

# **Pharmacy Technician Diploma Program**

**2023-24 Student Handbook**



## TREATY ACKNOWLEDGEMENT

NorQuest College respectfully acknowledges 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, Inuit, and Métis. NorQuest College also acknowledges that the City of Edmonton and all the people here are beneficiaries of Treaty Number 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,
- To work together in remembering the spirit and intent of the Treaty towards right relations.



## Table of Contents

|   |    |
|---|----|
| PROGRAM TEAM .....  | 4  |
| MESSAGE FROM THE DEAN.....  | 6  |
| MESSAGE FROM THE CHAIR.....   | 6  |
| NORQUEST’S PURPOSE AND SKILLS OF DISTINCTION .....                    | 8  |
| THE STUDENT HANDBOOK.....   | 9  |
| CAMPUS INFORMATION .....  | 10 |
| ACCOMODATIONS FOR STUDENTS REGISTERED WITH ACCESIBILITY SERVICES..... | 15 |
| FHS ESSENTIAL INFORMATION.....  | 16 |
| PLANNING FOR YOUR SUCCESS .....                                       | 22 |
| EXAMINATIONS.....   | 28 |
| ACADEMIC PROGRESS .....   | 34 |
| STUDENT RIGHTS & RESPONSIBILITIES .....                               | 37 |
| STUDENT REPRESENTATION .....  | 39 |
| EVALUATION & FEEDBACK.....  | 40 |
| APPLYING TO GRADUATE & ATTEND CONVOCATION.....                        | 41 |
| WHAT’S NEXT? .....  | 41 |
| SECTION TWO: PROGRAM-SPECIFIC INFORMATION.....                        | 43 |
| WORK-INTEGRATED LEARNING (WIL)/PRACTICUM.....                         | 64 |
| REQUIREMENTS TO PASS WIL.....   | 74 |
| ATTENDANCE DURING WIL.....  | 81 |
| WIL HEALTH AND SAFETY .....   | 83 |
| WIL LIMITATIONS AND DISCLAIMER.....                                   | 85 |
| QUESTIONS? .....  | 87 |

# PROGRAM TEAM

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|   |   |                                   |
|---|---|-----------------------------------|
|   | For To-Do-List inquiries:<br><a href="mailto:HealthToDoList@norquest.ca">HealthToDoList@norquest.ca</a>   |                                   |
| <b>Administrative Support(s)</b>        | <a href="mailto:PharmacyTechnician@norquest.ca">PharmacyTechnician@norquest.ca</a>  | 780-644-6300                      |
| <b>Student Advisor(s)</b>               | <a href="mailto:student.advisor@norquest.ca">student.advisor@norquest.ca</a>  | 780-644-6130                      |
| <b>International Student Advisor(s)</b> | <a href="mailto:international@norquest.ca">international@norquest.ca</a>  | 780-655-6128<br>or 1-866-534-7218 |
| <b>WIL Emergency/After Hours</b>        | <i>For use only during Workplace-Integrated Learning (WIL) placements for injuries, accidents, and other emergencies. Call only, texts not monitored.</i> | 780-419-4607                      |

# MESSAGE FROM THE DEAN

## Jennifer Mah, RN, MN

Welcome to the Faculty of Health Studies and the Pharmacy Technician Program. We are delighted to be part of your educational journey and help you launch into your chosen career.

Here, you will find highly qualified faculty, a current and workforce-relevant program curriculum, and a supportive learning environment. As a graduate of NorQuest College Pharmacy Technician program, you will have excellent career opportunities with a skill set that is in high demand.

The instructional team looks forward to working with you as you embark on your educational journey. We encourage you to seek our assistance and support to help you achieve your goals. This student handbook is designed to provide you with Information to guide your success in the program.



# MESSAGE FROM THE CHAIR

## Lily Mauer (Kriese) BSc Pharm, RPh

It is my pleasure to welcome you to the Pharmacy Technician Diploma Program and the Faculty of Health Studies.

The program area has a highly skilled team of instructors and instructional assistants who are looking forward to supporting you through your diploma program. Our team is dedicated to working alongside you to prepare you for a successful future as a health professional working in a patient-centered and safety-minded environment.



On behalf of the Pharmacy Technician Instructional Team, we encourage you to collaborate and intentionally seek out guidance, support, and feedback throughout your studies.

Please review the information provided in this handbook, as it will be your guide throughout your program and referred to often.

We are excited to work with you and wish you all the best in the program!

# NORQUEST'S PURPOSE AND SKILLS OF DISTINCTION

## Purpose

NorQuest's purpose inspires everyone, in all aspects of the college, to transform people's lives. It challenges us to continually ask, with everything we choose to do: How will this change people's lives for the better?

Perhaps there is nowhere in the college where this purpose is more compelling than in the programs we provide, the opportunities we open, and the outcomes we strive to achieve for each and every student who walks through our doors or connects with the college.

## Skills of Distinction

NorQuest commits to a common set of outcomes we aspire to achieve with each and every student. We call these the Skills of Distinction:

- Resilience
- Inclusion
- New ways of thinking

For more information, please see: [Skills of Distinction](#).





# THE STUDENT HANDBOOK

This handbook is designed to assist you in meeting your career goals and to help ensure that your learning experience at NorQuest College is a positive one.

We would appreciate any feedback that you can provide to your instructional team about your learning experience and about the program. Your comments will help us continue to provide quality education for our students.

We wish you every success in achieving your career goals!

This handbook is divided into two sections.

The first section reviews general information relevant to all students in the Faculty of Health Studies (FHS), including campus services, general information about various course policies, and strategies to support your success as a NorQuest College student.

The second section contains key information specific to your program and the third contains information about Work-Integrated Learning (or practicum).

Please note that students are responsible for awareness of information in this manual, and of all policies listed on the [NorQuest College website](#).



# CAMPUS INFORMATION



The two main buildings on campus where the majority of campus services are housed are:

- Civic Employee Legacy Tower (CELT) - located at 10215-108 Street
- Singhmar Centre for Learning (SCFL) - located at 10215-108 Street

For a detailed look at all of our campus locations, please see: [Campus Map](#)

NorQuest College is committed to providing a safe environment for students, staff, faculty, and visitors. Please review the [Emergency Response Procedures](#), which include instructions for a variety of situations such as (i.e. evacuation, lockdown, and threats of violence).

Please note that all of our campuses are non-smoking and scent-free. No scented products are permitted in the classrooms, labs, or clinical settings.

## Locker Rentals

There are a limited number of lockers on the Edmonton campus can be rented. Locker rentals are on a first-come/first-serve basis.

For more information, please see: [Lockers](#)

## Parking



Click [Parking Services](#) for information about parking on and near campus.

## MyQuest/MyMail

MyQuest is NorQuest's online student services centre.

Once you apply, you are issued your MyQuest username and password. You can access MyQuest anywhere there is internet. Regularly update the details on your MyQuest account, including your phone number and your home

address. This will ensure that we can reach you and that your official documents are sent to the correct address.

For more information, please see: [MyQuest](#)

MyMail is the college e-mail used to communicate with you and is the official communication route for all student information. We encourage you to check MyMail daily. When communicating with the College:

- Include your name and student ID number in all your e-mails/voice messages to instructions and support team.
- Send all e-mails to the College using your MyMail email address (your @norquest.ca email).

For more information, please see: [MyMail](#)

## Academic Schedule

The [Academic Schedule](#) provides important dates, schedules, closures, and deadline information for the college. Log into MyQuest to see precise dates for your classes.

## Academic & Student Services

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| <a href="#">Centre for Growth and Harmony (Health and Wellness)</a> | NorQuest College offers social work, counselling, and general health support for students. All services are professional, confidential, and at no cost to registered students. |
| <a href="#">Service Desk</a>  | Service Desk is responsible for assisting students who are having difficulties accessing the College Website, MyMail, MyQuest, Moodle, and more.                               |
| <a href="#">The Core (Bookstore)</a>                                | You can purchase new and used books at The Core. Visit the website to learn more about the Core's buy-back program for sell back your used books.                              |

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| <p><b><u>Financial Aid</u></b></p>                              | <p>Connect with a Student Financial Advisor who specializes in helping students identify their eligibility for several different financial resources that will assist with educational and/or living costs while they are attending NorQuest College.</p>  |
| <p><b><u>Indigenous Student Services</u></b></p>                | <p>NorQuest College provides learners with a complete education that attempts to balance strong academic foundations with Indigenous culture.</p>  |
| <p><b><u>International Student Services</u></b></p>             | <p>The International Student Office offers a wide range of support programs and services committed to the unique need of our international students.</p>   |
| <p><b><u>Learner Centre (Library)</u></b></p>                   | <p>NorQuest Library is dedicated to empowering students with strategies for finding, evaluating, and using research in their courses and in real life.</p>   |
| <p><b><u>Office of the Registrar</u></b></p>                    | <p>The OR is responsible for admission, advising prospective students, updating student information, maintaining student records, posting grades on PeopleSoft, managing course fees, and managing transfer credits and requests.</p> <p>To access forms and documents, including transcripts, please see: <a href="#">Forms and Documents</a></p> |
| <p><b><u>OSJA (Office and Student Judicial Affairs)</u></b></p> | <p>The Office of Student Judicial Affairs coordinates the administration of Student Judicial Affairs Policy. The Office oversees student academic and non-academic conduct, grade appeals, student complaints, and provides a means for dispute resolution.</p>  |

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| <p><b><u>Reflection Room</u></b></p>                             | <p>NorQuest College is a vibrant, inclusive and diverse community that recognizes the spiritual and religious aspects of our learners and employees. We are committed to providing a neutral room that is accessible to members of all faiths within the College community.</p>   |
| <p><b><u>SANQC (Student's Association)</u></b></p>               | <p>All students are encouraged to get involved with your Students' Association. You can do this by running for a position on Students' Council to represent your fellow NorQuest students, getting involved in a student club or by signing up for SANQC's volunteer program to help out with a variety of fun and exciting activities.</p> |
| <p><b><u>Accessibility Services</u></b></p>                      | <p>NorQuest College offers a wide range of services to support students with disabilities. Support services including assistive technology, academic coaching, accommodated exams, sign language interpreters, and instructional assistants.</p>  |
| <p><b><u>Student Advisors</u></b></p>                            | <p>Advisors are your go-to people for everything from general inquiries to specific questions about your personal situation. If you need help or assistance navigating college services, policies, or processes, you're advisor can point you in the right direction.</p>   |
| <p><b><u>Tutorial and Academic Coaching Services</u></b></p>     | <p>Tutors and Academic Coaches work with you to review course content, guide you with homework and assignments, and build academic skills, such as time management and test-taking.</p>   |
| <p><b><u>The Intercultural Child &amp; Family Centre</u></b></p> | <p>The Intercultural Child &amp; Family Centre opened in October 2017. The child care centre offers safe and accessible services to NorQuest students, employees, and the community. A total of 64 spaces</p>   |

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|  | are available for children who are twelve months to five years of age. |
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Further contact information for College Services can be found here: [College Directory](#).

## **ACCOMODATIONS FOR STUDENTS REGISTERED WITH ACCESIBILITY SERVICES**

Students with disabilities can receive accommodations after registering with Accessibility Services. Please visit the Accessibility Guide [here](#) for more information about the services 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. This includes classroom, exam, and WIL/placement accommodations.

- If you have exam accommodations set up by Accessibility Services, you will write your exams with Testing Services.
- Please note that accommodations may not be permitted for any skills during practical labs that are considered essential for the workplace.

