

Student handbook

Professional Certificates



NORQUEST
COLLEGE



Treaty Acknowledgement

NorQuest College respectfully acknowledges that our downtown campus is located on the traditional lands referred to as Treaty 6 Territory and that the City of Edmonton and all the people here are beneficiaries of this peace and friendship treaty. Treaty 6 encompasses the traditional territories of numerous western Canadian First Nations as well as the Métis people who have called this area home since time immemorial. NorQuest College is dedicated to ensuring that the spirit of Treaty 6 is honoured and respected.

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!

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

Programs



Program Roles and Responsibilities

 <p>Student</p>	<p>Responsible for</p> <ul style="list-style-type: none">• Attending and participating in classes• Meeting deadlines• Communicating with instructors• Respecting yourself, other students, instructors, and NorQuest staff• Maintaining academic integrity – your work should be your own• Trying your best
 <p>Instructor</p>	<p>Responsible for</p> <ul style="list-style-type: none">• Distributing course outlines, schedules, materials assignments and exams• Monitoring and recording student progress• Grading assessments and providing feedback to students
 <p>Program Coordinator</p>	<p>Responsible for</p> <ul style="list-style-type: none">• Responding to student inquiries• Providing updates• Entering grades to MyQuest• Supporting instructors

Program Requirements for Success

All Professional Certificate programs 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. Chromebook, MACs) are currently not supported and will require additional user skills and adaptations to use. Please refer to the technical requirements found on our website for complete information.

For more information please see: [Bring Your Own Device](#)

DIGITAL LITERACY

OPPORTUNITY

MS Office 365
Moodle
MS Teams
Blackboard Ultra
Online Learning Resources



Create



Understand



Use

SKILLS

File management skills
Keyboarding skills
Navigation skills
Internet search skills
Digital presentation skills

COMPETENCE

Creativity
Curate information
Collaboration
Critical thinking and evaluation

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 to attend class, some learning experiences may be mandatory. If you have questions regarding mandatory attendance, please speak with your instructor or program coordinator.

Here are some guidelines regarding attendance:

- **Missed Coursework:** Please treat your classroom as a workplace. Let your instructor know in advance if you cannot attend and plan to complete missed coursework.
- **Absence During Term:** Vacations should be planned for scheduled College breaks (e.g. Reading Week, etc.). where possible, communicate absences with instructor in advance.
- **Work Experience:** Please note that if your program has work experience (practicum), the hours need to be completed as described in the course outline.

International students: Contact the [International Student Services](#) for guidelines related to attendance.

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.

There may be additional dates specific to your given program. Read your course syllabus for additional date to note.

MyQuest/MyMail

Once you apply to a NorQuest program, you are issued your lifetime **MyQuest** username and password.

You can access MyQuest anywhere there is Internet. You should 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 your e-mail/voice messages to instructors 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](#)

Practical Tips

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

Plan your program	Be successful in courses	Stay informed
<ul style="list-style-type: none">• Attend student orientation for information about your program• Ensure you are enrolled in all of your courses• Connect regularly with your instructors• Ask for help from your program coordinator	<ul style="list-style-type: none">• Review your course outline• Create a schedule of due dates for assignments and exams• Engage your instructor regularly and participate in class discussions• Make a plan for studying, reviewing, and completing your assignments	<ul style="list-style-type: none">• Check your MyMail daily for important updates• Check the NorQuest website for general information and updates• Check your MyQuest page for important information• Check your Moodle to complete outstanding tasks

Assignments

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 on your course outline. Late assignments may not be accepted after the scheduled due date/time. Please connect with your instructor regarding late assignments. The instructor's decision will be final.

