

# International Student Handbook 2022-2023



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# Welcome to NorQuest College

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Welcome to your next chapter in life - you are now a NorQuest student!

This guide will equip you with everything you need to know for a successful start of your studies at NorQuest. It is an exciting time as you transition into living in Canada, but it can become a little overwhelming, challenging, and confusing at times. To make your preparations and adjustment to the student life easier, we have compiled all important information in this handbook to help you get organized.

## About NorQuest College

Located on traditional lands referred to as Treaty 6 territory, in the heart of downtown Edmonton, Alberta, NorQuest College is the Edmonton region's largest community college serving 12,573 full-time and part-time credit students, and 7,894 non-credit or continuing education students.

We contribute greatly to Alberta's growing economy. By collaborating with business, industry, government and communities, we ensure our post-secondary education is necessary and workforce relevant. The average learner with a two-year diploma from NorQuest College will see an increase in earnings of \$15,000 each year compared to someone with a high school diploma or equivalent. Over a working lifetime, this amounts to approximately \$514,000 in higher income.

NorQuest embraces diversity and inclusiveness with majority of our students born outside of Canada and about 73 languages spoken on campus.

International students bring a unique perspective to the college that helps to enhance the learning experience of fellow classmates and instructors, and foster globally competent graduates.



## We Are Here for You!

NorQuest International Department (NQI) provides resources and support to prospective and current international students, guiding them from admission through graduation. These include:

- International student advising
- Assistance with academic progress
- Immigration advising & supports
- Social events & activities
- Settlement guidance
- Community engagement supports
- International Student Orientation program and much more

**Please feel free to stop by and say hello – we are open Monday to Friday 8:15 a.m. to 4:30 p.m. Walk-ins are always welcome.**

You can book an appointment with an **International Student Advisor** through [this link](#) or with the **International Student Engagement Officer** through [this link](#).



# First Things First

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## Checklist – Getting Ready for Travelling to Canada

Prior to making travel plans, it is important for you to determine, whether you would be exempt from travel restrictions and allowed to enter Canada.

Students are eligible to travel to Canada once they receive a study permit approval with a Letter of Introduction accompanied by a visa or an eTA, and provided they meet all COVID-19-related travel restrictions.

We recommend arriving not earlier than 3 weeks prior to program start in order to settle in a timely manner. If you arrive too early (more than 3 weeks prior to program start), you may be refused entry by the Canada Border Services Agency (CBSA).

1. Check if you are eligible to travel [here](#). Generally, you are likely to be allowed to travel if you meet **ALL of the following requirements**:
  - you have a valid visa/eTA, a valid study permit or a Letter of Introduction
  - you are entering Canada for the primary purpose of studying and your enrollment status is full-time
  - you meet the requirements of being [fully vaccinated](#) unless exempt (e.g. you are under 18 years old) and carry proof of vaccination in a required format (e.g. translated to English or French)
  - you have a [pre-arrival test result](#) in an acceptable format if you do not meet the requirements of being fully vaccinated
  - you have completed necessary health checks before boarding your flight to Canada and do not have COVID-19 symptoms
  - you reported your arrival to the college through the [NorQuest Self-Isolation Plan Form](#)
  - you possess a [valid immigration medical exam](#) if you have resided in one of these [designated country](#) for more than 6 months in the past 12 months, **OR** if you are going to be in a program with a practicum placement in the field of healthcare or working with children.

You may use the [Travel Wizard Tool](#) to double check whether you can travel to Canada.

2. Any traveler could be randomly selected for [testing upon arrival](#). If selected, testing will be mandatory regardless of vaccination status or history of previous positive test result. Ensure to book your flights with an account for sufficient time to complete that procedure during your layovers.
3. If your country of residence is on the list of the [Medical Exam required countries](#), check your [MyCIC account](#) to ensure that your Medical Exam is still valid. If your Medical Exam was completed more than 12 months ago, you will be required to undergo another [medical exam](#) before you can travel. Ensure you plan in advance, since due to COVID-19 your access to authorized panel physicians can be limited.

4. Check your medical insurance conditions at [www.mystudentplan.ca](http://www.mystudentplan.ca). You might want to make changes in the plan set up by default, especially if you need to add accompanying family members into this plan or if you have decided to opt for another external insurance. Please note that non-credit programs are not automatically enrolled in this insurance.
5. Students who are traveling before their NorQuest Health & Dental insurance is activated, are encouraged to arrange a separate travel insurance plan for the period preceding the plan arranged by NorQuest College. The MyCanadaPlan Emergency Health Insurance found at <https://www.mystudentplan.ca/norquest/en/forms> is available for purchase. Alternatively, you can contact your local travel insurance provider to arrange travel insurance.
6. Download and fill out all required information in the ArriveCAN app
  - [Download ArriveCAN for iOS](#)
  - [Download ArriveCAN for Android](#)

If you don't submit your information through ArriveCAN, you may be denied boarding if arriving by air and may be denied entry into Canada if crossing at a land, rail or marine border crossing.
7. Fill out the [NorQuest Self-Isolation Plan Form](#) to notify us that you are travelling once you finalize your travel arrangements. Please submit this form to us at least seven days before you travel. You will receive a copy of your filled out form to your MyMail email address, and you can use this form as a summary of your travel arrangements you need to present at the border. Note that any additional formal travel supporting letters from NorQuest College are not required.
8. NorQuest International recommends limiting your interactions with others 14 days before you depart to minimize your risk of developing symptoms before travelling to Canada.
9. After you arrive, make sure to submit reports through [ArriveCAN app](#) and NorQuest College surveys.
10. There are certain items that you either cannot bring to Canada or will need to declare when you arrive, such as cash over CAD \$10,000, food or animal products. For more information on proper identification and items that you can bring, please visit [Canada Border Services Agency](#). Also, check the [Be Aware and Declare](#) file on forbidden items, to avoid problems at the Canadian Border when you arrive.

