upon the principles of fairness, trustworthiness, honesty, respect, and responsibility.

The college expects that its students guide themselves at all times by these principles in the work that they submit and the behaviour in which they engage. As members of this learning community, students have both fundamental rights and consequential responsibilities that NorQuest commits to protect and enforce under the provisions of the specific procedures related to this policy for the benefit of the entire college community.

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

STUDENT CONDUCT

The College expects that students uphold a high standard of personal conduct during their time at NorQuest, in preparing students to be members of a health care team. As well, you are responsible for upholding the conduct as listed below:

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

CONDUCT OF THE NORQUEST STUDENT

PROFESSIONALISM

As a NorQuest student, you are a valued member of the health care team. The responsibility to oneself, the public, clients, to the profession, and colleagues is to conduct oneself in a professional manner in your learning and clinical practice.

NorQuest College prepares students to be professionals. It is challenging to understand and implement “professionalism” into one’s individual practice. Opportunities present every day for students to adopt and practice professional behaviours. You demonstrate professionalism by how you present yourself to the world.

INNOVATION AND VISION

As a student, you can participate by providing feedback to instructors, and NorQuest College to help shape the future of the program. You may be asked to participate in student rep groups, or as a PAC meeting representative. Share new ideas and become involved in new initiatives whenever possible.

KNOWLEDGE

Establish, maintain and continue to enhance a sound knowledge base through good study practices and techniques. This includes studying outside of class time, arriving prepared for class, lab and practicum with assignments done. You will be expected to demonstrate role competency, first as a beginner, and then progressively more competent as you move through the program. As your knowledge and skills increase, so will the expectations.

Develop cultural competency. Be open to acquiring knowledge of the diverse cultural similarities and differences and how that may influence health care.

SPIRIT OF INQUIRY

There is much to learn. Ask questions to obtain new knowledge and for clarification. Ask for specific feedback to enhance your knowledge. In the practicum setting, seek out policies and procedure manuals.

Commit to learning throughout your life. Continual improvement of knowledge, skills and competence is necessary to keep up with changing practices in your career. Be open minded and receptive to new ideas.

UNPROFESSIONAL BEHAVIOUR

If a student violates a professional attribute, then the following steps may occur:

Step One: Verbal warning to the student. Students receiving a verbal warning are expected to provide strategies to assist with managing their behaviour. Verbal discussion regarding the student services that may assist the student with unprofessional behaviour will also occur.

Step Two: If the unprofessional behaviour continues, a Non-Academic Misconduct form or a Learning Improvement Plan (LIP) is implemented. This process intends to provide

feedback in writing and to give the student the opportunity to ensure they understand the expectation. This tool also provides the student with written documentation of support services available that may assist in mitigating unprofessional behaviour. Depending on the severity of the unprofessional behaviour the LIP or Non-Academic Misconduct form could be applicable for the remainder of the program.

Step Three: If violation of the professional attribute or competency continues or reoccurs, then the student fails the course. Failure of the course may result in both academic and financial penalties.

SOCIAL MEDIA

NorQuest College students are reminded that posting content on the Internet, including the use of social media, whether on behalf of the College or for personal purposes, is public, immediate, and permanent. As such, you are expected to be transparent, thoughtful, and respectful to protect your personal and professional reputation, as well as that of the College. For more information, refer to the External College Communications Procedure and NorQuest College Policies link provided below.

<https://www.norquest.ca/about-us/policies-procedures/operations/college-communications-policy/external-college-communications-procedure.aspx>

ROLES & RESPONSIBILITIES WITHIN THE PROGRAM

PROGRAM CHAIR

- Oversees the program for the College
- Faculty and program evaluation
- Program policies
- Issues or concerns

INSTRUCTIONAL STAFF

- 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
- Approving final course grades
- Answering questions about the material: readings, assignments, grades, classes, information on Moodle, and exams
- Course and classroom policies and procedures
- Requests for exam or assignment deferrals
- Address concerns if there is a discrepancy with your mark or you have not received your marks

STUDENT NAVIGATORS

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

The Navigators are **centralized advisors** who are here to answer student questions and concerns – and provide our services for students from application to graduation. *As soon as you apply to the College and pay an application fee, you can access our student navigator services.*

Navigators answer general College inquiries, any questions/issues about college services, policies, or processes that you are unsure about or do not know where to go to find the answer. 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, fulltime vs part-time, etc.)

First Floor, Civic Employees Legacy Tower

Phone: 780-644-6130

Email: student.navigators@norquest.ca

Hours of Operations: Monday – Friday, 8:30 a.m. – 3:30 p.m.

(Drop in or pre-booked appointments available – call or email for more information.)