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

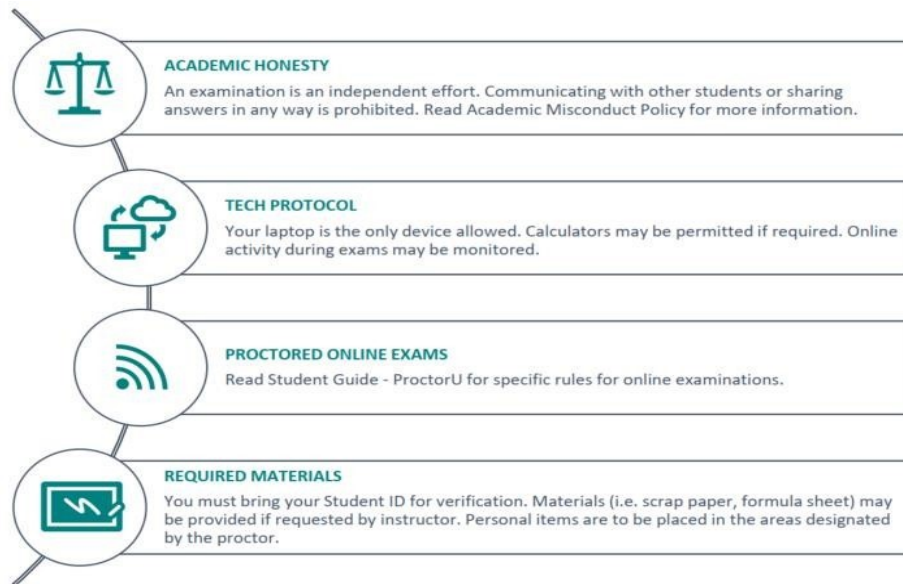
Vacations are not considered an acceptable reason to hand in an assignment after the due date. Exams or assignments in other courses due at a similar time do not qualify as extenuating circumstances.

Examinations

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 will be required to achieve to meet course requirements. Although not all exams are proctored (supervised), many exams must be proctored. You must write your exam using the process determined by your instructor. Face- to-face (F2F) classes will have a predetermined date, time and location determined and those will be informed by your instructor and will be shared with the class.

Examination Guidelines

Preparation is the best way to guarantee success in examinations. Students must conduct themselves honestly and familiarize themselves with academic regulations related to examinations.



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. Failure to respect examination policies and procedures may result in severe penalties with respect to your exam marks as well as an academic misconduct report.

Academic Progress

You must successfully achieve a minimum passing grade for each course. If you receive a grade of F or WF, you will be required to repeat the course.

The minimum passing grade for courses in the Professional Certificate programs is 60%.

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 should first speak with the instructor. If not satisfied after meeting, a student may appeal their grade with the program coordinator (or designate).

The appeal process for grades, academic misconduct, and non-academic misconduct are all handled by the [Office of Student Judicial Affairs](#). See the section below on the OSJA.

For more information or advice about Academic Grade Appeals:

- [Academic Grade Appeals](#)
- The Office of Student Judicial Affairs (OSJA@norquest.ca)

Information about appeals relating to admissions, transfers, 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 the entire course. This includes all examinations, assignments, or lab assessments required for that course. You cannot re-use assignments from the first attempt.

Program Withdrawal

Program and course withdrawals may be initiated by the student of the program.

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

Student Rights & Responsibilities

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 under the provisions of the specific procedures related to this policy for the benefit of the entire college community.

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

Code of Conduct

Please familiarize yourself with the college's overarching 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 may be defined broadly as the giving, taking, or presenting of information that dishonestly aids an individual or group in the determination of academic merit or 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 incumbent upon all members of the NorQuest community to uphold these standards.

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

- adversely 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](#)

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.

Course Outlines

You are provided with a course outline for each course. It contains valuable information about the learning outcomes, assessments, and expectations for the course. Please review it carefully and consult with your instructor if you have any questions.

College Information

Section Two



Vision

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

Mission

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

Values

We value people. We:

- Treat people with integrity and respect
- Empower and encourage risk taking
- Celebrate commitment, contribution and accomplishments

We value learning. We:

- Foster creativity, innovation and critical thought
- Encourage growth, development and lifelong learning
- Build on the diversity of our learners, employees and partners

We value our role in the community. We:

- Display leadership and responsibility for our outcomes
- Partner to achieve community goals

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

- Demonstrate a learner-centered approach
- Set clear expectations, measure results and demonstrate accountability
- Promote teamwork, cooperation and sharing throughout the College
- Follow fair process in accomplishing our objectives

For more information, please see: [Vision, Mission, Values](#)

Our Commitment

The NorQuest Learning Experience

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

Please see the [NorQuest Learning Experience](#) for more information.



Campus

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

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

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

NorQuest College is committed to providing a safe environment for students, staff, Faculty, and visitors. Please review the following procedures:

[Evacuation](#)

[Lockdown](#)