**Prior to departure, verify that you carry with you**

- Valid passport
- Airline ticket (even if you have an electronic one, it's always good to have it printed to be on the safe side)
- Study Permit or Letter of Introduction for your study permit approval
- Temporary resident visa (TRV) stamped in passport or Electronic Travel Authorization (eTA) if visa exempt
- Offer of Admission Letter (Acceptance Letter)
- Co-op work permit supporting letter from [NorQuest College](#) (if your program includes a work placement)

- Enrolment Verification Letter. You can access it through your [MyQuest Account](#)
- Tuition fees payment receipt
- Proof of funds available for your stay in Canada
- Any documents related to travel restrictions during COVID-19:
  - a printed receipt from the ArriveCAN app,
  - [proof of vaccination](#) in English or French, which must include the following information:
    - full name of the person who received the vaccine;
    - the name of the government or organization who issued the proof or administered the vaccine;
    - the brand name or manufacturer of the vaccine or of the mix of accepted vaccines
    - the date you received your second dose of an accepted vaccine or your first dose of Janssen/Johnson & Johnson
- [Pre-entry test](#) result if not considered fully vaccinated
- A valid Medical Exam performed by an IRCC-authorized panel physician, if you are from the [IME-required country](#) (validity is 12 months)
- A printed copy of your medical insurance provided by Students' Association of NorQuest College or a medical insurance supporting letter if you are traveling before the Health and Dental Plan is activated
- Medical insurance confirmation from an external provider for the period that is not covered by our Health and Dental Plan
- Self-Isolation Plan including the address and phone number of the location you will be staying at when you arrive, as well as arranged transportation to the quarantine location
- Birth certificate or any other second ID that you have
- Canadian currency for your first few days in Edmonton
- A travel-sized bottle of hand-sanitizer and disinfecting wipes
- A supply of reusable or disposable non-medical masks or face covering

**Place valuables, medication and your documents in carry-on luggage.**

At any time, if you have questions or need assistance, please contact [travel.safe@norquest.ca](mailto:travel.safe@norquest.ca)

**IMPORTANT:** Prior to travelling to Canada, make sure that there are no [travel restrictions](#) currently in effect.

## Checklist - Your First Week at NorQuest

- ❑ Access your [Moodle](#) platform and complete
  - an [Orientation to Academic Integrity](#) course
  - International Moodle Orientation
  - [International Jumpstart Program](#)
  - your Program's Orientation
- ❑ Get your [student ID card](#) from the Office of the Registrar either by mail or in-person once the in-person services become available on campus
- ❑ Pay tuition and fees on MyQuest or through online banking
- ❑ Update your contact information including local address on your MyQuest account
- ❑ Review your program's [handbook](#)
- ❑ Buy books from the [Bookstore](#)
- ❑ Get your [U-Pass](#) from Students' Association (all tuition and fees must be paid in full, must have student ID card)
- ❑ Apply for a [Social Insurance Number](#) at Service Canada
- ❑ Open a Canadian bank account
- ❑ Apply for an [Alberta Health Card](#) at a [registry office](#)
- ❑ Get an Alberta ID card at a [registry office](#) so that you can keep your passport at home

**IMPORTANT:** when applying for different documents, do not mail your original study permit or passport. Only photocopies can be mailed.

## Quarantine Regulations

It is important that you comply with the directions published by the Government of Canada and Alberta Government in regards to public safety.

Violating any instructions provided to you when you entered Canada is an offence under the Quarantine Act and could lead to up to:

- a fine or a jail time
- being found [inadmissible](#), removed from Canada and banned from entering for 1 year

### Mandatory quarantine regulations

- when required to quarantine upon arrival, as directed by a CBSA officer, go directly to your place of quarantine, without stopping anywhere, and stay there for 14 days
- do not go to school, work or other public areas and community settings
- monitor your health for symptoms of COVID-19
- arrange to have someone pick up essentials like groceries or medication for you
- do not have visitors
- stay in a private place like your yard or balcony if you go outside for fresh air
- keep a distance of at least 2 arms lengths (approximately 2 meters) from others

### If you develop symptoms within 14 days:

- isolate yourself from others
- immediately call 811 to talk to a health care professional or [public health authority](#) - describe your symptoms and travel history
- follow their instructions carefully
- extend your quarantine to 14 days following the appearance of symptoms

### Quarantine Accommodation

Your quarantine accommodation can be commercial (a hotel, campus residency) or a private property. Email [travel.safe@norquest.ca](mailto:travel.safe@norquest.ca) to receive flyers with discounts from selected Edmonton hotels.

If your quarantine accommodation is shared with any other residents, you should [assess your quarantine plan](#) before you travel.



## Compliance with the Canadian Immigration Law

It is students' responsibility to ensure that their immigration and legal documents, such as passport, study permit and co-op work permit (for students in the work-integrated programs) are current and maintained. **DO NOT LET YOUR DOCUMENTS EXPIRE!**

Your study permit's validity must cover your entire duration of study, including at least 30 extra days after the end of your last courses while you wait for the final grades to be posted in the system and for your student file to be audited for graduation. If your study permit's expiry date does not cover your estimated duration of study, you must apply to IRCC to extend your study permit about 3 months prior to its expiry date. For guidelines on the study permit extension process, please review our [Study Permit Extension video course](#) in Moodle.

If you studied at some other DLI in Canada and then transitioned to NorQuest, you have to let IRCC know about this by filling out the "[Change DLIs](#)" online form from your IRCC account.

 <p><b>Familiarize and Comply</b> with the expiry date, any conditions, and remarks on Study Permit such as restrictions on the nature/areas of work, maximum hours you can work per week, etc.</p>	 <p><b>Maintain Full-Time Enrolment</b> in every mandatory term of the program. Exceptions: the final term of the program and the official scheduled breaks as determined by the Program Area.</p>
 <p><b>Off Campus Work:</b> International students in the Diploma and Certificate programs with the full-time enrolment status may qualify to work on and off campus, if study permit indicates this authorization. Students are allowed to work off campus up to 20 hours per week during the academic sessions and full time during the official scheduled breaks, breaks between terms, fall or spring reading week.</p>	 <p><b>On Campus Work:</b> full-time students in the preparatory programs (ESL, Bridging, and Academic Upgrading) or in Open Studies can only work on campus (NOT off campus), if study permit indicates this authorization. There is no limit of work hours on campus.</p>
 <p><b>Co-Op Work Permit:</b> Students who are undertaking any kind of Work Integrated Learning (co-op course, practicum, clinical, etc.), regardless of its length, must have a valid co-op work permit. A Medical Exam performed by an IRCC-authorized panel physician not more than 12 months ago is required for students working with patients or children, <b>even if your country is exempt from the medical exam requirement.</b></p>	 <p><b>In-Person vs. Online studies:</b> Make sure that most of your classes are delivered <b>in person</b> (select A-sections or E-, S- sections in your class schedule). International students are only allowed to take less than 50% of classes online.</p>

If, for some extenuating circumstances beyond your control, you are unable to continue full-time studies, you may request an [authorized leave of absence](#) for a maximum duration of one academic term (not more than 150 days) while preserving your seat in the program and remaining compliant with immigration law. Working or studying elsewhere won't be permitted while being on [authorized leave](#).