NOTE: *Student Navigators are available most Tuesday and Thursday evenings until 7:00 p.m. in room CELT 1-213. We would advise that you call ahead to confirm a Navigator will be available on those days.*

CLINICAL PLACEMENT TEAM

The clinical placement team coordinates the clinical and field placements for the majority of students in the Faculty of Health and Community Studies.

ADMINISTRATIVE & OPERATIONAL STAFF

- Provide general program information
- Books appointments to see the Program Chair
- Maintains student records
- Maintains program information
- Collects student documents (see “To-Do” Checklist in your MyQuest)
- Assists if you are having difficulty contacting your instructor
- Takes messages if you are absent for practicum or an exam

OFFICE OF THE REGISTRAR (OR)

- Processes course registration and withdrawals

- Updates student information
- Collects course fees
- Maintains student records
- Processes transfer credit requests – refer to your College Calendar:
<https://www.norquest.ca/accepted-students/next-steps-for-accepted-students/transfer-credit.aspx>

OVERVIEW OF PROGRAM

The Health Administration and Technology (HAT) department offers a variety of administrative health-related programs. Please see the pertinent section in the HAT online orientation for more information about your program.

The HAT programs often include a variety of ways to complete the program so that you can choose the option that suits your learning needs and lifestyle:

- Full-time, in-class learning at the Main Campus
- Part-time evenings
- Online learning – full-time/part-time, paced, non-paced, monthly start, etc.

In addition, HAT also offers students ways to challenge specific courses in the program to recognize prior learning/experience and reduce your course load. For more information, please contact HATAdmin@NorQuest.ca.

To obtain credit for a course, you must complete all course components. This includes all the examinations, assignments, and practicum. Course credit will not be given if only parts of a course have been completed.

For course descriptions, please refer to the NorQuest College Website
www.norquest.ca

COURSE MATERIALS

All course materials including textbooks and uniforms can be purchased via the NorQuest bookstore. You may purchase your materials in person, by phone at 780-644-6203, or via email at studentbookstore@norquest.ca. All other course resources will be available in your Moodle course and login information sent to you via your MyMail account.

COURSE OUTLINES

Each of your courses will have a course outline on the Moodle page. It is important that they are read at the beginning of your courses as they contain information as it relates to the course and the program. Information pertaining to the policies concerning deferrals, late assignments, course breakdowns and expectations will be listed. This information can and should be referred to throughout your courses.

COURSE ASSIGNMENTS

Submit all assignments via Moodle on time. Moodle post grades within 10 business days. **Failure to complete/submit any course assessment by the deadline will result in a grade of 0.**

- Student assignment deadlines are communicated in Moodle.
- Online students are expected to complete all assessment components of their course either by their course end date, or the set deadline put out by your instructor.

ATTENDANCE

Attendance is important in developing a professional work culture that values responsibility, respect, and commitment to practice. Attendance demonstrates that students have participated in the entire educational process in addition to their academic performance.

Although you are an adult learner and can choose whether or not to attend class, some learning experiences (e.g. labs, exams, clinical, practicum, and Workplace Integrated Learning (WIL)) may be mandatory. In the case of mandatory attendance days, you will be required to provide adequate documentation (e.g. doctor's note, etc.) regarding absences. If you have questions regarding mandatory attendance days, please speak with your instructor or review the course outline.

In addition:

- Please treat your classroom as a workplace – let your Instructor know in advance if you cannot attend, and make a plan to complete missed coursework.
- Vacations should be planned for scheduled College breaks (e.g. Christmas, Reading Week, etc.)
- Please note that practicum hours need to be completed as described in the course outline.

PRACTICUM

DRESSING PROFESSIONALLY IN THE PRACTICUM

Our appearance reflects the professional image of one's self and as a NorQuest representative. Instructors will stress the importance of professional appearance and can provide guidance on appropriate attire. If appearance does not meet minimum standards, there may be actions taken (i.e., verbal or written warnings). If you are attending a practicum, you may be sent home.

Please review information in the online orientation regarding the dress code.

PRACTICUM

Practicums in all HAT programs are unpaid. It is important to attend the Practicum Orientation to learn about your role, responsibilities, expectations of you while on practicum, and what you can expect.

You will have Workers Compensation coverage while you attend NorQuest College and this will continue during your off-campus practicum placement site when you are working a scheduled shift. Cost of travel and parking is the student's responsibility.

The Clinical Placement Team (CPT) will email students regarding clinical placement forms.

ATTENDANCE FOR PRACTICUM

Practicum is a mandatory attendance component of the HAT programs.