For more information, please refer to:

- [Accessibility Services](#)
- [Duty to Accommodate Students with Disabilities Policy](#)
- [Testing and Exam Accommodations](#)



# FHS ESSENTIAL INFORMATION



## Technology Requirements for Success

NorQuest embeds technology throughout the learner experience. You will be required to use technology to complete online learning activities in order to be successful in your studies. This includes learning about different hardware and software used to complete your courses and/or hardware and software related to your field of study.

Some courses are designated as BYOD (Bring Your Own Device) where you will be required to bring a compatible device to class. **Please note that certain devices (e.g. Chromebooks, MACs) are not currently supported and will require additional user skills and adaptations to use.** Please refer to the technical requirements found on our [BYOD website](#) for complete information.

Basic technology skills for success during your program are:

- file management skills (managing files and folders, searching/finding documents, naming a document, downloading/uploading files, taking screen shots/snipping)
- basic keyboarding skills (i.e. type 30+ wpm – Words Per Minute). You can check your current speed at this [website \(Typing.com\)](#)



- basic Windows skills (navigation, open/close software/windows, file management)
- access and utilize email (must check daily)
- access, create and upload videos
- internet search skills and the ability to access other sites as required by your program
- find photos online for assignments
- basic understanding of word processing and presentation software
- able to print, scan and/or take pictures

Some software and hardware that may be required for your program include:

#### Hardware

- A device that meets the basic standards listed on our [BYOD website](#) (Bring Your Own Device page)
- Peripheral devices such as a mouse, keyboard, camera and microphone
- A stable internet connection

#### Software

- Moodle (learning management system) including specific activities in Moodle (e.g. Assignments, Forums, Quizzes, VoiceThread, H5P, Blackboard Ultra, upload to Dropbox, follow instructions and links on assignments, understand icons and symbols)
- MyQuest (online registration system)
- MyMail (student email)
- Google Chrome (needed for Moodle) and other plugins as required
- [MS Office 365](#) (Free for students and includes Word, Excel, PPT) and other sites online as required by your program

- Specific course or program-related software (your program area will provide the necessary information. Some software may have additional costs)
- Any additional software that may be required for students with accommodations. Please consult Accessibility Services for further information.

Additional training and resources can be found in [Online Learning Resources](#).

## Transfer Credit

You 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: [Transfer Credit](#)

You must be admitted to your program prior to requesting transfer credit, and it is recommended that you submit your [Transfer Credit Form](#) Request at least one month prior to the start of term.

## Prior Learning Assessment and Recognition

NorQuest College has a [Prior Learning Assessment and Recognition \(PLAR\) policy](#) that can help you earn college credits based on your current skills, competencies, knowledge, work, and experience if you are able to show that they relate to the learning outcomes of your courses. You can request an assessment once you are admitted or waitlisted. More information about the process can be found at: [Prior learning assessment and recognition](#)

## Orientation

Please watch your @norquest.ca email for important details about your program orientation. Orientation provides you with an opportunity to get valuable information about your program, meet other students, and get your initial questions answered. It is critical to start your program equipped with the right information and tools for success.

## **BIPOC Mentorship**

NorQuest College's BIPOC Mentorship Program will help increase the equity, diversity and inclusion of black, indigenous, and people of color (BIPOC) postsecondary students and facilitate a place of belonging. The program connects students with a trustworthy mentor who will help them with personal, educational, and professional development, connection, and collaboration.

## **Allergies**

Students with allergies should be aware that labs, demonstrations, field trips, and other experiential learning opportunities contain many types of materials. Please be aware of your environment, ask for clarification as required, and inform the instructional team of any concerns.

## **Course Outlines**

Course outline are provided for each course and contain valuable information about the learning outcomes, assessments, and expectations for that course. Please review the outline carefully and consult with your instructor if you have any questions. It is recommended to save your course outlines for future use when applying for transfer credits to another post-secondary institution.

## **University Transfer**

Please note that certain courses are administered by the University Transfer department. These include but are not limited to English, Sociology, Psychology and Health Education courses.

While taking these courses, you are subject to policies of the University Transfer department, which can be found on your course outlines for these courses. Any questions or concerns should be directed to your instructional team.

## **Open Studies**

Some courses are designated as “Open Studies” (O). These courses are available to students from other programs and Open Studies students.

Students might choose to take Open Studies as a pathway to a credit program, for general interest, or as a visiting student.

For more information, please see: [Open Studies](#)

## 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/work-integrated learning) may be mandatory. If you have questions regarding mandatory attendance days, please speak with your instructor or review the course outline.

The course outline will specify the attendance policy in each course. Take the time to learn the expectations regarding attendance in each of your courses.

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. Reading Week, etc.)
- Please note that if your program has a practicum, practicum hours need to be completed as described in the course outline.

## APA Format

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

The Learner Centre (Library) offers regular tutorials regarding APA.

For more information, please see: [APA 7th edition](#)

## Late Assignments

Assignments are due on the date/time specified by your instructor/course outline. Assignments received after the scheduled due date/time will be penalized with a grade deduction per calendar day. Late assignments will not be accepted once the assignment set is marked and returned. Please refer to the program-specific information section for late assignment policies and procedures.

Pass/fail assignments not submitted by the scheduled due date/time will receive an automatic fail on that assignment.

Exceptions to the late assignment policy may be granted only in cases of extenuating circumstances, and appropriate documentation (e.g. medical note) may be requested.

Vacations are not considered an acceptable reason to hand in an assignment after the due date. Exams or assignments in other courses due at a similar time do not qualify as extenuating circumstances.

## Olson Centre for Health Simulation

As part of your learning, you may be participating in activities at the Olson Centre for Health Simulation. Read more about it here: [Olson Centre](#).





## **PLANNING FOR YOUR SUCCESS**

The following expectations may apply to courses, labs, and other learning environments in your program. The purpose of these expectations is to foster a sense of professionalism while performing your duties as a student, and prepare you for your success in the workplace.

### **Adaptability**

- Adapt to new situations, people, procedures and ideas
- Display a willingness to approach situations in different ways to achieve better outcomes

### **Appearance & Dress Code**

- Comply with dress code, proactively discussing any concerns with instructor
- Use proper hand and personal hygiene

## **Communication**

- Respect confidentiality of classmates
- Convey information in a clear, respectful and organized manner
- Demonstrate respect for the feelings and opinions of others
- Develop positive working relationships with others
- Use active communication skills that respect the learning environments
- Proactively communicate concerns to instructor

## **Honesty & Integrity**

- Demonstrate honesty, integrity, and accountability
- Inform instructor of any issues (equipment, academic integrity, inappropriate conduct)

## **Personal Growth & Continued Competence**

- Demonstrate reflective practice in both written and verbal forms
- Actively engage in all activities
- Implement actions to improve performance and skills based on feedback
- Respond maturely and positively to suggestions and constructive criticism
- Demonstrate self-confidence in course work, assessments, and other learning opportunities

### **Problem Solving & Critical Thinking**

- Identify problems and recognize risks to safety
- Analyze situations and carry out solution-oriented actions
- Demonstrate strong problem-solving and critical-thinking skills to work effectively in an independent capacity
- Use available resources as appropriate to solve problems

### **Collaboration & Teamwork**

- Engage in teamwork as an active, cooperative participant
- Offer creative and appropriate ideas to further the goals of the team
- Report relevant information to others, as appropriate, in a timely manner
- Contribute equally to team learning activities
- Manage interpersonal conflict effectively
- Identify appropriate situations for collaboration
- Provide constructive feedback to classmates and instructional team
- Share College resources (supplies, equipment, etc.) fairly

### **Attendance & Punctuality**

- Respect and follow attendance, punctuality, and absence notification



requirements for courses and assessments

### Work Habits

- Demonstrate preparedness for classes and assessments
- Follow all NorQuest College and program specific policies and procedures
- Maintain a clean and safe working environment
- Plan and organize to successfully complete work for the classroom and assessments
- Bring required materials and textbooks
- Manage time effectively

## Practical tips

Your program is a fast-paced, demanding program designed to prepare you to enter a similar workplace and our instructional team is eager to assist you. Here are some tips for success:

- **Attend Orientation.** This session will provide important information about your program and the College 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/or lab.
- **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) are mandatory. Please treat your classroom as a workplace – let your instructor know if you cannot attend in advance and make a plan to complete missed

coursework. Vacations should be planned for scheduled College breaks such as term break.

- **Engage and participate.** There is a difference between merely attending class as opposed to actively participating in your learning experience. Ask questions, engage in discussions, and reflect on your learning experiences. It is always best to arrive to class on time and stay to the end of the class period. Leaving midway impacts your learning, and that of others, in negative ways.
- **Communicate with your instructional team.** If you are concerned about your success, or need additional resources, initiate contact with your instructional team by emailing, dropping in during online office hours, or making an appointment.
- **Utilize your Student Advisor.** If you need assistance navigating College services, please see your Student Advisor.
- **Stay informed.** Please check your NorQuest email daily, as this is the only email address that your instructional team and College employees will use to contact you. Check the student website at [norquest.ca](https://norquest.ca), check your MyQuest page for mark information, and frequently check your course page on Moodle. As well, you will receive regular general communications by email from the program area.
- **Make a plan for success.** Maintain an up-to-date calendar of due dates, and create a plan to study, review, and prepare for assignments. Ensure that you are balancing your studies with other aspects of your life to manage stress. If you need resources or assistance with time or stress management, seek out assistance from the Centre for Growth and Harmony. 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.

## Respectful Learning Environments

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, you should read course materials before class and arrive with questions and ideas related to the topic to be taught.

**Please respect your fellow students, faculty, and program staff.** You will discuss many controversial subjects and you are free to disagree with views presented by your instructor and fellow students; however, you must do so respectfully.

**As well, hands-on practice in labs and clinical settings requires students to be prepared to work with people of all cultures, religions,** gender identities, sexual orientations, socio-economic status, and physical and mental disabilities. At NorQuest College, education is inclusive and our students are prepared to meet the needs of a diverse society.

**Please ask for clarification and initiate discussions with the instructor if expectations are not clear.** For example, talk to your instructor if you are unsure whether a learning activity is meant to be collaborative (e.g. group work) or individual (e.g. a reflective practice journal). If you have concerns regarding participation, please consult with your instructor.

**It is important to note that collaborating on assessments that are to be done individually could lead to an academic misconduct report.**

# EXAMINATIONS

## Overview

Examinations are used to assess mastery of course outcomes in many courses. Each course outline specifies the examinations you will be required to write and the passing grade you need to meet course requirements.

## Booking Exams

Many courses require students to write an exam(s) to demonstrate that they have met the course outcomes.

Although not all exams are proctored (supervised), many exams must be. You must write your exam using the process determined by your instructor. In-person classes will have a predetermined date, time, and location set by your instructor and will be shared with the class. For other exams, you may need to book a date/time to write your exam.

Exam bookings are available on a first come, first serve basis. You should book your exams as soon as possible in order to write on your preferred date/time. You are responsible for booking your exams well in advance (e.g. 1 month) of the exam due date and/or course end date. *Booking exams too close to the exam date may mean you are unable to write your exam, and may also result in additional costs to you.*

If you are unable to attend the exam, please refer to the section entitled “Rescheduled Exams and Exam Deferrals”. You should try to cancel your exam booking as far in advance as possible. *You will also need to notify the proctor in order to avoid additional costs to you.*

Please review your course outline for specific details about your exam and check with your instructor (or on Moodle) if you have any questions about how and when your learning will be assessed.