Immigration information is subject to change and the most accurate, up-to-date information is found on the Immigration, Refugee and Citizenship Canada (IRCC) website [www.canada.ca](http://www.canada.ca).

Please [book an appointment](#) with International Student Advisor if you have any questions regarding your documents, compliance, and/or application. We will be happy to help you.

## Housing and Accommodation

NorQuest is located in the downtown Edmonton and there are many rental options available in the area. The most affordable accommodation options include:

- On-campus residence at [MacEwan University Residence](#) (contact them directly for available options)
- Renting a suite at [Women Building Futures](#) (*WBF serves only for female students or women with children*)
- Housing through [Civida](#) (Capital Region Housing)

Other accommodation options to consider:

- Homestay – live with a Canadian family
- Shared Accommodation – live with a roommate
- Rent a Room – rent a private room in a house
- Private Accommodation- rent an apartment

Type of Accommodation	Average Price
Studio Apartment	\$800 and up*
1 Bedroom Apartment	\$950 and up*
2 Bedroom Apartment	\$1200 and up*
Individual Basement	\$1000 and up*

\*Accommodation rates vary from area to area and depend on different factors.

## Temporary Accommodation Options

- Hotels offering discounts for NorQuest students:
  - Coast Edmonton Plaza Hotel
  - Holiday Inn Edmonton South
- Airbnb (online marketplace for lodging, primarily homestays)

For information on renting accommodations and tenant rights, consult with the [Alberta Residential Tenancies Act](#).

**Tip: Beware of Rental Scams**

There are two ways a rental property could be fraudulent:

1. The property is real and exists; however, the rental property offered does not belong to the fraudster.
2. The rental property does not exist.

**Tip: Keep your cash close**

Scammers will almost always ask for money up front, like a security deposit or first and last month's rent. If you are not sure about where it is going, or whether it is the official property owner, do not send it. Money sent via wire service or e-transfers will be as good as gone.

Whenever possible, try to make payments with a credit card. For more information, please check [Edmonton Police Service website](#)

## Cell Phone and Internet Providers

Most major malls in Edmonton have the cell phone providers listed below. Electronic stores such as "Best Buy", "Visions Electronics" or "the Source" also have some of these cell phone carriers.



[www.bell.ca](http://www.bell.ca)



[www.rogers.com](http://www.rogers.com)



[www.telus.com](http://www.telus.com)



[www.freedommobile.ca](http://www.freedommobile.ca)



[www.fido.ca](http://www.fido.ca)



[www.chatwireless.com](http://www.chatwireless.com)



[www.koodomobile.com](http://www.koodomobile.com)



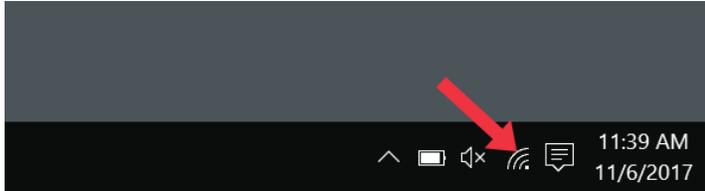
[www.virginplus.ca](http://www.virginplus.ca)

## Campus Wi-Fi Access

Access the Internet and all the online applications (such as Moodle, MyMail, and MyQuest) that you need. It's quick and easy to get onto the NorQuest-Guest network.

Windows 7 & 10 Instructions

1. Click the **Network** icon



2. Select **NorQuest-Guest**
3. Click **Connect** (*Connect automatically* is optional)
4. Open your browser window (might automatically open)
5. At the login page, use your MyQuest/Moodle username and the same password used on the computer login at college
6. Click **Submit**
7. You should receive confirmation that you are successfully connected to the NorQuest-Guest network

## Banking

In Canada, international students with valid study permits can open a personal bank account with almost any bank. This will initiate a credit history with the Credit Bureau of Canada. This often comes in handy when applying for a credit card or other utilities and services.

Please be advised to pay your bills regularly and when due. Otherwise, you could potentially ruin your *credit history* and might hurt your future prospects in Canada.

Sometimes there is a need to receive or send money from back home. Here are two services that may be useful:

**Western Union** is a quick and reliable method in which you can do this. You can send money via Mobile, Telephone, at a Location, or Online. Western Union locations can be found with some stores such as Safeway and Sobeys grocery stores. For more information, please visit: [www.westernunion.ca](http://www.westernunion.ca)

**MoneyGram** is recognized throughout the world as a leading global payment services company. In more than 197 countries, MoneyGram's money transfer service moves money quickly and easily around the world. For more information, please visit: [www.moneygram.ca](http://www.moneygram.ca)

NorQuest has partnered with ATB Financial to open a full-service banking facility in the Downtown Campus that greatly benefits students.

Bank	Address	Web Address
	10020 100 St NW #2100, Edmonton +1 800-332-8383	<a href="http://www.atb.com">www.atb.com</a>
	10050 Jasper Ave NW Edmonton Phone:(780) 448-7600	<a href="http://www.scotiabank.com">www.scotiabank.com</a>
	10185 101 ST NW Edmonton Phone: (780) 428-7201	<a href="http://www.bmo.com">www.bmo.com</a>
	8207 112 ST NW, AB Edmonton Phone:(780) 432-1620	<a href="http://www.cibc.com">www.cibc.com</a>
	10107 Jasper Ave NW Edmonton Phone:(780) 448-6611	<a href="http://www.rbc.com">www.rbc.com</a>
	10205 101 ST NW Edmonton Phone:(780) 448-8000	<a href="http://www.tdcanadatrust.com">www.tdcanadatrust.com</a>

## Alberta Health Card

Medical expenses can be extremely high in Canada so you must have **medical insurance**.

When you arrive, you and your dependents should apply for the **Alberta Health Care Insurance Plan (AHCIP) Coverage**, if you plan to remain in Alberta for 12 months or more.