If you are going to be absent from a practicum shift, you are required to notify the practicum site and the College prior to the start of your shift. The practicum site number will be provided to you during orientation to the practicum site.

PRECEPTOR SUPERVISED COURSE

A staff member from the assigned practicum area will be your preceptor and supervisor. You will work the same hours as your preceptor and this could include days, evenings, weekends, nights and/or holidays (8 or 12-hour shifts). The program monitors your progress through phone calls and site visits.

REQUIREMENTS

All practicum requirements (see your "To-Do List" on MyQuest) must be completed **14 days** prior to the start of your practicum course. Failure to complete practicum requirements prior to the deadline may result in you being removed from the practicum, and will cause a delay in your program.

See the NorQuest website for more detail regarding clinical requirements and checklist items:

<https://www.norquest.ca/accepted-students/next-steps-for-accepted-students/work-practicum-and-clinical-requirements.aspx>

EXAMINATIONS

Exams are a tool to assess understanding of course outcomes in all theory courses. Each course outline specifies the exams you will be required to complete and the passing grade needed to meet course requirements. **Students are allowed only one attempt to write a scheduled exam.**

All NorQuest students must adhere to the College's Student Exam Procedures and Academic Honesty. You can find detailed information at:

<http://www.norquest.ca/about-us/policies-procedures/academic/program-policy/student-exam-procedure.aspx>

For more information about exams, please consult your course outline.

LATE ARRIVALS FOR EXAMS

If you will be late for an exam, please email your proctor and/or your instructor to inform them as soon as possible prior to the exam starting. Failure to notify may result in an exam grade of zero (0).

If you are late for an examination, you may not be able to write your exam if 25% of the exam time has passed. This is in order to ensure exam integrity. If you are allowed to come into the room late to write the examination, you will not be given any extra time to write.

RESCHEDULED EXAMS AND EXAM DEFERRALS

A rescheduled exam is a **planned request** due to non-emergency situations. It is the responsibility of the student to review the class schedule and determine priorities accordingly. Please discuss any issues with your instructor directly. If you have a need to reschedule an exam, you should note that vacations should be planned for designated College breaks and are not an acceptable reason for rescheduling. Students that fail to write a final exam in a course will fail the course, regardless of the coursework grade.

An exam deferral is an **emergency or unplanned request** that causes a student to be unable to write an exam on the scheduled date. Steps for exam deferral include:

- a. Notify your instructor and exam proctor (if different) by email as soon as possible if you are going to be unable to write the exam as scheduled.
- b. Submit a "Request for Deferral – Examination" form and provide documentation (e.g. medical note) if required to support your request.
- c. The instructor, with the Program Chair's approval, will make a decision about your deferral.
- d. Once a deferral is approved, you have two working days to contact your instructor to reschedule the exam. Deferred exams must be written within 5 days of the originally scheduled date. Program Chair approval is required for longer deferrals.
- e. Please note that if you have already viewed the exam, it is considered an attempt at the exam and the exam has been written, as per the examination policy.

GRADE INFORMATION

RELEASE OF GRADES

All exam grades are posted in Moodle within 10 business days. If an error is made calculating a student's grade, which results in the wrong grade being posted, the student should contact their instructor.

GRADE APPEAL

Please refer to the Academic Grade Appeal Procedure, found on our website at <http://www.norquest.ca/about-us/policies-procedures.aspx>, for more information on the appeal process.

GRADING

At the end of a term, a grade point average (GPA) is determined. You must maintain a **minimum GPA of 2.7 (B-)** or you will be placed on academic probation. For more information regarding grading practices, please refer to link:

<https://www.norquest.ca/about-us/policies-procedures/academic/program-management-and-academic-operations-policy/student-exam-procedure.aspx>

ACADEMIC PROGRESS

During the course of your program, your progress will be assessed regularly. Your instructor may identify that you are struggling and be concerned that you may not be successful, and inform you of the areas that you need to improve on. Feedback from your instructor may be verbal or in writing. If informal feedback has not led to improvements, feedback may be formalized through a Learning Improvement Plan.

COURSE FAILURES

If you are unsuccessful in a course, you will be required to repeat it at your own cost. You may only enroll in other courses if you have met all of the pre/co-requisites. When you repeat a course, you must complete all components of the course and may not re-submit any previously completed work. Submission of previously completed work is considered an academic misconduct.

Failure of a course or a grade point average below 2.7 will result in academic probation. For more information regarding academic probation, please see below.

ACADEMIC PROBATION (AP)

Academic Probation is a means of identifying students at risk in the program of either failure or not being able to continue in the program. When a student has failed a course or failed to maintain a GPA of 2.7, they are on AP for their next five (5) courses. While on AP, the student must maintain a 2.7 GPA in each course. If the student fails a course while on AP, or is unable to meet the passing grade in their next five courses, the student will not be able to continue in the program. Once you have successfully completed your next five courses while on AP, you return to status as a student in good standing and Academic Probation will be removed.