## Missed Examinations

If you are going to be absent for the writing of a scheduled examination, you are required to notify the program office **prior to the exam writing time**. It is important you make this notification to avoid receiving an exam grade of zero. Please see the section “Rescheduled Exams and Exam Deferrals” for more information.

Please do not plan vacations during exams. A vacation is not an acceptable reason for exam deferral.

## 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. It is important you make this notification to avoid receiving an exam grade of zero.

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 start the exam, 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 a reason for rescheduling. Academic penalties may apply if students choose not to attend exams.

**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:

1. 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.
2. Submit a “Request for Deferral – Examination” form online and provide documentation (e.g. medical note) if required to support your request. You can access the form in Moodle.
3. The instructor, with the Program Chair’s approval, will make a decision about your deferral.
4. Once a deferral is approved, you have two working days to work with your instructor to reschedule the exam. You may need to write the exam through Testing Services, which your instructor will help arrange. Deferred exams must be written within 5 days of the originally scheduled date. Program Chair approval is required for longer deferrals.
5. 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.

## Writing Accommodated Exams

Instructions on how to book your exams and what to expect when writing exams with Testing Services can be found [here](#).

## Release of Examination Marks

While each program may have specific guidelines regarding the release of examination marks, typically, your examination marks will be released within 10 business days of writing your exam.

Your instructor will advise you should there be a delay in the release of marks. Please contact your instructor about your exam results *only after* the marks have been released.

Individual exam results will be discussed with students *only after* all class exam marks are released.

## Examination Review

You may request an exam review with your instructor within 5 business days of the exam marks being released. Exams may only be reviewed privately, between the instructor and the student, and outside of class time.

For exams written on paper in-class, you may request a meeting with your instructor to review the exam. The exam and all exam materials must remain with the instructor following the meeting; likewise, taking notes or pictures is prohibited. You may ask your instructor questions about the exam during the meeting.

For exams written online, you may request an exam review from your instructor that will consist of a discussion of overall performance. Exams will not be shared online, via screen-share, between instructor and students, in order to protect exam integrity. If it is possible to arrange a face-to-face meeting, online exams may be printed and reviewed as per the paper exam review procedure.

Each program may have further specific guidelines for exam review that may replace these guidelines. Please contact your program area for further information.

## Exam-Writing Protocol

In addition to the following your program may have other policies and procedures with respect to exam writing. It is your responsibility to review and follow all rules and expectations. Please contact your instructor if you have questions about the rules and expectations.

### Academic Honesty

- You are expected to work on your own during an examination.
- Communicating with other students or sharing answers in any way is prohibited.
- You are expected to understand the [Academic Misconduct Policy](#).

## Asking Your Instructor a Question During an Exam

- Asking questions is discouraged as your proctor may not be your instructor or a subject matter expert.

## Technology Use During an Exam

- Opening additional windows and/or programs is not permitted unless specified in your exam instructions.
- Calculator use is not permitted unless specified in your exam instructions.
- Cell phones are to be **turned off** and stored with the rest of your belongings.
- If you lose connectivity during the exam, log back into the exam as soon as possible and alert your proctor as soon as possible.
- Online activity during exams may be monitored.

## E-Proctored Exams

- You are expected to follow the [Student Guide - ProctorU](#)
  - Note: If you are in a HyFlex courses, this is an opt-in, pay-as-you-go service. [More information is available here](#)

## Washroom Breaks

- It is highly recommended that you remain in the room until you complete the examination.
- If you must leave the room to go to the washroom, you must obtain permission from the proctor. All examination materials must be left in the exam location.
- Please check with your proctor prior to writing the exam, especially if an existing medical condition exists affecting the need for washroom breaks.



## **Materials at Your Exam Location**

- You are allowed writing materials (pen, pencil, eraser) and other materials only as specified in the exam instructions (i.e. a calculator may be permitted).
- Make sure to leave personal items in an area designated by the proctor or preferably, do not bring any items to an exam other than your ID and other items specifically specified in the exam instructions such as a calculator.
- Clear/transparent water bottles will be permitted during exams unless location-specific restrictions apply.
- Special considerations need to be discussed with your instructor prior to the exam (i.e. snack for a diabetic student).

Be sure you understand and follow examination policies and procedures to avoid severe penalties with respect to your exam marks as well as an academic misconduct report.

# ACADEMIC PROGRESS



## Overview

- You must successfully obtain credit by achieving the minimum passing grade for each course.
- In order to progress from one semester to another, you must attain a minimum 2.0 (C) grade point average (GPA). You must also meet all course pre-requisites.
- If you receive a grade of F or WF you will be required to repeat the course.

## How to Calculate GPA

For information on how to calculate your GPA, and/or how to qualify for Honours distinction, please see here: [GPA](#)

## Learning Improvement Plans (LIP)

The Learning Improvement Plan (LIP) is a collaboration between the program's instructional team and the student to identify pathways to improve student achievement in certain areas. You will identify and document the areas requiring improvement and discuss with your instructional team strategies to support you.

This process is guided by the foundational principle of collaborative goal setting between student and evaluator if and when it is required.

There will be an established date and time for reassessment (if applicable) included in the LIP as well as clearly stated consequences that will arise if and when you do not meet the course outcomes.

## Grade Appeals or Complaints

If you disagree with a program decision regarding grades or conduct, you have the right to appeal.

- Students who disagree with a grade are asked to first speak with the instructor. If not satisfied after meeting with the instructor, they will then discuss with the Program Chair or designate.
- Students who have concerns about their program experience may meet with the Program Chair or Associate Chair.

The appeal process for grades, academic misconduct, and non-academic misconduct are all handled by the [Office of Student Judicial Affairs](#). Information about Academic Grade Appeals, as well as forms and procedures documents, can be found at the webpage above.

If you need assistance in this process, you may contact:

- The Office of Student Judicial Affairs at: [OSJA@norquest.ca](mailto:OSJA@norquest.ca)
- Student Advisor at [student.advisor@norquest.ca](mailto:student.advisor@norquest.ca)

Information about appeals relating to admissions, transfer credit, enrolment and finances is provided by the [Office of the Registrar](#).

## Repeating a Course

If you are unsuccessful in a course you will be required to repeat all parts of the course. This includes all examinations, assignments, or lab assessments required for that course. In a second attempt of the course, you cannot re-use assignments from the first attempt.

Students who are required to repeat a course must pay the tuition for that course.

You may only enroll in other courses if you have met all of the pre/co-requisites.

## Academic Probation

Academic Probation (AP) is a means of identifying students at risk in their program. A student who has failed a course or failed to maintain a GPA of 2.0 in a semester will be placed on AP.

You will be automatically put on Academic Probation under the following circumstances:

- You committed an act of academic dishonesty but are allowed to remain in the program as per the [Academic Misconduct Procedure](#)
- You fail two courses (receiving a mark of F or WF) while in the program
- Your GPA falls below 2.0 (64%) in any term

While on AP, you must maintain an overall 2.0 GPA per term. If you fail a course while on AP, you may not be able to continue in the program.

Removal of the AP indicator is determined by each program area. See the program-specific information section for details.

**Note:** There may be additional requirements that need to be met while on academic probation. These requirements will be outlined by the Chair, Associate Chair or designate in the program area. Students on academic probation may require Chair approval or a permission number in order to register for future courses.

## Program Withdrawal

Program and Course withdrawals may be initiated by the student, the program, or the College.

After the drop period has elapsed, you may withdraw from any credit course at any time prior to completion; however, academic and/or financial penalties may apply.

For general information, please see: [Withdrawals](#)

If you are initiating a program withdrawal for any reason, you are advised to discuss this decision with the Chair/Associate Chair to map out a plan prior to completing the withdrawal forms. Students who withdraw from the program need to re-apply and meet the current admission requirements for the program.

If a program initiates a program withdrawal due to Academic or Non-Academic reasons, you may request a meeting with the Program Chair or designate to discuss future options.

## Re-admission following Program Withdrawal

Re-admission to a program after a program-initiated withdrawal is determined by the Program Chair or designate. In addition, you will need to re-apply and meet the current admission requirements for the program.

## 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 will be guided 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 for the benefit of the entire college community.

**It is your responsibility to read and ensure you understand your program's and the College's rules regarding student conduct.**

## Code of Conduct

Please familiarize yourself with the college's Code of Conduct, which applies to all members of the college community.

You are expected to uphold a high standard of personal conduct during your time at NorQuest in preparation for your work in your chosen field.

For more information on the Code of Conduct, please see: [Code of Conduct](#)

## **Academic Misconduct**

NorQuest College is committed to maintaining high standards of academic performance and integrity, in order that all students may benefit equally from the opportunity to pursue their education in a learning environment that is characterized by high levels of fairness, trustworthiness, honesty, respect, and responsibility.

All members of the NorQuest community must uphold these standards by ensuring that they inform themselves and others of the fundamental importance of these standards.

Academic misconduct occurs when an individual or group uses information dishonestly in order to improve their own academic standing. Common examples include, but are not limited to, plagiarism and cheating.

For more information, please see: [Academic Misconduct](#)

## **Non-Academic Misconduct**

NorQuest College is committed to maintaining high standards of non-academic conduct and it is important all members of the NorQuest community to uphold these standards.

Non-academic misconduct may be defined broadly as any behaviour that:

- negatively affects the learning of others or the college's educational mission
- violates civil or criminal statutes
- threatens the safety or well-being of members of the NorQuest community

For more information, please see: [Non-Academic Misconduct](#).

# STUDENT REPRESENTATION



## Academic Council

The Academic Council is a group of students, faculty, and administrators who come together once a month to exchange information and viewpoints on academic affairs. Elected by the Students' Association, ten students represent their peers on this council. For more information please see:

[Academic Council](#)

## Program Advisory Committee (PAC)

Each program in the Faculty of Health Studies has an active Program Advisory Committee, made up of students, educators, practitioners, industry leaders, and alumni.

The purpose of this committee is to provide guidance to the program area to ensure the curriculum and its delivery is current and workforce relevant.

## Students' Association

The NorQuest Students' Association advocates on behalf of 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 involved in the Student Association.

More information on events, services, and opportunities can be found at: [SANQC](#).

## EVALUATION & FEEDBACK

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 will have a number of opportunities to provide feedback on your time at NorQuest. This will primarily be done through surveys, but other formats may also be used.

Survey information is used by the College to continually assess and improve the program. Individual faculty members do not see the individual responses to the surveys. A summary of the results is compiled and provided to the Program Chair and to the instructor being surveyed.

Evaluation information is also collected for accreditation reporting purposes. This information is compiled with student names removed to ensure confidentiality.



# APPLYING TO GRADUATE & ATTEND CONVOCATION



Once you complete all courses and other requirements of your program, you will have the opportunity to apply to graduate and attend convocation.

Convocation is a ceremony celebrating success of graduates from all programs. It takes place in May each year. Our instructional team looks forward to this event each year to recognize the hard work and success of our students.

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 the NorQuest College website for important information about applying to graduate and planning for convocation. Please see: [Applying to Graduate](#).

## WHAT'S NEXT?

### Student Career and Employment Services

As you prepare for entering your chosen career, remember that our Work-Integrated Learning and Career Education Centre organizes a number of job fairs each year, and this is a valuable resource in preparing you for employment. Experts will review your resume, conduct mock job interviews

with you, and assist you with effective job search techniques. This service is available to you free of charge for up to six months after you graduate from your program.

For more information, please see: [Student Career and Employment Services](#).