You will receive an AHCIP card, which you will need to provide for any doctor's appointment or medical emergency. If you came to Alberta for less than 12 months, you will have to arrange your own health coverage.



To apply for AHCIP Coverage:

1. Fill out the application form (ask NQI staff for one) or download it from the Alberta Government website [www.alberta.ca](http://www.alberta.ca)
2. Gather supporting documents:
  - i) Passport
  - ii) Canada entry document (study or work permit)
  - iii) Proof of Alberta residency, which can be either a print-out & stamped form from your bank where you have opened an account or a utility bill. These documents must contain your full name, address and have a date of less than 90 days to ensure the information is reasonably current.
3. Bring the completed application form and your original documents to an authorized registry in your area. There is no charge for this service. Processing time can take up to 5 days. Cards are mailed from the AHCIP office.

The registry location nearest to NorQuest is:

MAC Insurance & Registry (Downtown) 10219 106 Street, Edmonton.

In addition, all NorQuest students are automatically enrolled in the **Health and Dental plan** offered by the NorQuest Students' Association (SANQC), which provides additional coverage of expenses not covered by the Alberta Health Care Insurance Plan. For more information, please review NorQuest website – [Health & Dental Insurance webpage](#).

## Applying for Social Insurance Number

If you are eligible to work in Canada, you will need a Social Insurance Number (SIN) to be able to work, file tax returns or to receive benefits and services from government programs.

If you have a valid study permit that states you "may accept employment" or "may work" in Canada, present your study permit to a [Service Canada office](#) to apply for a SIN.

If you have a valid study permit, but it DOES NOT state that you "may accept employment" or "may work" in Canada, please consult with an International Student Advisor at NorQuest International to check if might need to apply for amendment to your study permit or change conditions of your study permit.

For the list of documents, please visit [this page](#).

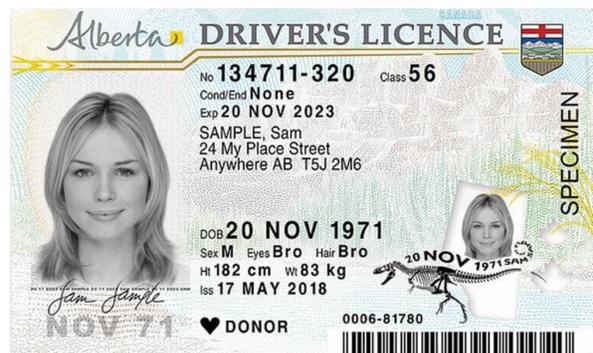
PLEASE NOTE: A SIN is issued to one person only and it cannot legally be used by anyone else. **You are responsible for protecting your SIN** – do not disclose this number to anyone except the government authorities or employers when officially required. Store any document containing your SIN and personal information in a safe place.

## Alberta ID Card and Driver's License

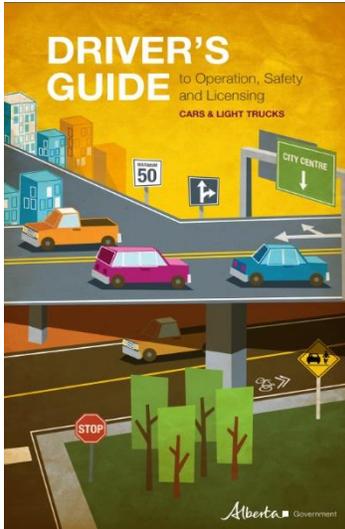
In some cases, you might be required to provide a second piece of a legal photo identification in addition to your passport. If you are an Alberta resident and do not have a valid driver's license, you can apply for an ID card through any authorized registry agent. You will need to provide an Enrolment Verification letter as proof that you are a NorQuest College student – this letter is available through self-service in your MyQuest account.

If you came from a country listed below that have signed a Reciprocal Licensing Agreement with Alberta, you can exchange your out of country driver's license for an Alberta driver's license provided you meet the minimum requirements.

- Australia for Class 5 and 6
- Austria for Class 5
- Belgium for Class 5
- France for Class 5
- Germany for Class 5
- Isle of Man for Class 5 and 6
- Japan for Classes 5
- Republic of Korea for Class 5
- Switzerland for Classes 5 and 6
- Taiwan for Class 5



- United Kingdom for Class 5
- United States



When your country of origin does not have a Reciprocal Licensing Agreement with Alberta, you would have to complete:

- Driving Knowledge test
- Vision screening
- Advanced Road Test

All new drivers will have to go through a two-stage process to become a fully licensed driver. It takes a minimum of 2 years to complete both stages of the graduated driver's licensing system in Alberta. You would get a learner's license first, upon completion of your knowledge test, and a year later, you would be able to take the Road Test. *The 2-years waiting time does not pertain to those who held driving license in their home country.*

You can register for a knowledge test online from your area's registry website. To prepare for the test, download and review the Government of Alberta's "Driver's Guide to Operation, Safety and Licensing".

## Health Matters

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In Alberta, doctor's visits and prescriptions are usually covered under different insurance plans. Eligible international students should receive insurance coverage through the provincial Alberta Health Care Insurance Plan (AHCIP) **AND** the Students' Association Health and Dental Plan at NorQuest College. The NorQuest's Health & Dental plan includes coverage for a wide range of medical care, including 100% coverage for prescription medication, vision and dental care, ambulance coverage, massage therapy, physiotherapy, chiropractor and other paramedical service benefits, which are essential to your everyday wellbeing! Check your medical insurance conditions at [www.mystudentplan.ca](http://www.mystudentplan.ca).



If you have a health concern and need help to assess whether or not it is a medical emergency, call the Health Link by dialing 811 for quick advice from a registered nurse 24/7. They will ask questions, assess symptoms and determine the best care for you.

## Walk-in Clinics

No appointment necessary – check clinic’s “walk-in” hours and go. There should be one close to your home.

Downtown Walk-In Clinics:

**Downtown Medical Clinic**, 11722 Jasper Avenue, Ph: (780) 488-4242

**Galaxy Medical Clinic**, 11250 82 Street NW, Ph: (780) 784-1720

**Capital Medical Centre**, 10129 109 Street, Ph: (780) 705-5541

**Magna Medical Clinic**, 11162 82 Avenue NW, Ph: (780) 705-0506

## Health Support on Campus

Nurses are available via drop-in Monday to Friday 8:15am - 4:30pm at the Centre for Growth and Harmony (Room 1-101, Singhmar Centre for Learning Phone: 780.644.6155).