A student is on Academic Probation automatically under the following circumstances:

- If you are re-admitted to the program after being required to withdraw for academic reasons
- If you commit an act of academic dishonesty but are allowed to remain in the program
- If you fail 1 course while in the program
- If your GPA falls below 2.7 in any semester

LEARNING IMPROVEMENT PLAN (LIP)

During the course of your program, your progress will be assessed regularly. If you are having difficulty meeting course performance outcomes, you will be notified with a Learning Improvement Plan (LIP). The LIP will be a collaboration between you and your instructor to identify strategies and resources to improve learning outcomes.

The first portion of the LIP, completed by the instructor, will outline his/her assessment of your current level of performance in relation to the level of performance required to be successful in meeting the course objectives. The second part, completed by the student, clearly identifies the actions he/she will take to improve chances of successfully completing the course requirements. The instructor may work with you to develop this action plan to identify potential obstacles and discuss strategies for overcoming them.

The goal of the LIP is to outline areas for improvement, steps to be taken in order to address those areas, dates for reassessment, resources available to you, and the consequences of not meeting the course objectives. If you do not understand or are not in agreement with the LIP, please ask for clarification from your instructor first and if an agreement cannot be reached then contact the appropriate Program Chair.

If the performance issue is of a more serious nature, such as safety, the student may be removed immediately from the clinical setting with an unsuccessful course grade. This can occur without the initiation of a LIP.

APPEALS

It is important that the integrity and accuracy of NorQuest College's assessments of learner outcomes be maintained at the highest level possible. To this end, the college employs faculty whose professional training prepares them to make informed judgments regarding student performance. It also provides a grade appeal process that offers students a reasonable opportunity to appeal results of particular academic assessments.

- [Academic Grade Appeal Report Procedure \(40K pdf\)](#)
- [Academic Grade Appeal Report Form \(65K pdf\)](#)

For more information on this procedure, contact OSJA@norquest.ca.

You are encouraged to seek third party advice, such as an Academic Advisor or counselor, to help clarify issues and to help seek resolution.

Please refer to the link below for further details regarding student expectations and appeals:
<https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs/academic-grade-appeal.aspx>

WITHDRAWALS

The student or the program may initiate program and course withdrawals.

PROGRAM

You will be withdrawn from the program if you:

- are unsuccessful with your second attempt at a course
- are unsuccessful in a total of 3 courses
- are unsuccessful in a course while on Academic Probation
- are unable to maintain a GPA of 2.7 while on Academic Probation

STUDENT

- If you are unable to complete a course or the program due to health or personal circumstance, you must meet with your instructor.

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- Subsequently, the program's Student Navigator can discuss the program completion options with you.
 - You must complete a withdrawal form in order to be eligible for re-enrolment or considered for tuition and fee refunds.
 - Request for refund forms are available through the Office of the Registrar.

For more information on withdrawals, add/drop dates, changes to registration, and any penalties that may occur please refer to the NorQuest College website:

<https://www.norquest.ca/prospective-students/tuition-and-fees/withdrawal-chart-of-academic-and-financial-penalties-and-refund-schedule.aspx>

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/current-students/convocation/graduation-and-convocation-checklist.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.

INSTRUCTOR AND COURSE EVALUATIONS

It is important to NorQuest College that you receive quality programs and services, and are able to find employment related to your education. In order to meet these goals, you may be asked at the end of a course to complete an anonymous survey on a course/instructor. A summary of these results will be compiled and provided to the Program Chair and to the instructor being surveyed (results will only be shared with the instructor after the final marks have been posted).

STUDENT RECORDS

FREEDOM OF INFORMATION & PROTECTION OF PRIVACY (FOIP)

The Alberta Freedom of Information and Protection of Privacy (FOIP) Act is provincial legislation that applies to all information collected, used, and disclosed by the college as well as all records in the custody or control of the college except those records explicitly excluded by the Act.

See Freedom of Information and Protection of Privacy (FOIP) information on the NorQuest College website:

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

STATEMENT OF GRADES/OFFICIAL TRANSCRIPTS

Grades and official transcripts are mailed to the graduate after students “Apply to Graduate”:
[Graduation Requirements and Issuance of Credentials - NorQuest College - Edmonton, Alberta](#)

COLLEGE POLICIES AND PROCEDURES

A list of College policies and procedures can be found on our website:

<http://www.norquest.ca/about-us/policies-procedures.aspx>