## Continuing Your Education

Perhaps you see your credential as a stepping-stone for other educational goals. A number of NorQuest College courses have credit transfer agreements in place with other institutions. In some cases, you will be able to access block transfer agreements that give credit for the entire program of study.

Please visit [Transfer Alberta](#) or consult the College Calendar for the most current transfer agreement information.

## 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.

Learn more at: [Alumni](#)

## Stay in Touch!

Your instructional team have 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 or Associate Chair and let us know how you're doing. As we continually seek to ensure our programs are meeting the needs of the workforce, we may even ask you to speak about your experience in the program at a recruitment event or participate in a focus group.

# SECTION TWO: PROGRAM-SPECIFIC INFORMATION

## Pharmacy Technician Diploma Program

### Program Roles and Responsibilities

Students in the Pharmacy Technician Diploma Program will work with the following instructional team members:

#### Instructors

Instructors are responsible for:

- Distributing course outlines, schedules, materials, assignments, and exams
- Monitoring and recording student progress
- Grading student assignments and providing feedback to the student

#### Chair

The Chair is responsible for:

- Working with students to outline their program plan
- Providing information if:
  - You want to change course registration
  - You have failed, withdrawn, or need to take a break from the program
  - You would like to transfer to another delivery option
- Approving final course grades

#### Administrative Support

The Business Operations team provides support to students, instructors, and Program Chairs. When other areas of the College advise you to contact with another program area, this team can assist you. You can reach them through e-mailing using the program specific inbox listed in this handbook.

Business Operation team members work closely with program areas. Some of their responsibilities include:

- Responding to student inquiries
- Booking appointments to see the Associate Chair or Program Chair
- Supporting organization of events, including orientation
- Issuing permission numbers granted by program areas
- Coordinating communication with students (sending newsletters, updates on behalf of the program, etc.)

## **Program Mission, Vision, and Values**

### **Mission**

The Pharmacy Technician Diploma Program offers accessible, outcome-based adult education that prepares learners for employment and career development in the health-care sector.

### **Vision**

The Pharmacy Technician Diploma Program is known for the following:

- Excellence in pharmacy technician education
- Market-driven, innovative programming
- Small classes, individual attention, and tutorial support
- Highly skilled, professional and enthusiastic graduates
- High employer demand for its graduates

### **Values**

We value people, learning, our role in the learning system, and the quality of the processes we use in reaching our goals.

We value people.

- We treat students with fairness and respect.
- Our staff members are recognized for their commitment and contribution.

We value learning.

- Our programs and services are accessible and responsive.
- We promote lifelong learning for our students and staff.
- We provide an enabling and inspiring learning environment.

We value our role in the learning system.

- Our programming areas and learner support and development provide a foundation for success.
- Innovative delivery models and partnerships enhance programs and services.
- We tell our significant and special story at every opportunity.

## **Program Overview**

Our nationally accredited Pharmacy Technician program thoroughly prepares graduates for this fast-paced and highly respected profession. As a regulated pharmacy technician, you will be responsible for dispensing prescriptions, preparing compounded medications and sterile products, repackaging pharmaceuticals, managing inventory, teaching patients to use medical devices, and providing patient-centered care.

## **Program Outcomes**

The primary outcomes of the Pharmacy Technician Diploma Program at NorQuest College are to graduate a student eligible for registration and competent for entry-to-practice as outlined by the National Association of Pharmacy Regulatory Authorities (NAPRA). More information can be found at:

<https://napra.ca/pharmacy-technicians?audience=27>

Specifically, the graduate will:

1. Integrate related theory, principles, and concepts into professional practice.

2. Use knowledge and skills to provide safe, competent, patient-centered services in a variety of settings.
3. Establish and maintain effective interpersonal relationships with individuals and groups.
4. Work collaboratively with the patient, patient's agent, family, and health care team.
5. Communicate effectively and demonstrate cultural competence, using written, verbal, and technological methods.
6. Work within the parameters of a pharmacy technician's scope in the pharmacy setting as defined by legislation and agency policy.
7. Accept ethical and legal responsibility and accountability for personal actions.
8. Apply critical thinking skills to make decisions, plan strategies, solve problems, and navigate resources in acting as a patient advocate.
9. Use self-evaluation and ongoing learning to demonstrate personal and professional growth and development.
10. Demonstrate leadership skills within the pharmacy technician scope of practice.
11. Apply pharmacy business operations principles to practice settings within the scope of practice of the pharmacy technician.

## Program Delivery

### Full-time, in-person

The Pharmacy Technician Diploma Program is offered full-time, mostly in-person, at the Edmonton downtown campus. Students may have the opportunity to take some course online during their program if the course is offered as an online course. Most courses, and all labs, are face-to-face. Students should first consult with the Chair or Student Advisor if there is a need to deviate from the 2-year program schedule.

Students who choose to withdraw from certain courses to pursue part-time studies should be aware that the program is not offered in this format, and **enrolment in courses is first secured to full-time students**. This may delay program completion.

The program is completed with Year 1 (Fall, Winter, and Spring Terms) from September – June, and

Year 2 is completed in September – April (Fall and Winter Terms only).

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 Pharmacy Technician Diploma Program, you must successfully pass all courses.

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.

### **Alternate Pace**

You must consult with your program's Chair to outline a plan to complete the program at an alternate pace. Note that as this is a small program, therefore, courses are offered only once per academic year. Studying at an alternate pace will result in extending the program by at least 1 year.

## **Program-Specific Information**

### **Late Assignments**

Assignments are due on the date/time specified by your instructor/course outline. Assignments received after the scheduled due date/time will be penalized 15% per calendar day. Late assignments will not be accepted once the assignment set is marked and returned.

## Academic Probation

While on Academic Probation, you must maintain an overall 2.0 GPA per term. If you fail a course while on AP, you may not be able to continue in the program. Removal of the AP indicator is determined by each program area. For Pharmacy Technician students, the conditions of removal of AP are outlined in the learner improvement plan (LIP).

**Note:** There may be additional requirements that need to be met while on academic probation. These requirements will be outlined by the Chair/Associate Chair or designate in the program area. Students on academic probation may require Chair approval or a permission number in order to register for future courses.

In alignment with the accreditation standards set by The Canadian Council for Accreditation of Pharmacy Programs, students may not be in the program for longer than 4 years.

## Lab Requirements

Your instructional team will provide you with an orientation to lab requirements for your program. These may include expectations with respect to dress code, required materials to bring to the lab, strategies to prepare for lab experiences, and a Code of Conduct for the labs.

Learning and following program lab requirements prepares students to succeed in labs and future practice.

Hands-on practice in labs and clinical settings requires students to be prepared to work with people of all cultures, religions, and genders. A NorQuest College education is inclusive and our students are supported and prepared to meet the needs of a diverse society with hands-on training with people from a variety of cultures, religions, and genders. In the PTD program, attendance is mandatory for all labs. Expectations, including code of conduct and dress code, will vary depending on the course and the type of skills being performed.

Learning and following program lab requirements prepares students to succeed in labs and future practice.



Sterile/Aseptic compounding requires compliance with NAPRA standards for compounding sterile preparations. These include restrictions for makeup, nail and eyelash adornment, jewelry including piercings, and tattoos which are in place in PHRM 2050 Sterile Products Lab and on practicums.

Any student with a concern about the restrictions should contact the program faculty or Chair.

## Laboratory Professionalism Expectations

The following applies to all students participating in any practical lab course (PHRM 1030, PHRM 1041, PHRM 2030, and PHRM 2050) and may apply to any other PHRM course under certain circumstances, which will be outlined by your instructor. The purpose of these expectations is to foster a sense of professionalism while performing your duties as a pharmacy technician student. Appearance and demeanor are essential parts of professionalism. Patients must be confident in the care, commitment, and competency of the pharmacy staff. If pharmacy staff members do not appear professional in dress, cleanliness, or attitude, a patient may quickly lose confidence in the pharmacy staff's ability to provide competent care. It is therefore very important that you are aware of your appearance and demeanor when conducting yourself in laboratory, practicum, and actual practice settings.

In addition, every practical lab course includes a Professionalism Assessment, and professionalism is a pass/fail component of each practical lab course as well as PHRM 2007.

## Appearance In Labs

Students must have a neat and tidy appearance for lab.

### Hair

Hair should be clean, and not interfere with lab activities. Long hair should be tied back when compounding (sterile and non-sterile) or dispensing. Facial hair is permitted but it must be kept neat and well groomed.

## **Nails**

Nails must be kept short, clean and neat; excessively long nails and extreme nail art are not acceptable. For Sterile Products Lab (PHRM 2050), nail polish, or artificial nails of any kind are not permitted.

## **Jewelry and Piercings**

Jewelry should be conservative and not interfere with lab activities. It should be noted that some work sites do not allow visible body piercings. For Sterile Products Lab (PHRM 2050) no visible jewellery of any kind is allowed; visible body piercings above the neck must be removed.

## **Make-up**

If worn, make-up should project a professional image. No makeup of any kind is allowed in Sterile Products Lab (PHRM 2050).

## **Scents**

NorQuest College is a scent-free institution as are many health care facilities. Steps should be taken to ensure good personal hygiene is maintained. Avoid scented products that may include but are not limited to:

1. Perfumes and colognes
2. Creams or lotions
3. Hair products

## **Dress Code**

For practical labs (PHRM 1030, PHRM 1041, PHRM 2030), business casual dress is required. All clothing must be in good repair and have a conservative and professional-looking fit. It should be clean and free from wrinkles.

## **Dispensing Jacket and Identification**

Students must wear the NorQuest College dispensing jacket when wearing business casual attire in lab. Student identification will be used as a nametag (clinical ID), which must be worn at all times in lab and on practicum.

## **Hats and Head Coverings**

Hats or head coverings are not permitted; head coverings for religious reasons are acceptable.

## **Scrubs**

Scrubs are recommended for Sterile Products Lab (PHRM 2050) and may be worn instead of business casual in Compounding Lab (PHRM 1041).

## **Shirts**

Conservatively styled blouses, shirts or T-shirts are acceptable. Shoulders, excessive cleavage, and midriffs must be covered. Examples of unacceptable shirts include:

1. Denim shirts of any colour
2. Tank tops or halter tops
3. Crop tops or midriff tops
4. Shirts with logos, slogans, or inappropriate terms
5. Sweatshirts or hoodies

Long-sleeved shirts are not permitted in Sterile Products Lab (PHRM 2050) as they interfere with proper hand hygiene performance; short sleeves are appropriate. Armpits need to be covered.

## **Pants**

Dress pants made from wool, cotton, or synthetic material are acceptable. Examples of unacceptable pants include:

1. Denim pants of any colour
2. Pants made from material resembling denim of any colour
3. Athletic wear including sweatpants or spandex
4. Leggings (acceptable only if worn in place of nylons)
5. Cargo pants
6. Pajama pants

For Sterile Products Lab (PHRM 2050) students must wear pants that fully cover the legs. Socks must be high enough to prevent exposure of skin when pants shift while seated.

### **Skirts or Dresses**

Skirts or dresses are acceptable as long as the length is sufficient to allow the student to perform lab activities without exposing the upper thigh (approx. 2 inches above the knee) or undergarments. Bare legs are not acceptable, nylons or leggings must be worn. Examples of unacceptable skirts or dresses include:

1. Denim skirts or dresses of any colour
2. Skirts or dresses made from any material resembling denim

### **Footwear**

Shoes must be closed-toe and closed-heel to conform to safety and infection protocols. Walking shoes, casual shoes and runners are acceptable. Conservative colours and styles are preferred. Examples of unacceptable shoes include:

1. Sandals or flip-flops
2. Crocs
3. Winter boots

## Attitude

Students are expected to be prepared for lab and always display a positive attitude. Students must strive to be able to work competently in an independent capacity and must demonstrate a commitment to teamwork as well.