Health Support services include:

- Care for injuries and illness
- Medical information and community referrals
- Individual health monitoring such as blood pressure and glucose testing
- Health and wellness promotion and prevention education
- Mental Health support
- Smoking cessation program

*In case of emergency (e.g. broken arm, accident, severe pain), head to a hospital.*

*If you require an emergency transport or for any other emergency situation, **call 911** (charges for requesting an ambulance vehicle apply).*



# School Policies and Regulations

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As a student of NorQuest College, it is your responsibility to read and understand the Student Rights & Responsibilities, the Academic Calendar and other student related guides. This section will highlight some of these policies, we encourage all students to read the handbooks mentioned above which are available on the College website.

## Course Registration

International students must register in their classes full-time in-person sections as early as possible. Delaying course registration will result in having limited course choice due to the filled class capacity. Students will not be allowed to attend classes unless they have officially registered through their MyQuest account.

For the full-time academic load requirements, please review the course listing webpage of your program. You can also verify your student status by opening your Enrolment Verification Letter from your MyQuest account.

Students can make changes to their class schedule, e.g. by adding or dropping courses until the add/drop deadline.

Most of the programs are available for online self-registration through MyQuest. Please review the [registration guide](#) for details on how to complete self-registration into classes.



## Tuition and Fees

Tuition and course fees per term, credit, and program are published on the college's [website](#).

The amount of tuition and fees you owe will be posted in your MyQuest account after you have been enrolled into your classes. Registration is complete only after all tuition and related fees have been paid in full. Full payments are due and payable **by** or **before the first** day of the term, regardless of your start date within the term.

- Students with outstanding fees by the 10% point of the term will be suspended, and a late fee of \$100 will be assessed.
- Students who continue to have outstanding fees at the 20% point will be withdrawn.

## Withdrawal Policy

After the deferral & refund deadlines, students may withdraw from their course(s) or program with certain **financial and/or academic penalties** as per [the following chart](#):

<b>If you withdraw</b>	<b>Academic Penalty</b>	<b>Financial Penalty</b>
30 days or more prior to the start of your program	None	<ul style="list-style-type: none"> <li>All fees are refundable minus half of tuition deposit.</li> </ul>
From 30 days prior to the start of your term or session up to the first day of term or session	None	<ul style="list-style-type: none"> <li>Tuition deposit is non-refundable and non-transferable.</li> <li>The U-Pass fee, if paid and picked up, is non-refundable.</li> <li>Full refund of all other tuition and fees already paid in full</li> </ul>
Up to 10% of term or session	None	<ul style="list-style-type: none"> <li>Tuition deposit is non-refundable and non-transferable.</li> <li>The U-Pass fee, if paid, is non-refundable.</li> <li>Program and supplies fee is non-refundable.</li> <li>\$50 administration fee will be assessed</li> <li>100% refund of tuition, Students' Association Fee, Registrarial Services fee, textbook rental fee (if applicable), health/dental fee (if applicable) already paid in full.</li> </ul>
From 11% to 20% of term or session	Grade of "W" (Withdrawal) awarded Grade is not calculated in grade point average (GPA)	<ul style="list-style-type: none"> <li>75% refund of tuition less a \$50 administrative fee</li> <li>All other fees are non-refundable.</li> </ul>
Between 21% and 50% of term or session	Grade of "W" (Withdrawal) awarded Grade is not calculated in GPA.	No refund
After 50% of each class length has elapsed	Grade of "WF" (Withdraw/Fail) awarded Grade point value of 0.0 or 0% is calculated in GPA.	No refund

## Student Rights and Responsibilities

Students have the right to:

- an educational environment that is safe, secure, and conducive to learning, and protects students from discrimination, harassment, indignity, or injury
- the protection of their privacy according to college policy and privacy legislation
- reasonable and legitimate access to statements of college policies and procedures
- due process and procedural fairness in any investigation of alleged improper student conduct or alleged violations of college policy
- freedom of inquiry, expression, belief, political association, and assembly, provided that they are lawful and do not interfere with the rights of others or with the effective operation of the college or violate college policy
- reasonable and legitimate access to college buildings and facilities
- membership in an independent students' association, and participation in its governance and activities, subject only to its bylaws
- timely and accurate information about the content and requirements of their courses and programs
- the availability of their instructors for assistance outside of scheduled class periods at mutually agreeable times and through mutually acceptable modes of communication
- reasonable and supervised access to their official student records as contained in their permanent file
- consult any written submission for which a mark has been assigned and to discuss the submission with the examiner
- request an impartial review of any grade

Students have a responsibility to:

- assist in making the college learning community respectful, safe, and inclusive by personally refraining from (and discouraging in others) conduct that threatens or endangers the health, safety, well-being, or dignity of any person(s)
- exercise their rights and freedoms with integrity, respect for the rights of others, and acceptance of accountability for their words and actions, whether acting individually or as a member of a group
- abide by all relevant college policies and participate in related procedures, as required
- familiarize themselves with academic regulations, including graduation and program completion requirements
- comply with the policies of any employer or host organization where the student is involved in a work placement, site visit, practicum, or clinical placement
- respect the property of others, including the college's buildings and facilities
- conduct themselves honestly in their academic work and responsibly in their non-academic behaviour
- comply with all requirements set out in course outlines, assignments, tests, and examinations

- adhere to class attendance policies and notify instructors in a timely manner of unavoidable absences
- participate in class activities, as instructed
- respect the instructor's right to determine course content, instructional methodology, and evaluation
- respect the instructor's right to manage the classroom and to set norms for acceptable behaviour
- maintain timely and respectful communication with appropriate college offices and personnel, whether in-person or through electronic means

## Employment Opportunities

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### Work On-Campus

International students on a valid study permit (which states that the student may accept employment on-campus) who are taking full-time studies, may work on NorQuest campuses, if and when opportunities are available. Possible on-campus jobs include being a Students Assistant at various NorQuest Departments and [being a student ambassador](#).

For more information about working on campus please visit the [IRCC website](#).

### Work Off-Campus

Full-time students holding a valid study permit with the condition "may accept employment on or off-campus" printed on it, may work off-campus up to 20 hours a week during a regular academic session and full time during regularly scheduled breaks. To be eligible to work while in Canada on a study permit, international students must continue to be enrolled full-time (or part-time in the final academic term). If enrolled full-time in the preceding term, students are eligible to work up to 40 hours during an institution's scheduled breaks (e.g. reading week, Christmas break or over the summer, if applicable).