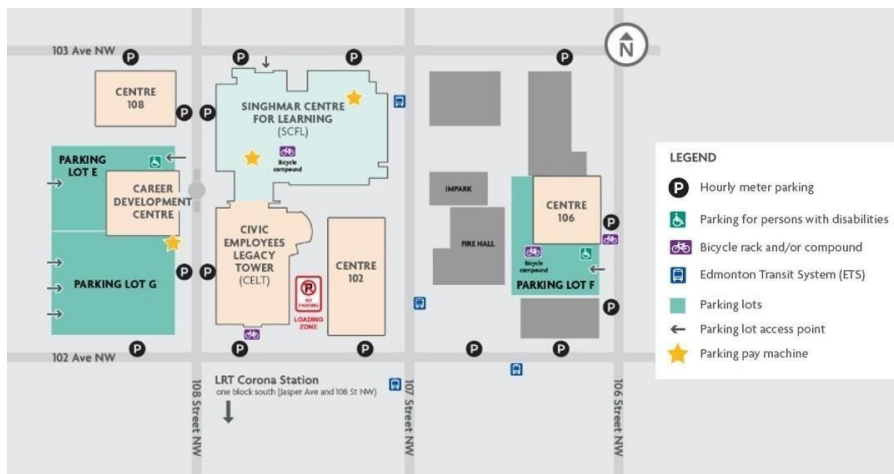
[Threats of Violence](#)

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

Locker Rentals

A limited number of lockers on Edmonton campus can be rented. Locker rentals are on a first-come/first-served basis. For more information, please see: [Lockers](#)

Parking



Academic & Student Services

Service/Area	Description	Contact
Centre for Growth and Harmony (Health and Wellness)	Connect with someone to support you – You can call or email to book an appointment with a Centre for Growth and Harmony Student Health & Wellness, Social Worker or Psychologists. *	wellness@norquest.ca 780-644-6155 (Monday-Friday) 8:15 am – 4:30 pm)
Computer Commons	Computer Commons is responsible for assisting students who are having difficulties accessing the College website, MyMail, MyQuest, Moodle and more.	780-644-6100 or visit studenthelp.norquest.ca
The Core (Bookstore)	You can purchase your books at The Core. The store will have new and used books. Visit the website to learn more about a buy-back program to sell back your books.	thecore@norquest.ca 780-644-6200
Financial Aid	Student Financial Advisors specialize in helping students identify their eligibility for a number of different financial resources that will assist with educational and/or living costs while they are attending NorQuest College.	780-644-6130
Indigenous Student Services	NorQuest College provides learners with a complete education that attempts to balance strong academic foundations with Indigenous culture.	indigenous@norquest.ca 780-644-6772

<p><u>International Student Services</u></p>	<p>The International Student Office offers a wide range of support programs and services, committed to the unique needs of our international students.</p>	<p><u>international@norquest.ca</u> 780-644-6128</p>
<p><u>Learner Centre (Library)</u></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><u>library@norquest.ca</u> 780-644-6070</p>
<p><u>Office of the Registrar</u></p>	<p>The OR is responsible for advising prospective students, admission, updating student information, maintaining student records, posting grades on PeopleSoft, managing course fees, managing <u>transfer credits and requests</u>, and <u>transcripts</u>.</p>	<p><u>info@norquest.ca</u> 780-644-6000</p>
<p><u>OSJA (Office of Student Judicial Affairs)</u></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, and student complaints, as well as provides a means for dispute resolution.</p>	<p><u>osja@norquest.ca</u> 780-644-6490 Student Complaints Procedure <u>here</u>.</p>
<p><u>Reflection Room</u></p>	<p>NorQuest College is a vibrant, inclusive, and diverse community that recognizes the spiritual and religious aspects of our students and employees. We are committed to providing a neutral room that is accessible to members of all faiths within the College community.</p>	<p><u>wellness@norquest.ca</u> 780-644-6155</p>

<p>Accessibility Services</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 can be arranged.</p>	<p>Location: SCFL: 2-096</p> <p>To register with disability services please email or call:</p> <p>disabilityintake@norquest.ca 780-644-6130</p>
<p>Career Centre</p>	<p>The Career Centre is here to help you prepare for jobs, work-integrated learning, and future careers. Meet with a career coach to learn how you can plan for career success.</p>	<p>careercentre@norquest.ca 780.644.6160</p>
<p>1000 Women Child Care Centre</p>	<p>The 1000 Women Child Care Centre opened in October 2017. The child care centre offers safe and accessible services to NorQuest students and employees, and the community. A total of 56 spaces are available for children who are twelve months to five years of age.</p>	<p>childcare@norquest.ca 780-644-6029</p>

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, 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.

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.

What's Next?

Career Centre

Career Education Centre is here to help you prepare for jobs and future careers. We empower students through real-world experiences, connections to industry, and professional skill development. Meet with a career coach to learn how you can plan for work-integrated learning or career success. Connect with us throughout your time at NorQuest to maximize your ability to find employment.

Access free career supports during your time at NorQuest and for up to six months after you graduate from your program.

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 your Program Coordinator 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.