In addition, students are expected to respond maturely and positively to suggestions and constructive criticism by implementing actions to improve performance. As future health care professionals, it is expected that students will practice with patient and worker safety as top priorities.

## Demeanor

Use of foul or disrespectful language in lab will not be tolerated. It is expected that students will arrive on time for labs. Chewing gum in lab is not acceptable. No food is permitted in lab. Students may bring a drink to lab if the container has a lid and are careful to keep it away from the computers and your work. Workspaces must be kept neat and tidy at all times. Cell phones, backpacks and personal items are not permitted in lab.

Any equipment, which is used, must be returned in the same working condition as when it was acquired by the student. Any deficiencies in equipment functioning must be reported to the laboratory instructor(s) immediately upon their discovery.

**Laboratory assignments, supplies, equipment, inventory, and reference materials SHALL NOT be removed from lab.** In certain circumstances, instructional staff may grant permission to remove certain items from the lab. Prior written approval and documentation is required.

It is expected that students work independently on laboratory assignments unless otherwise indicated. Failure to work independently when expected to may be interpreted as academic dishonesty.

## **Basic Laboratory Safety**

An integral responsibility of the pharmacy technician is to ensure safety within the practice setting. Following proper safety precautions is every pharmacy technician's professional, ethical, and legal responsibility. Pharmacy technicians must work in accordance with safety requirements outlined in standards of practice, legislated acts, statutes, and regulations. Unsafe work habits may negatively affect you, your colleagues, and patients. The following outlines the safety practices that must be adhered to when participating in PTD labs. Failure to adhere to these policies may result in deduction of marks in lab, documentation and potentially failing the professionalism assessment portion of a course, or expulsion from the lab or program. In actual practice, failure to adhere to workplace safety policies may result in termination of employment.

### **Health and Safety Training**

Students must have completed the Workplace Hazardous Materials Information System (WHMIS) course within the last 12 months prior to participating in dispensing and compounding labs and move on to practicums. The WHMIS course provides students with an overview of standardized labelling of chemical agents and highlights the purpose of Safety Data Sheets (SDS). In the PTD lab, SDS are maintained for all chemical substances used in compounding. Prior to working with any unfamiliar chemical or drug substance, it is good practice to consult a reference source, such as the SDS, and take the necessary precautions outlined in the reference material prior to handling the substance.

### **Hand Hygiene and Prevention of Infectious Disease**

It is the role of every health care professional to take the appropriate routine precautions to prevent the spread of infectious disease to patients, other health professionals, and themselves. Infection prevention and control (IPC) has been identified as a core competency for health care workers. The Community and Hospital Infection Control Agency – Canada (CHICA) is an organization devoted to promoting best practices in infection control. Routine precautions include following proper hand hygiene and donning appropriate personal protective equipment (PPE). Hand hygiene is the most important mechanism to reduce the spread of infectious pathogens in hospital and community. In an actual practice setting, hand washing

should occur before and after contact with patients, prior to and at the end of each shift, and after eating or using the washroom. Gloves do not eliminate the need for hand washing; hands must be washed prior to gloving and after gloves are removed. Sterile product preparation requires that extra care and attention be given to hand washing, gloving, and gowning.

It is expected that students perform proper hand washing technique at the beginning and end of each lab. For safety reasons, hands should also be washed after skin exposure to any drug or chemical products.

In Sterile Products Lab (PHRM 2050), the proper technique for hand washing and donning PPE prior to aseptic preparation will be taught and evaluated. The precautions for sterile product preparation are additional to those required for non-sterile preparation due to the route of administration of the product.

In a pharmacy practice setting, exposure to biological materials (blood, saliva, etc.) can occur. All biological materials should be considered infectious and appropriate precautions must be adhered to (donning gloves, proper hand hygiene). All sharps, even those that have not come into contact with biological materials, must be disposed of in an appropriate biohazardous sharps container.

### **Handling of Drug Products and Chemicals**

Pharmacy technicians may be exposed to thousands of chemical substances, some of which are more hazardous than others. No drug product or chemical should be handled without donning the appropriate personal protective equipment (PPE). In a community setting, the appropriate PPE may be as simple as a dispensing jacket. When preparing cytotoxic parenteral products, as encountered in cancer care centers, much more elaborate PPE is used, which includes gowns, gloves, and full-face respirators.

At a minimum, buttoned up dispensing jackets must be worn by all students and instructional staff while in dispensing and compounding labs. Students are required to consult the SDS to determine if they need additional PPE and discuss with instructional staff if they are unsure.

For both hygiene and safety reasons, no drug product should be directly handled with bare hands. Drugs can be absorbed transdermally into

systemic circulation, and this can present a hazard in certain situations. Tweezers shall be used if an individual tablet must be picked up, as is when preparing compliance packing. For safety reasons, hands should be washed after skin exposure to any drug or chemical products and students must notify instructional staff immediately.

If the eyes are exposed to chemicals, immediately inform the instructional staff. An eyewash is available and instructional staff will assist the affected individual in flushing the eye. Instructional staff will assess the situation, consult the SDS, and if appropriate, prompt medical attention will be sought.

**If students have a drug allergy, it is their responsibility to be aware of possible allergens in lab and take the necessary precautions to protect themselves. If a student is unsure, he/she is to ask instructional staff.**

## Disposal of Drugs and Chemicals

Drugs must never be disposed of in a way that could harm the environment, human, or animal populations. Drugs that require disposal must be placed in a dead drug bin. The instructional staff will inform students where the bin is located.

Instructional staff must be immediately informed if a drug product is identified as unsuitable for use. Note that the majority of drug and chemical products in lab are expired as they are being used for educational purposes only. In actual practice, expired drugs must be promptly removed from the drug inventory and stored separately from other drugs until they are sent for destruction.

## Responding to Chemical Spills, Injury, and Fire

- Instructional staff must be informed immediately in the event of a chemical spill. Instructional staff will consult the SDS as necessary and give direction to the student on how to manage the spill and the appropriate first aid response if necessary.
- Students shall report any injury, incident, or near miss, which occurs in the lab to instructional staff immediately upon their occurrence/discovery. Instructional staff will assess the situation and



determine what level of care is required. Instructional staff is responsible for ensuring the appropriate forms have been completed. Depending on the nature and severity of the injury, consultation with the College nurse should be considered.

- Orientation to the lab shall include overview on the location and use of the eyewash station and first aid kit. The first aid kit must be maintained in accordance with College policy and Occupational Health and Safety (OHS).
- In the event of a medical emergency, instructional staff is responsible for assessing and taking control of the scene. It is mandatory that at least one of the instructional staff in lab have current First Aid/CPR. Students may be required to contact 911 on behalf of the instructional staff. The College nurse must also be contacted.
- In the case of a fire or lockdown, NorQuest College emergency procedures must be followed.

## Disclosure - Accommodations and Allergies

It is the student's responsibility to disclose any information to the Program Area that may affect his/her success in the program.

- **If the student requires an accommodation for classroom activities or exams**, it is his/her responsibility to discuss their needs with the instructor. Accommodations are assessed through Student Services. If exams are to be written outside of the classroom, please inform your instructor in advance so that the program area can arrange for the exam to be ready for you. However, please note that it is the student's responsibility to book exams. Exams must be booked within the time window posted on Moodle in each course. For more information:

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

- Please note that accommodation may not be permitted for any skills during practical labs that are considered essential for the workplace.

- **If a student's accommodation includes audio recording for lectures,** they must provide the instructor with the completed form: Agreement Regarding Audio Recording of Lectures, located on Moodle.
- **Students with allergies** should be aware that the pharmacy technician lab contains real medications and chemicals (vs. placebos) 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 Chair about any concerns.

## Failing a Course and/or Practicum

Students who are unsuccessful in three courses, or unsuccessful twice in the same course, will not be allowed to continue in the program.

Open Studies students who fail program courses and later apply to the program may need to meet with the Program Chair or designate to plan their program completion.

## Accreditation

The Pharmacy Technician diploma program of NorQuest College is accredited has been awarded the highest level of accreditation by the Canadian Council for Accreditation of Pharmacy Programs for a five-year term, from July 1, 2022 – June 30, 2027.

This accreditation standard means that graduates are eligible to sit for the entry-to-practice Pharmacy

Examining Board of Canada Qualifying Examination and may go on to become regulated technicians under the Alberta College of Pharmacy.

## Course of Study by Terms

Course descriptions are available on the NorQuest website by clicking on the desired course on the

[Course listing webpage](#)

| <b>Term</b>               | <b>Course Code</b> | <b>Course Name</b>                     | <b>Credits</b> | <b>Hours</b> | <b>Passing Grade</b> |
|---------------------------|--------------------|--|----------------|--------------|----------------------|
| <b>Fall<br/>(Yr. 1)</b>   | ANPH 1000          | Introduction to Anatomy and Physiology | 3              | 45           | D                    |
|                           | COMM 1001          | Introduction to Communications         | 3              | 45           | D                    |
|                           | ENGL 2510          | Scientific and Technical Writing       | 3              | 45           | D                    |
|                           | PHRM 1000          | Introduction to Pharmacy Practice      | 3              | 45           | C-                   |
|                           | PHRM 1001          | Pharmaceutical Calculations            | 3              | 45           | B+                   |
|                           | PHRM 1011          | Community Prescription Processing Lab  | 6              | 90           | B                    |
| <b>Winter<br/>(Yr. 1)</b> | PHRM 1002          | Pharmacy Law and Ethics                | 3              | 45           | B-                   |
|                           | PHRM 1012          | Pharmacotherapy I                      | 3              | 45           | C-                   |
|                           | PHRM 1014          | Pharmacotherapy II                     | 3              | 45           | C-                   |
|                           | PHRM 1020          | Community Pharmacy Practice            | 3              | 45           | C-                   |
|                           | PHRM 1030          | Community Pharmacy Lab                 | 6              | 90           | P                    |

|                           |           |  |   |    |    |
|---------------------------|-----------|--|---|----|----|
|                           | PHRM 1041 | Compounding Lab                                | 4 | 60 | P  |
| <b>Spring<br/>(Yr. 1)</b> | PHRM 1005 | Professional Practice for Pharmacy Technicians | 2 | 30 | C- |
|                           | PHRM 1015 | Pharmacotherapy III                            | 3 | 45 | C- |
|                           | PHRM 2010 | Institutional Prescription Processing Lab      | 3 | 45 | B  |
|                           | PHRM 2022 | Institutional Pharmacy Practice                | 4 | 60 | C- |
| <b>Fall<br/>(Yr. 2)</b>   | PHRM 2006 | Medication Safety and Risk Management          | 3 | 45 | C- |
|                           | PHRM 2007 | Integrated Skills for Pharmacy Technicians     | 3 | 45 | P  |
|                           | PHRM 2008 | Non-Prescription and Complementary Therapies   | 3 | 45 | C- |
|                           | PHRM 2030 | Institutional Pharmacy Lab                     | 4 | 60 | P  |
|                           | PHRM 2050 | Sterile Products Lab                           | 4 | 60 | P  |

|                           |                            |  |           |             |   |
|---------------------------|----------------------------|--|-----------|-------------|---|
| <b>Winter<br/>(Yr. 2)</b> | PHRM 2101                  | Pharmacy Technician: Community Practicum     | 4         | 160         | P |
|                           | PHRM 2102                  | Pharmacy Technician: Institutional Practicum | 4         | 200         | P |
|                           |                            |  |           |             |   |
|                           | <b>TOTAL HOURS/CREDITS</b> |  | <b>80</b> | <b>1440</b> |   |

## Program Completion

Students must attain a pass grade in each course to progress through the program. Students must pass all courses to qualify for graduation. A minimum grade point average (GPA) of 2.0 is required to be considered in good academic standing and graduate with a Pharmacy Technician Diploma.