Please note that **your primary focus should be your studies**, throughout your time at NorQuest College. In most cases, income from work while studying should be supplementary.

**IMPORTANT:** It is illegal to study and work in Canada without appropriate authorization.

## Work in Canada after Graduation

The [Post-Graduation Work Permit Program](#) allows students who have graduated from a participating Canadian post-secondary institution to gain Canadian work experience. NorQuest College is a Designated Learning Institution (DLI), which implies that all of our post-secondary programs (Certificate and Diploma programs) with duration of more than 8 months and in-person delivery mode are eligible for obtaining a Post-Graduation Work Permit (PGWP).

For detailed information about PGWP requirements and application process, please review our [PGWP video course](#). You will need to login into your Moodle account and self-enroll into the course to view it.

## Volunteer

Volunteer work is a fantastic way to be actively involved in the community. It allows students to gain valuable work experiences and strengthens their resume and enhances future employment opportunities. To learn about opportunities of volunteering on campus, connect with the [Students' Association of NorQuest College \(SANQC\)](#) or with [NorQuest International by visiting our Get Involved page](#). For the City-wide opportunities, find out more at [Volunteer Alberta's website](#).



# Student Services

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For the full list of the college directory with contact information, please check [this page](#).



## Immigration Advising

International students must comply with immigration regulations by maintaining valid immigration documents, actively pursuing studies and making academic progress, being enrolled full-time in every mandatory academic term (except for the scheduled breaks and the last academic term), obtaining a [Co-Op Work Permit](#) for completing practicums/work-integrated experience, and not working beyond the authorized number of hours.

To help you understand and navigate immigration requirements, RCIC- (Regulated Canadian Immigration Consultant) or RISIA- (Regulated International Student Immigration Advisor) certified International Student Advisors provide presentations, workshops, webinars, tutorials, and consultations within the scope of their designation (Study Permits, Temporary Resident Visas, Co-Op Work Permits, Post-Graduation Work Permits, and how Study Permits relate to other currently available Canadian immigration programs).

**Location:** NorQuest International, Room 1-215, Civic Employees Legacy Tower, Downtown Campus

**Phone:** 780.644.6128 **Email:** [international@norquest.ca](mailto:international@norquest.ca)

## Student Navigators (Advisors)

Navigators are your go-to people for everything from general inquiries to specific questions about your enrolment plan. They will assist you with navigating college services, policies, or processes.

**Location:** Room 1-204, Civic Employees Legacy Tower, Downtown Campus

**Phone:** 780.644.6130 **Email:** [student.navigators@norquest.ca](mailto:student.navigators@norquest.ca) or [Click here for Self-Service Appointment Booking](#)

## Bookstore – the Core

NorQuest [Bookstore](#) provides textbooks and course materials required for your program. Please check the list of the necessary books and supplies for your studies, as well as, [your program's handbook](#).

**Location:** Room 1-091, Singhmar Centre for Learning, Downtown Campus

**Phone:** 780.644.6203 **Email:** [studentbookstore@norquest.ca](mailto:studentbookstore@norquest.ca)

## Career & Employment Services

Student Career and Employment Services care about where you are going and want to help you succeed. Finding a job or planning your career can be overwhelming. They can make it easier by:

1. Creating, developing, and editing resumes and cover letters
2. Assisting with application forms
3. Preparing for job interviews
4. Conducting mock interviews
5. Assisting with portfolio development
6. Assisting with volunteer opportunity search

**Location:** Room C101, Career Development Centre, Downtown Campus 10230 108 Street NW

**Phone:** 780.644.6160



## Computer Commons

Computer Commons is an area where students can receive support and instruction on using the various applications and tools installed on the computers. Students are free to use the drop-in computers to work on assignments, type a resume, search the Internet, check email, check their marks online, practice keyboarding skills, or learn new software. Document scanning and photocopiers are also available.

Computer Commons staff provide these services:

- one-on-one computer assistance
- student MyMail, MyQuest, Moodle support, student password resets
- wireless access support
- management of student printing quotas

**Location:** Room 2-111, Singhmar Centre for Learning, Downtown Campus

**Phone:** 780.644.6100 <https://studenthelp.norquest.ca/studenthelp>

## Counselling Services

Student life involves juggling school work with other responsibilities and finding a balance can be challenging. You don't have to do it alone.

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

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

- Education: course planning and study skills, including note taking, memory strategies, exam preparation, coping skills for test anxiety
- Personal: stress, self-esteem, interpersonal communications, family issues, addictions, anger, finances, budgeting, and motivation
- Crisis: bereavement, illness, assault, harassment, suicide, and depression
- Vocational: career choice and interest and personality testing
- Referral: referral to other NorQuest services or to community agencies

**Location:** Centre for Growth and Harmony, Room 1-101, Singhmar Centre for Learning, Downtown Campus

**Phone:** 780.644.6155 **Email:** [wellness@norquest.ca](mailto:wellness@norquest.ca)

## Office of Student Judicial Affairs

The OSJA provides assistance and advice to students, staff, and faculty involved in dispute resolution.

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

**Phone:** 780.644.6490 **Email:** [OSJA@norquest.ca](mailto:OSJA@norquest.ca)

## Scholarships, Bursaries, and Awards

NorQuest College maintains its tradition of helping students achieve their educational and career goals by assisting self-funded learners (not receiving any other loans, grants, or bursaries) with various scholarships, bursaries, and awards. Please visit [this page](#) a full list of scholarships, bursaries, and awards.

**Location:** Room 1-204, Civic Employees Legacy Tower **Phone:** 780.644.6130 **Email:** [awards@norquest.ca](mailto:awards@norquest.ca)

## Tutorial and Academic Coaching Services

Need extra help understanding course material, developing reading and writing skills, or fine-tuning your study strategies? Experienced tutors are available to help! Tutorial Services are **free of charge** to all NorQuest students are open Monday to Friday 8:00 am – 6 p.m., Saturday 8 a.m. – 4 p.m.

To begin with, check the list of their services [on this page](#) and complete their [quiz](#) to identify the areas where you struggle the most.