## Commitment to Professionalism for Pharmacy Technician Students

Professionalism expectations are regularly assessed in the program. Students are required to self-reflect regularly on their perceptions of their performance in various aspects of professionalism. Instructors will also provide feedback on these aspects, and this is reviewed during regular meetings during the student's course of study.

Expectations are set so that a student's level of professionalism meets expectations by the time the student enters practicum.

In the Pharmacy Technician program:

- Graded feedback is provided during Year 1, Term 2 in PHRM 1030 and PHRM 1041
- Graded feedback is provided during Year 2, Term 1 in PHRM 2030, and PHRM 2050

**Student Name:**

**Student ID:**

**Program:**  
PTD

**Term in  
program:**

**Course:**

**Instructor:**

**PASS Benchmarks at Final per Course:**

**Final:** • **Pass** • **Fail**

PHRM 1030/1041: 0 F; 2 BE

PHRM 2007/2030/2050: 0 F; 0 BE

| <b>Grading Scale</b>           | <b>Descriptor</b>   |
|--------------------------------|---|
| <b>Above Expectations (AE)</b> | Meets or exceeds standards of practicing health professional  |
| <b>Meets Expectations (ME)</b> | Meets standards for this level of student, consistently demonstrates behavior   |
| <b>Below Expectations (BE)</b> | Does not meet standards expected for this level of student, insufficient improvement in spite of feedback                                 |
| <b>Fail (F)</b>                | Fail – poor performance, no improvement in spite of feedback, or formal misconduct report, resulting in automatic fail at course endpoint |

|                     | <b>Examples of Observable Behaviors that Meet Expectations</b>   | <b>Student Self-reflection: please provide examples of how you demonstrate the professional behavior and/or what you need to improve.</b> |  | <b>Grade</b> | <b>Instructor comments (specific examples of behaviors):</b> |  |
|---------------------|--|---|--|--------------|--|--|
|                     |  | <b>Midpoint</b>   |  |              | <b>Midpoint</b>  |  |
| <b>Adaptability</b> | <ul style="list-style-type: none"> <li>Adapt to new situations, people, procedures and ideas</li> <li>Display a willingness to approach situations in</li> </ul> |   |  |              |  |  |
|                     |  | <b>Final</b>  |  |              | <b>Final</b>   |  |

|                                    |   |                 |  |  |                 |  |
|------------------------------------|---|-----------------|--|--|-----------------|--|
|                                    | different ways to achieve better outcomes   |                 |  |  |                 |  |
| <b>Appearance &amp; Dress Code</b> | <ul style="list-style-type: none"> <li>Comply with lab dress code, proactively discussing any concerns with instructor</li> </ul>   | <b>Midpoint</b> |  |  | <b>Midpoint</b> |  |
|                                    | <ul style="list-style-type: none"> <li>Use proper hand and personal hygiene</li> </ul>  | <b>Final</b>    |  |  | <b>Final</b>    |  |
| <b>Communication</b>               | <ul style="list-style-type: none"> <li>Respect confidentiality of classmates</li> </ul>   | <b>Midpoint</b> |  |  | <b>Midpoint</b> |  |
|                                    | <ul style="list-style-type: none"> <li>Convey information in a clear, respectful and organized manner</li> <li>Demonstrate respect for the feelings and opinions of others</li> <li>Develop positive working relationships with others</li> <li>Use active communication skills that</li> </ul> | <b>Final</b>    |  |  | <b>Final</b>    |  |

|                                |  |                 |  |  |                 |  |
|--------------------------------|--|-----------------|--|--|-----------------|--|
|                                | respect the learning environments <ul style="list-style-type: none"> <li>Proactively communicate concerns to instructor</li> </ul>   |                 |  |  |                 |  |
| <b>Honesty &amp; Integrity</b> | <ul style="list-style-type: none"> <li>Demonstrate honesty, integrity, and accountability</li> <li>Inform instructor of any issues (equipment, academic integrity, inappropriate conduct)</li> </ul> | <b>Midpoint</b> |  |  | <b>Midpoint</b> |  |
|                                |  | <b>Final</b>    |  |  | <b>Final</b>    |  |

# WORK-INTEGRATED LEARNING (WIL)/PRACTICUM

## Overview

Work-Integrated Learning (WIL) involves work experience under the supervision of an experienced registered or licensed professional or qualified preceptor/supervisor/instructor in any discipline that requires practice-based work experience for professional licensure or certification or for program completion. WIL experiences are generally unpaid and the work is done in a supervised setting. WIL is also sometimes referred to as practicums or placements.



The WIL component of the program is vital to your overall learning experience. The experience allows for hands-on practice in your chosen discipline and provides opportunities for self-reflection. A successful WIL experience includes a strong partnership between the student, the College, and the WIL site.

Each student is supervised by a preceptor/supervisor or instructor at the site, who will provide informal and formal feedback and a NorQuest instructor/college representative who monitors the student progress.

## **WIL Experience Outcomes**

Upon successful completion of the WIL Experience students will be able to:

- Demonstrate the program outcomes listed above.
- Demonstrate critical thinking through innovative application of theory, reflective practice, and decision-making.
- Recognize expectations, workplace culture, and professional accountability while experiencing and participating in diverse workplaces.
- Reflect on future goals in relation to personal values, educational interests, and previous experience in order to develop social responsibility.
- Develop and practice competencies in professional communication, collaboration, and conflict management.
- Build confidence and workforce readiness by identifying and utilizing transferable skills.

## **Requirements for WIL Participation**

In order to participate in a WIL experience you must successfully pass all prerequisite courses and obtain the required grade, and complete all To-Do List items as listed on MyQuest. For detailed information about each program's To-Do-List, please see: [Work, practicum, and clinical requirements](#). More details are also included below about specific program requirements.

Practicums are not permitted at sites where a personal or financial relationship exists. These relationships are defined below:

- Personal relationships: friends, family (a person connected with another by blood relationship, marriage, conjugal relationship or adoption)
- Financial relationships: pharmacy practice site or clinical practice area (at a large site) in which the student has received a wage in the past, where a student is currently employed, or where a student has a contract or promise for future employment

This policy is intended to avoid situations which could be perceived as potentially compromising objective and fair assessment of the student. Disclosure is the responsibility of the student and preceptor and failure to disclose a potential conflict of interest may result in the student having to repeat the placement at an alternate site.

## Police Information Check

This program requires that you submit a clear Police Information Check (PIC) prior to attending WIL. All fees required to obtain a Police Information Check are your responsibility. For more information, please see: [Police Information Check](#).

**After you submit your Police Information Check, you must report any changes (e.g. criminal convictions or charges) to your program area immediately.** Any change to your PIC may affect your ability to attend your WIL experience. [See this webpage](#) for more information about the process to support learners with an unclear PIC.

## Additional WIL Requirements for International Students

International students are required to have a Co-op Work Permit in order to participate in their WIL experience in the community. Students are responsible for ensuring that they have a valid Co-op Work Permit prior to the WIL experience start date. This permit must be valid for the duration of the WIL experience. Further information is available from [NorQuest International](#).

## The Process

Potential WIL sites are contacted and coordinated by the College.

You will be provided with detailed information, including an orientation/ meetings/ workshops, as you prepare for your WIL experience.

The steps are as follows:

1. Complete the [To-Do-List items](#) and submit all required documentation by the due dates:
  - Clear Police Information check (with vulnerable sector check)
  - Immunizations as outlined by the program and the affiliation agreement
  - Confidentiality training (AHS)
  - Connect Care or other training required for their role
  - N95 mask fit test

**Students must bring copies or originals of these items with them to the site in case they are asked to provide them.**

If due to religious or medical reasons students are unable to obtain immunizations or N95 mask fit testing please be aware that under certain circumstances, students may not be allowed to attend the WIL experience, or completion of WIL experience can be delayed.

2. Complete a WIL/Practicum Request Form (send in May) to indicate your preferences for placement. **Please note: there is no guarantee for specific sites or locations.**
3. You will be notified of the WIL site that you have been assigned to once the arrangements have been finalized.
4. Read all information found in this handbook and/or the Moodle WIL/practicum course including the course outline, prior to starting the

WIL experience. Review Moodle information regularly throughout as per program requirements.

5. Continue to check MyMail regularly.
6. Complete an information release form as required by the college to allow information to be released by College staff to facilitate the WIL experience. The HSPNet consent form must be completed and submitted to [HealthToDoList@norquest.ca](mailto:HealthToDoList@norquest.ca).
7. Attend all WIL meetings as requested. Students will have several meetings regarding practicums starting in Fall Term and continuing through until the December prior to practicum start.
8. Demonstrate professional expectations as outlined by the regulatory/professional body in the designated field of study.
9. Display appropriate professional behaviour during the WIL experience, including good attendance, punctuality, appropriate attire and grooming. Except where required by the preceptor, use of personal cell phones during placement hours is strictly prohibited, as is use of worksite computers or other office equipment for anything other than assigned duties (i.e. social media, internet sites, apps).
10. Immediately inform NorQuest College staff of any accidents, incidents/injuries, sudden illness, or unusual occurrence according to the requirements of the college/program. Students are to contact their preceptor, practicum instructor and the Chair as soon as reasonably possible. See the WIL Health and Safety section for more information.
11. Sign a confidentiality agreement as per program requirements. Complete the [online Alberta Health Services Information and Privacy Training](#) module and complete the form at the end of the course. The complete form is emailed to [HealthToDoList@norquest.ca](mailto:HealthToDoList@norquest.ca).
12. Attend the provided WIL site; regardless of location, student is responsible for transportation and associated cost.
13. Participate in evaluative WIL surveys if requested.

14. Track hours, follow the attendance policy, and complete evaluation forms and any required assignments during your WIL experience according to stated deadlines.

## Practicums

You will be provided with detailed information, including a Practicum (WIL) Manual and meetings, as you prepare for your practicum. A successful placement includes a strong partnership between the student, the College, and the practicum site. Each student is assigned a preceptor at the site, who will provide informal and formal feedback; and an instructor from the college, who monitors the student progress through phone calls, email, reviewing learning journals, seminars, and site visits. The instructor uses feedback from the preceptor's evaluation to determine a grade of P (PASS) or F (FAIL) for the practicum course.

In your program, you complete two practicum courses:

- **PHRM 2101:** Community Practicum (4 credits, 160 hours)
- **PHRM 2102:** Institutional Practicum (4 credits, 200 hours)

### **Please note the following:**

- **You will need to pay tuition for your practicum, as any other course.**  
Tuition is calculated by credit value, so ensure you are informed of the practicum course tuitions by contacting the Office of the Registrar, or reviewing the Tuition and Fees Estimator at:  
<http://www.norquest.ca/resources-services/student-services/funding-your-education/tuition-fees-estimator.aspx>.
- **Practicums are only available during Winter Term.**
- Students may be required to travel or relocate anywhere in Alberta to complete their practicum due to site availability and are responsible for the associated costs. Access to a vehicle may be required. Within the time frame of the program, every effort is made to accommodate student preferences in practicum placements. In extreme circumstances, NorQuest College may need to delay a student's practicum until a placement becomes available.