**Location:** Learner Centre 2nd Floor, Singhmar Centre for Learning, Downtown Campus

**Phone:** 780.644.5864 **Email:** [tutorial.coaching@norquest.ca](mailto:tutorial.coaching@norquest.ca)

## Academic and Cultural Adjustment

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Moving to a new country to study can bring many uncertainties and difficulties. To help you adjust to the Canadian academic and cultural settings, we invite you to get involved in our social projects and events throughout your length of study, as well as, to follow the below tips.

### International Peer Mentorship Program



The poster is titled "Peer-Mentorship Program" in a large, dark brown serif font. Below the title, it states "PARTICIPATION IS ABSOLUTELY FREE!" in a smaller, all-caps sans-serif font. In the center, there are two stylized human figures (a male on the left and a female on the right) with their heads in circular frames, connected by a large, dark brown double-headed arrow. Below the figures, there are two columns of text. The left column is for "Become a MENTOR" and lists benefits for "Senior International Students". The right column is for "Become a MENTEE" and lists benefits for "New International Students". At the bottom left, there is a QR code with the text "Scan me!". At the bottom center, it says "Foster Friendships!" and provides contact information: "Questions? Email: olga.leshcheva@norquest.ca". The background is a light pink color with decorative circles of various sizes and colors (brown, orange, pink) scattered around.

# Peer-Mentorship Program

PARTICIPATION IS ABSOLUTELY FREE!

**Become a MENTOR**  
Senior International Students

- Interpersonal and Leadership Skills Development;
- Community Building;
- Certificate of Completion and much more

**Become a MENTEE**  
New International Students

- Get support and advice from a peer mentor;
- Better understanding of new academic and cultural environment and much more

Scan me!

**Foster Friendships!**

Questions?  
Email: olga.leshcheva@norquest.ca

International Peer Mentorship Program matches senior international students with new international students for social support, assistance, and guidance, through virtual and in-person one-on-one meetings, and social activities. Mentors share personal experiences with new international students (peer mentees) to help with their transition to the new learning environment. A peer mentor facilitates a mentee's integration into the college community

and contributes to their academic performance by removing socio-cultural barriers arising in their learning process.

To get started, take these three easy steps:

1. [Register](#) on MentorCity
2. Build your profile
3. Wait to be matched with a mentor

It won't take long to find a match—there are many great mentors participating from a variety of programs and backgrounds

For any questions about this program, please [book an appointment](#) with the International Student Engagement Officer or email [olya.leshcheva@norquest.ca](mailto:olya.leshcheva@norquest.ca)

## Global Café



Let's embrace cultural diversity! Join our Global Café events to connect with your peers from different parts of the world and get a glimpse into their way of life.

You can also share your unique cultural background by presenting a musical performance, dance, game, or presentation. If you're interested in volunteering to be a Global Café presenter, reach out to [olya.leshcheva@norquest.ca](mailto:olya.leshcheva@norquest.ca)

You can register to join the Global Café events [here](#)

For exact dates, refer to college wide event [calendar](#)

## Jumpstart Program



NorQuest International's Jumpstart Program is a booster for international students' success in the Canadian academic and cultural environment. Both new and current international students are welcome to join. Students will get support from many departments across the college, including NorQuest International, The Office of Student Judicial Affairs, The Learner Centre, as well as NorQuest teachers and experts. Questions? Email [olya.leshcheva@norquest.ca](mailto:olya.leshcheva@norquest.ca)

Students who attend four Jumpstart sessions (out of the six sessions listed above) will receive a Certificate of Completion, which will make you eligible to apply for the **International Student Integrity Award** (there are multiple awards for Fall and Winter term). For more information, check out NorQuest's [Scholarships, Bursaries & Awards](#).

## Safety Tips

While NorQuest strives to provide a safe and secure environment, it is important not to take our own safety for granted and to stay vigilant.

- Always be aware of your surroundings (e.g., building hours of operation, location of security personnel, emergency exits, etc.).
- Stay home from school if you become ill.
- Stay within well-lit areas.
- Secure vehicles and personal belongings. Do not leave your personal belongings in a car.
- Do not leave personal belongings unattended (you can store your items in a designated locker while on campus – contact Bookstore to reserve a locker).
- Familiarize yourself with NorQuest College emergency procedures, fire evacuation routes and [contact information of Security Services](#).
- Do not offer or accept free rides from strangers.

## Security on Campus

To report security breach on campus that needs immediate attention, contact Security Desk: [780.644.6225](tel:780.644.6225);  
Security (cell number): [780.991.4573](tel:780.991.4573)  
In emergency situation, call Police, Fire, Ambulance: **911**

For further information please visit

- [City of Edmonton Safety & Security Tips](#)
- [Edmonton Police Service Crime Prevention](#)



## Outdoor Safety

Before you go to lakes, rivers and streams for fun in the water, you need to be aware that natural waterways present different risks than pools. Drowning is one of the leading causes of unintentional death, but every drowning death is preventable with water safety knowledge and common sense:

- Wear a lifejacket!
- Swim in designated areas with a lifeguard present, whenever possible.
- Avoid areas with moving water, waves or rip currents.
- Know your swimming capabilities and do not challenge yourself by taking risks without professional supervision.
- Don't dive or jump into water of unknown depth.

When hiking in the countryside and National Parks:

- Avoid crossing streams and rivers - this can be deceptively hazardous. Even a very shallow, swiftly flowing stream of water can pack enough force to knock you off your feet.
- Check local weather forecasts before you go so that you are prepared for sudden changes in weather. Wet, cold conditions and hypothermia can turn a fun adventure into a life-threatening emergency.
- Inform family or friends of your planned route, camping spots, and estimated return time.
- Carry bear spray on a belt holster for quick access. Know how to use it.
- Remain alert. Keep your ears open. Do not wear earphones while on the trails.
- Do not go hiking alone, if possible. A larger group is always safer.



## Workplace safety

Obey safety procedures as instructed by your employer and never take risks when it comes to safety.

If you intend to work at a hazardous work site, you have to complete government-approved health and safety training first. To ensure you comply with health and safety regulations at your workplace, review Alberta's [Occupational Health and Safety Act](#), as well as Government of Alberta's work safety [webpage](#).

Do not agree to work conditions that expose you to any type of danger. If you feel unsafe at work, you will need to notify the regulating organization for your occupation, and they will investigate your complaint.

## Safety at Social Events

College time provides plenty of opportunities to socialize, however, you should always keep in mind that with social events also come risks to entering vulnerable situations.

- If you want to safely meet a person you met online, keep your first few meetings public and brief, and always have an escape plan.
- The law prohibits young persons under the age of 18 years to possess or consume alcohol in Alberta. You will be required to show at least one photo ID, and may need two in some places.
- Know your limits and keep your drink with you at all times. Drinking can leave you vulnerable, so make sure you are with people you trust.
- Do not drive after drinking or under the influence of drugs. Impaired driving, doing illegal drugs or, drinking in public can result in deportation.
- Plan how you will get home in advance. Do not accept rides from strangers, except for taxis and reputable ridesharing apps.

## Identity Theft

Personal information can be misused for criminal purposes. Identity thieves generally target emails, SIN cards, passports, driver's license and other IDs, accounts and passwords. DO NOT provide any personal or banking information by phone, email, text or social media. You are responsible for [protecting your SIN](#) – do not disclose this number to anyone except the government authorities or employers when officially required. Store any document and personal information in a safe place.

## Rental Scams

When you are looking for accommodation, it is easy to get excited about a place based on the listing, however, do not rush this important decision. You should make a calculated well-informed decision and stay vigilant so that you do not fall victim to a rental scam.

- Keep your cash close! Scammers will almost always ask for money up front, like a security deposit or first month's rent. If you are not sure about where it is going, or whether it is the official property owner, do not pay.
- Check the facts, verify the landlord's personal information.
- Try to reach out to someone who has rented from the same person or company in the past.
- Search in Internet to see if there are additional rental ads for the same property.
- Visit the place in person and do not hand in any money before physically viewing the property.
- Never disclose your SIN, even if it's just to fill out an application.

- Under no circumstances should you do business with an overseas landlord unless you have personally verified their identity and that they actually own the property advertised.
- Scan any attachments from landlords with anti-virus software before opening. One of the latest scams involves attachments containing a virus that can fool your web browser to make it appear as though you're going to a legitimate site, but in fact are being sent to a site controlled by the scammer.
- Be aware of the red flags like something is wrong with the listing, the application process feels rushed, the property owner is outside the country/province or the whole experience just seems too good to be true, it may be wise not to pursue it.
- Try to make payments with a credit card, so that it was possible to track down the transaction.
- Exercise extreme caution before wiring deposits or rent payments using Western Union or MoneyGram, especially to foreign countries. Sending money in any form overseas will likely result in losing all of it. Western Union and MoneyGram are very popular for Internet scams because the funds are available instantly, untraceably and worldwide.
- If the landlord wants a higher security deposit than what's required by law, or if upfront fees seem excessive to you, it could be a sign that the landlord wants to scam you.
- For more information and examples of scams, please check [Edmonton Police Service website](#)

Review Government of Alberta's [information for tenants](#) to ensure you are equipped with necessary knowledge. Consider taking a tenant insurance, which would cover your belongings and provide financial protection should you be sued for accidentally damaging the landlord's property.

Should you need assistance with accommodation, you can reach out to [Centre for Growth and Harmony](#) for guidance.

### Beware of Scams

There's a possibility you may be contacted by fraudsters posing as police officers or other government bodies attempting to obtain money from you. They may contact you in a variety of ways including over the phone, e-mail, text or social media. These individuals may also speak your language and their calls may appear to come from legitimate police or government phone numbers.



It is important for you to know government bodies such as **Immigration, Refugees and Citizenship Canada, Canada Revenue Agency (CRA)**, the **Edmonton Police Service (EPS)**, the **Royal Canadian Mounted Police (RCMP)** and other police agencies:

-> **DO NOT** threaten deportation or arrests of family members for non-payment,

-> **DO NOT** demand immediate payment of taxes or fines over the phone via e-mail or through social media; and

-> **DO NOT** accept BitCoin, gift cards, e-mail or money transfers as a valid form of payment.

**DO NOT provide any personal or banking information by phone, email, text or social media. Providing this information to fraudsters could result in the loss of money and/or identity theft.**

To file a police report, call: **Edmonton Police Service 780-423-4567**

## Email Etiquette

Throughout your studies at NorQuest, you will use your MyMail as the primary tool for communications with instructors, staff, and faculty. Please be mindful of the Email etiquette. Emails should:

Always have a salutation to your addressee followed by their first name (habitual in Canada - "Dear \_\_\_\_\_," "Hello \_\_\_\_\_", "Hi \_\_\_\_\_")

Always have a signature from you ("Sincerely, \_\_\_\_\_," "Thanks,\_\_\_\_\_")

Always have a brief subject heading ("Essay 1," "Meeting," "Practicum Issue")

Always be polite and avoid any slang ("miz," "mam", "LOL," "cuz", "BTW"), swearing, ALL CAPS, excessive punctuation ("!!!!") and emoticons.

In the body of the email, make sure that you adopt a professional tone by using full sentences, proper spelling and punctuation.

Keep your email as brief as possible while still stating all important points.

If you are writing about a complaint, never send the email when you are angry. Emails sent in anger often: mis-state the issue; offend the addressee; exaggerate the complaint; and prevent timely resolution due to offense or misunderstanding. If you are angry, wait until you calm down to hit "send".

Avoid including multiple recipients in the email. If you are not sure who the right person to answer your question would be, you can ask to be referred to the right staff/Department. Sending emails to inappropriate addressees is considered spamming.

## Climate in Alberta

Canada's climate can be very harsh and unpredictable, and, in the Winter, it can even be dangerous. Please be sure you are always prepared for the weather by dressing appropriately, carrying a spare jacket, and checking the weather forecast frequently. It is important to always be dressed for the season.



For your safety, sign up for the [Public Weather Alerts](#).

Visit the following links to find out more about how the weather can affect your health, including simple steps you can take to protect yourself:

- [Air Quality Health Index](#)
- [UV index and sun protection](#)
- [Heat and humidity](#)
- [Wind chill and cold weather](#)

### **NorQuest International**

#### Contact Information:

Civic Employees Legacy Tower  
Room 1-215, 10215 – 108 Street NW  
Edmonton, Alberta, Canada T5J 1L6  
T 780.644.6128

Toll Free: 1.866.534.7218

Email [international@norquest.ca](mailto:international@norquest.ca)

For travel-related inquiries: [travel.safe@norquest.ca](mailto:travel.safe@norquest.ca)