You will work the same hours as the supervising preceptor and this may **include day, evening, and weekend shifts**. You must complete the full number of hours in each course.

**Requesting a Practicum:**

- You are **not to contact potential sites**, as the College arranges these.
- You will be asked to complete a **Practicum Request Form** and **HSPnet Consent form** to initiate the placement preparation process.
- We do our best to place students within the Greater Edmonton region if requested, but you may be placed outside the region anywhere in Alberta depending on the availability of sites. Any costs incurred including travel and lodging are the responsibility of the student.
- You will be notified of the practicum site to which you have been assigned once the arrangements have been made.

**Requirements to Begin Practicum:**

- **All coursework must be completed.** If you are at risk for failing or not completing any course on time in the term prior to placement, as determined by the Program Chair thirty days prior to practicum beginning, the placement will be cancelled.
- You must have completed all of the **clinical requirements** outlined for your program prior to requesting your practicum. These are outlined on your “To Do” list on MyQuest.

**Practicum Timeline:**

| Timeline                           | Who | Task |
|------------------------------------|-----|------|
| <b>Prior to Start of Practicum</b> |     |      |

|                 |                  |  |
|-----------------|------------------|--|
| 90 days prior   | Student          | <p>Complete the following and submit as directed:</p> <ul style="list-style-type: none"> <li>• <i>Police Information Check with vulnerable sector</i></li> <li>• <i>Up-to-date Immunization Record</i></li> <li>• <i>COVID vaccination</i></li> <li>• <i>HSPnet consent</i></li> <li>• <i>AHS Privacy and IT Security Training</i></li> <li>• <i>Signed - Work Integrated Learning Student Agreement</i></li> <li>• <i>Coop work permit if applicable</i></li> <li>• <i>N95 mask fit test</i></li> </ul>   |
| 1 month prior   | NorQuest Faculty | <p>Provide preceptor electronic copy:</p> <ul style="list-style-type: none"> <li>• <i>Practicum Assessment Form</i></li> <li>• <i>Practicum Assessment Guidance Document</i></li> <li>• <i>Practicum Hour Log</i></li> <li>• <i>Practicum Activity Checklist</i></li> </ul> <p>Provide student printed and electronic copy:</p> <ul style="list-style-type: none"> <li>• <i>Practicum Assessment Forms</i></li> <li>• <i>Practicum Assessment Guidance Document</i></li> <li>• <i>Practicum Hour Logs</i></li> <li>• <i>Practicum Activity Checklists</i></li> </ul> |
| 1-4 weeks prior | Preceptor        | Create schedule for practicum  |
| 3-4 weeks prior | Student          | Contact preceptor to introduce self, discuss schedule, and address questions   |

|                         |                          |   |
|-------------------------|--------------------------|---|
| 1 week prior            | NorQuest Faculty         | Contact preceptor to introduce self and address questions or concerns   |
| <b>During Practicum</b> |                          |   |
| End of Week 1           | NorQuest Faculty         | Touch base by phone/email with both student and preceptor to address concerns/questions and set up mid-point site visit |
| End of Week 1           | Student                  | <b>Week 1 Self-Reflection<br/>DUE Sunday by 4 pm</b>  |
| Within 3 business days  | NorQuest Faculty         | Review and provide feedback on self-reflection  |
| Mid-Point               | Preceptor                | Complete <b>mid-point assessment</b> and review <b>activity checklist</b> and discuss with student                      |
| Mid-Point               | NorQuest Faculty         | Mid-point <b>site visit/contact</b>   |
| Mid-Point               | NorQuest Faculty/Student | Participate in <b>mid-point seminar</b> facilitated by instructor   |
| End of Week 2           | Student                  | <b>Week 2 Self-Reflection<br/>DUE Sunday by 4 pm</b>  |



|  |                          |  |
|--|--------------------------|--|
| Within 3 business days                       | NorQuest Faculty         | Review and provide feedback on self-reflection   |
| End of Week 3                                | NorQuest Faculty         | Touch base with student and/or preceptor if needed based on previously-raised concerns |
| End of Week 3                                | Student                  | <b>Week 3 Self-Reflection DUE Sunday by 4 pm</b>                                       |
| Within 3 business days                       | NorQuest Faculty         | Review and provide feedback on self-reflection   |
| Week 4                                       | NorQuest Faculty/Student | Participate in end-point seminar facilitated by instructor.                            |
| End of Week 4 (community)                    | Preceptor                | Complete <b>final assessment and activity checklist</b> and discuss with student       |
| Week 4 (community)<br>Week 5 (institutional) | NorQuest Faculty/Student | Participate in End-point seminar facilitated by instructor                             |
| End of Week 5 (institutional)                | Preceptor                | Complete <b>final assessment and activity checklist</b> and discuss with student       |
| <b>After Practicum</b>                       |                          |  |

|  |                  |   |
|--|------------------|---|
| End of Practicum                                 | Student          | Ensure signed and completed <b>final assessment, activity checklist, and hour log</b> are submitted by uploading to Moodle ASAP                                   |
| End of Week 4 (community)/Week 5 (institutional) | Student          | <b>Final Self-Reflection DUE by 4 pm within 3 days of practicum completion</b>  |
| Within 5 business days                           | NorQuest Faculty | Review final assessment, activity checklist, and hour log and address any outstanding issues. Review and provide feedback on self-reflection. Submit final grade. |

## REQUIREMENTS TO PASS WIL

All students must complete the following in order to successfully pass their WIL experience.

1. Submit/Complete a signed final evaluation that meets program requirements.
2. Complete the required WIL experience hours as per program requirements. Hours must be verified by the preceptor.
3. Participate In the mid-point and end-point seminars.
4. Complete the learning activities as outlined in course outline/Moodle. Students will complete the reflection document and submit it on Moodle once a week for a total of 4 weeks (community) or 4 out of 5 weeks (institutional).
5. Submit a completed and signed Practicum Activity Checklist that meets the program requirements.

NOTE: While on practicum, a student's performance is assessed against the Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice developed by the National Association of Pharmacy Regulatory Authorities (NAPRA):

### [Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice](#)

It is expected that the student meets or exceeds the levels of competency as outlined in the Practicum Assessment form. This assessment form was developed jointly by Alberta Health Service (AHS) and the Pharmacy Technician programs in Alberta. The assessment form is organized by the NAPRA entry-to-practice competencies. It is understood that not all practicum sites will be able to offer exposure to all skills. For instance, sterile product preparation is rarely encountered in a community pharmacy practice setting. However, by the end of both the institutional and community practicums, it is expected that the student has had the opportunity to demonstrate or observe all competencies outlined in the assessment form.

The practicum experience can be used to fulfill Level I of the Alberta College of Pharmacy's' (ACP) Structured Practical Training and as such includes a total of 360 hours divided between a 5-week institutional rotation and a 4-week community rotation:

### [Structured Practical Training \(SPT\) for pharmacy technicians](#)

## **WIL Hours**

Hours will be assigned according to the policy for each site, in addition to College and Employment Standards. The student will work the same shifts as the preceptor, but may be supervised by another person in that role. Students may be required to work weekends, evenings, nights, holidays, or a combination of shifts. Note that statutory holidays do not need to be made up and will be factored into the hour requirements. The site may be responsible for choosing one or more WIL preceptor(s).

When calculating hours, do not deduct time for breaks or lunch. For example, working 0700-1900 would be a 12-hour shift and recorded as such. Round time to the nearest 15 minutes.

Students will complete two (2) WIL experiences (practicums) with the following number of hours:

1. PHRM 2201 Community Practicum - 160 hours (8 hours per day for 20 days)
2. PHRM 2202 Institutional Practicum – 200 hours (8 hours per day for 25 days)

If a **statutory holiday** falls during the practicum time period, the student can work that day or must make up those hours, as the requirement to fulfill the number of hours is set by the Canadian Council for Accreditation of Pharmacy Programs and the Alberta College of Pharmacy.

The student will be given a *Practicum Hour Log* on which they must enter the hours worked daily. At the end of the practicum, the log must be submitted with the *Practicum Assessment Form*.

## WIL Assignments and Evaluations

All WIL assignments should be submitted in Moodle by the deadline indicated. Failure to do so may result in a grade of zero.

It is the **student's responsibility** to submit the final evaluation (and hour log) by the deadline indicated by the program. Students will submit the documentation as per the program instructions which is **within 3 days** of the last day of the practicum. See instructions on Moodle and in the course outline. Failure to submit the required documents on time may cause the student to fail the WIL experience, regardless of the final evaluation results and hour log total.

Please ensure all pages in the WIL experience Final Evaluation are filled in completely and initialled where indicated. The final page must be signed and dated by both the student and the preceptor to be valid.

The *Practicum Activity Checklist* and *Practicum Hour Log* must also be signed and dated by both the preceptor and the student to be valid.

Scanned copies of the documents are accepted. Multiple individual files, or pictures will not be accepted. Please ensure all pages are complete and visible in the scan.

Self-Reflective Logs are submitted four (4) times (community)/five (5) times (institutional). All logs must be completed to satisfaction (70% pass) and submitted on Moodle by the due dates.

### **Evaluation Process**

Open, ongoing, two-way communication regarding expectations and observations is an important component of the practicum experience. It is the preceptor's responsibility to give daily feedback to the student regarding performance that is sensitive, honest, accurate, and objective. Any skill areas that need improvement should be brought to the student's attention prior to the final assessment, along with constructive ways to improve. Ongoing observation will provide information for the written evaluation.

If the student is experiencing difficulty, the preceptor should take these steps:

- Discuss the concern with the student.
- Notify your assigned faculty member from the Pharmacy Technician Diploma Program of the concern, so plans to assist the student can be initiated.

The *Practicum Assessment Form* and *Practicum Assessment Guidance Document* were developed jointly by Alberta Health Service (AHS) and the Pharmacy Technician programs in Alberta. The *Assessment Form* is organized by the NAPRA entry-to-practice competencies and acts as a tool to enable a standardized and systematic approach to the student evaluation process. The *Guidance Document* should be used to assist the preceptor in student assessment by providing further detail and clarification on competency expectations.

The *Assessment Form* has been designed for use in both community (PHRM 2101) and institutional (PHRM 2102) practicums. It is understood that not all practicum sites will be able to offer exposure to all skills.

However, by the end of the institutional and community practicum rotations, it is expected that the student has had the opportunity to demonstrate or observe all competencies outlined in the assessment form. If a skill is not applicable to the site or the student did not have opportunity to observe or demonstrate a skill, please indicate this by checking the appropriate box on the assessment form.

The midpoint and final evaluations are to be completed using the same form. Note that skill performance is assessed on a 4-point scale with 1 being the lowest score and 4 being the highest. By the final evaluation, students are expected to score 3 or 4. If the student is at risk of not achieving the expected acceptable level of performance on a skill, the NorQuest College faculty member assigned to the student must be notified as soon as possible. A student not receiving a final grade of 3 or 4 (or N/A) on each competency may fail the practicum, at the discretion of the faculty member and PTD Associate Chair.

At the end of each NAPRA competency category (1-9), there is space to document observations or examples to support the grade assessed. If any grades of 1-2 are given, preceptor documentation is required and additional pages may be attached to the assessment if needed.

Use the following information when completing the *Practicum Assessment Form* at the mid-point and final stages of the practicum:

- A printed copy of the *Practicum Assessment Form* has been provided to the student for use during the practicum.
- Specific examples should be provided if a performance objective is not met or requires more experience. If there are any concerns regarding the student's skills or progress, the preceptor should notify the pharmacy supervisor and your assigned faculty member from the Pharmacy Technician Diploma Program as soon as possible.
- Try not to let a single incident (be it positive or negative) influence your overall assessment of the student's performance. It is the overall performance that must be evaluated.

## **WIL Evaluation**

The WIL Evaluation provides feedback to the student regarding their performance throughout a WIL experience and helps College staff assess the student's overall competency in the course. WIL site feedback is solicited for the purpose of obtaining information that the student can use in future WIL experiences or other self-development opportunities.

## **When to Complete**

The WIL evaluation will be completed 2 times - by the midpoint and the end of the WIL experience. The purpose of the midpoint evaluation is to ensure that the applicable skills are being covered and that any areas in need of further development are identified. A final evaluation is completed at the end of the practicum experience.

### **Who Completes the Evaluation**

The preceptor that supervised the student for the most hours should complete the midpoint and final evaluation. All evaluators must initial and sign the evaluation where indicated. It is recommended that the evaluation is discussed and completed with the student. The student is also to complete their own self-evaluation for midpoint and final prior to the meeting with the preceptor, these self-evaluations should be used to guide discussions with preceptor(s). The student is responsible for submitting the midpoint and final evaluations (self-evaluation and preceptor evaluation) to their instructor in Moodle. If a therapy assistant was the main preceptor, the lead therapist must also sign off on the evaluation.

### **What information should be provided**

The preceptor/supervisor/instructor will evaluate the student's overall performance against specific performance objectives using the following rating scale:

|   |  |
|---|--|
| 4 | <b>The student is able to perform this task competently or demonstrates this behaviour consistently; the student is able to work independently.</b>  |
| 3 | The student meets expectations in this area, but requires more experience and/or confidence. The student sometimes requires assistance or direction, but commonly shows skill in this area.  |
| 2 | The student consistently performs below expectations in this area and/or requires significant support to complete the task or demonstrate the behaviour. The student requires further training and/or experience to be competent in this area. |
| 1 | The student has not learned or attempted to learn the skills required for this task or behaviour. The student requires   |

|                |   |
|----------------|---|
|                | significant further training/experience and is <i>not</i> workplace-ready in this area. |
| n/a            | This task or behaviour does not apply to this area.                                     |
| No opportunity | An opportunity for this task or behaviour was not available during the practicum.       |

Specific examples should be provided if a performance objective is rated at **two (2) or less**. If possible, students should receive feedback, direction, and opportunities to improve the rating. If there are any concerns regarding the student’s skills or progress, the preceptor should notify the site supervisor and designated NorQuest staff as soon as possible.

**How to Complete the Final Evaluation**

At the end of the WIL experience, the preceptor will complete the final evaluation. Before completing this evaluation, please discuss the student’s overall performance with the student. Based on the outcome of your discussion, complete and sign the evaluation form. Whenever possible, please provide written comments to provide further clarification of their overall assessment. Provide a copy for the student to submit to the College. The student will also ask you to sign and verify their hour log and checklist, which they will also submit to the College.

**WIL Site Visits**

Designated NorQuest staff may visit sites during the WIL experience to support student success and to ensure the relationship continues to be mutually beneficial. Site visits ensure the student performance is satisfactory and sites are able to meet the program outcomes. Site visits may be conducted in person or via telephone.

Students are encouraged to report any health and safety concerns they have about their site to their NorQuest instructor or Program Chair as soon as possible. See the Program Team chart at the front of this handbook for contact information.



## WIL Performance Concerns

If there are any performance concerns with a student, these should be identified by the preceptor and discussed with the student and NorQuest staff as soon as possible. Whenever possible, students should be given an opportunity to improve their performance through detailed action plans.

If needed, a site meeting may be conducted between designated NorQuest staff and the preceptor for the WIL experience to discuss any next steps, required supports, and timelines. Students may be asked to sign a learning improvement plan.

**At any time, please contact designated NorQuest staff (listed in the front of the handbook) should you have any questions or concerns.**

The site should contact Norquest College if the student:

- is absent without notification or is consistently late.
- disobeys or ignores site rules or policies.
- has a problem that is interfering with WIL performance.
- is not considered to be an appropriate WIL participant.

A site may request the immediate removal of a student from the WIL experience site upon notice to NorQuest College. The student is not to contact the site should this situation occur.

## ATTENDANCE DURING WIL

All scheduled work experience days/practicum are compulsory. Student absence may jeopardize meeting WIL hour requirements and being able to demonstrate competencies. If a student does miss time at a WIL site, there may be non-academic penalties as stipulated by the program area up to and including withdrawal from the WIL experience. Students who miss time from their WIL experience may be required to meet with the Chair or Associate Chair prior to continuing.

Depending on specific program requirements, students may be required to make up/reschedule the time missed. However, students cannot work more

than what the site allows within Labour Standards and students cannot work without supervision.

In some circumstances students may also be required to provide a medical documentation to support their absence.

## Reporting an Absence during WIL

If you will be absent from a scheduled work experience day, you are required to notify your preceptor by phone or email (depending on the agreed upon method) at least 1 hour prior to the start of your shift.

You must also share the following information with **BOTH the WIL site and NorQuest program**:

- Student Name
- Student ID
- Program/Course
- Facility/Unit
- Instructor/Preceptor/Supervisor's Name

Students will email their practicum instructor to report absences to NorQuest College.

Students should use the process and the contact information provided by the WIL site to report absences to the site.

## Successful completion of the WIL experience

In order to be successful in the WIL experience:

1. Students must consistently demonstrate the competencies and the knowledge identified in the evaluation.
  - a. Students must submit a satisfactory signed and dated evaluation form from the preceptor and upload it to Moodle by the due date.
2. Students must successfully complete the required assignment:

- a. Students must complete four (4) reflection assignments to satisfaction (70% pass) and submit in Moodle by the due dates.
  - b. Students must submit a signed and dated checklist in Moodle by the due date.
3. Students must complete the required hours. Students must complete 160 hours (community) or 200 hours (institutional) at the assigned site, verified by a signed hour log, and submit to Moodle by the due date.

Students will receive a Pass/Fail grade for their WIL experience. Final grades are assigned by NorQuest staff and not the site.

## **WIL HEALTH AND SAFETY**

NorQuest strives to provide safe WIL opportunities for students. Sites participating in WIL experiences must meet safety standards and have adequate supervision as well as policies related to health and safety.

**Should there be an incident that requires emergency care, call 911.**

### **WCB Coverage (NorQuest Alberta Students)**

NorQuest College is responsible under the Worker's Compensation Act for determining a student's WCB eligibility prior to the WIL experience and for informing the student if eligibility is not available.

There is no cost for sites participating in the WIL experience. NorQuest students are considered workers of the Government of Alberta and are covered through the Workers' Compensation Board-Alberta while in class and while placed with Alberta employers for a WIL experience. A student coverage fact sheet can be found [here](#) on the WCB-Alberta website.

### **WCB Coverage (NorQuest Out of Province Students)**

NorQuest College may purchase other student accident/injury coverage for students who do not qualify for Alberta WCB student coverage. Students

that are not eligible for WCB Alberta coverage may need to make alternate arrangements (added to the students' To-Do-List). **A WIL experience may not proceed until WCB eligibility is determined.**

## What to do in case of an injury or other medical situation

NorQuest College is responsible under the Worker's Compensation Act for reporting a student injury/incident and must provide students with information regarding the reporting requirements if an injury/incident should occur. This applies to all students, full-time and part-time, credit and non-credit, who are registered and/or attending post-secondary studies in Alberta.

The Incident/Injury reporting process is as follows:

1. Immediately seek medical attention to get the aid you require.
2. Report the incident/injury to your preceptor/supervisor/ instructor and program area as soon as possible, and/or call the emergency/after-hours phone: 780-419-4607.
3. Student must complete the Worker's Compensation Board (WCB) – [Alberta Worker Report of Injury Form](#) and submit to program area within 24 hours. NorQuest staff will complete the Employer Report of Injury Form and submit both forms to WCB within 48 hours.

*\*Assistance for completing the Worker Report of Injury form is available from the Centre for Growth & Harmony at NorQuest College, by calling 780.644.6155 or contacting [wellness@NorQuest.ca](mailto:wellness@NorQuest.ca).*

In addition to following NorQuest process for injury list above, students should check with their preceptor/supervisor/instructor regarding any other site requirements for injury reporting (e.g. needle stick injury or twisted ankle).

## What to do in the event of an emergency (Fire, etc.)

During the first day of your WIL experience, students should be informed with regards to emergency procedures for the facility and what actions to take.

## Mental Health & Support

Student health and wellness is very important during practicum. Students are encouraged to contact the Centre for Growth and Harmony at [wellness@norquest.ca](mailto:wellness@norquest.ca) if they require support or resources relating to mental health needs or previously defined accommodations.

Resources are also available at: [Centre for Growth and Harmony](#)

## Fitness to Practice

In order to participate in the WIL experience, students are expected to meet bona fide occupational requirements. Students who are unable to meet the occupational requirements may be removed from the WIL experience and asked to provide proof of fitness to practice or other documentation from a physician or other licensed professional.

For more information about occupational requirements please contact the program area.

## WIL LIMITATIONS AND DISCLAIMER

Please note the following:

1. Due to circumstances beyond our control, **NorQuest College cannot guarantee students a WIL experience.**
2. Every effort is made to place students within their requested area, but **students may be placed in other areas, depending on the availability of sites. Students may be required to travel or relocate for their WIL experience.** Students are responsible for these associated costs.
3. Students will work the same hours as the supervising preceptor/supervisor/instructor and this **may include day, early morning, evening, nights, weekend, split shifts and holidays. Shifts will vary in length.**
4. Students must ensure that they have adequate transportation and childcare for the duration of the WIL experience. Students are responsible for these costs.

5. Students are **not to contact** potential WIL sites, as these **must** be arranged by the College.
6. Students must complete To-Do-List items by the deadline indicated by the program. Students who do not complete the To-Do-List items by the deadline may not attend the WIL experience. Students are responsible for associated fees in obtaining To-Do-List items.
7. If students are unsuccessful in any course twice, including the WIL experience, the student will be withdrawn from the program and/or will face academic penalties as per academic and program policies.
8. Students with an unclear Police Information Check are at risk of **NOT** being able proceed with the following:
  - acceptance for a WIL experience
  - completing the program
  - finding employment
  - registering with their professional regulatory body
9. International students must have a valid Co-op Work Permit to participate in a WIL experience outside of NorQuest College property.
10. Students must have permission from the program area to complete their WIL experience at their place of work.
11. In rare circumstances, students **may** receive permission from the program area to complete their WIL experience at the same location where a relative works.
12. Students under the age of 18 may not be able to be placed in a WIL experience due to the requirements and regulations and the ability to obtain a Police Information Check.
13. A WIL experience is generally unpaid.
14. College and program policies will apply throughout the WIL experience. The student is also governed by the policies of the site during the time the student is engaged in the WIL experience.

# QUESTIONS?

Please feel free to contact any of your instructors, the Chair, or other College staff listed in the Program Team chart at the beginning of this handbook for help with any question or need you have.

Have a great term!

Developed by the **Pharmacy Technician Diploma Program**, NorQuest College.  
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