



INTERNATIONAL STUDENT HANDBOOK

Contents

Welcome to NorQuest College	4
About NorQuest College	4
We Are Here for You!	4
First Things First.....	6
Checklist – Getting Ready for Travelling to Canada	6
Checklist - Your First Week at NorQuest.....	8
Compliance with the Canadian Immigration Law.....	8
BorderPass Immigration Support	10
Housing and Accommodation	12
Cell Phone and Internet Providers.....	13
Banking	13
Alberta Health Card	14
Applying for Social Insurance Number	15
Alberta ID Card and Driver’s License	16
Transition to Canada	17
Health Matters	17
Walk-in Clinics.....	17
Health Support on Campus	17
College Policies and Regulations	18
Course Registration	18
Tuition and Fees.....	18
Withdrawal Policy	19
Student Rights and Responsibilities	20
Employment Opportunities.....	21
Work On-Campus.....	21
Work Off-Campus.....	22
Work in Canada after Graduation	22
Volunteering.....	23
Student Services	24
Immigration Advising	24

Student Advisors	25
Career & Employment Services	25
Work-Integrated Learning (WIL).....	25
Bookstore – the Core	26
Service Campus Wi-Fi Access	26
Service Desk.....	26
Counselling Services.....	27
Student Resolution and Integrity Office.....	27
Scholarships, Bursaries, and Awards.....	28
Tutorial and Academic Coaching Services	28
Academic and Cultural Adjustment.....	29
International Peer Mentorship Program.....	29
Global Café.....	29
Jumpstart Program	30
Safety Tips.....	30
Email Etiquette.....	35
Climate in Alberta.....	36

Welcome to NorQuest College

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

This handbook 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 quite overwhelming, challenging, and confusing at times. To make your preparations and adjustment to the student life easier, we have compiled all the 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 supports 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, however, keep in mind that meeting with an advisor on the same day is not always guaranteed, particularly during the peak times. If no advisor is available when you walk in, you may be asked to schedule an online or in-person appointment for another day.

You can book an appointment with an: **International Student Advisor** through [this link](#);
International Student Success and Engagement Advisor through [this link](#);
with the **International Student Settlement Advisor** through [this link](#).

NorQuest International

Civic Employees Legacy Tower
Room 1-215, 10215 - 108 Street NW
Edmonton, Alberta, Canada T5J 1L6
Email: international@norquest.ca
Book an appointment: <https://32814.waitwell.ca>

First Things First

Checklist – Getting Ready for Travelling to 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.

We recommend arriving about **3-4 weeks** prior to the start of your program to settle in a timely manner.

If you plan on travelling **too early** (*more than 4 weeks prior to program start*), be ready to explain the reason for early arrival to the Canada Border Services Agency (CBSA). Remember that as per the immigration law, you cannot start working before your program begins, even if your study permit authorizes you to work.

Travelling

Review IRCC's webpage [Study permit: Prepare for arrival](#) to assist in your travel preparations and to ensure that you meet all requirements to be allowed entry to Canada.

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 in currency notes, 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 web page](#)" for inadmissible items, to avoid problems at the Canadian Border when you arrive.

Check your medical insurance conditions at www.mystudentplan.ca. You might want to make changes to the plan, which you are automatically enrolled in, especially if you need to add accompanying family members to this plan or if you have decided to opt for another external insurance.

Medical Insurance

Please note that non-credit Professional Certificates programs are NOT automatically enrolled in this insurance. Students of non-credit programs will need to apply for the Health & Dental insurance with SANQC or with an external insurance provider.

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 activation time. Enrolling in [MyCanadaPlan Emergency Health Insurance](#) is recommended. Alternatively, you can contact your local travel insurance provider in your home country to arrange travel insurance.

Prior to departure, verify that you carry the following 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)
- **Letter of Introduction** for your study permit approval or study permit if you already obtained one
- **Temporary resident visa** (TRV) stamped in passport or Electronic Travel Authorization (eTA) if visa-exempt
- **Offer of Admission Letter** (LOA)
- **Provincial Attestation Letter** (PAL)
- **Co-op work permit supporting letter** from NorQuest College (if your program includes a work placement)
- **Enrolment Verification Letter** if you are enrolled in classes at the time of traveling. You can access it through your [Student Account](#). Please note that [date and process of class enrolment](#) varies by program.
- **Tuition fees payment receipt**
- **Proof of funds available** for your stay in Canada
- **A valid Medical Exam** performed by an IRCC-authorized panel physician, if you are from the [IME-required country](#) or if you are in a program that will require you to work with children, patients, or other vulnerable people.
- **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
- **Birth certificate** or any other second ID that you have
- **Canadian currency** for your first few days in Edmonton

For students in Health programs: bring your [immunization records](#) that you have from your home country. You will require them to be placed in Clinical/Practicums.

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

At any time, if you have questions or need assistance, please contact international@norquest.ca

Checklist - Your First Week at NorQuest

- ☐ Ensure that you have received **access to your [Learning Management System \(LMS\)](#)** platform and **complete** the **International Student Orientation**
- ☐ Check when your **[Program Orientation](#)** is scheduled and make sure you attend
- ☐ Complete the **[Jumpstart Program](#)**
- ☐ Get your **[student ID card](#)** from the Office of the Registrar
- ☐ **[Pay tuition & fees](#)** on MyQuest using PayMyTuition which provides more payment methods including bank transfers plus other options, before the program start date
- ☐ **Update your contact information** including local phone number and address on your MyQuest account
- ☐ **Submit a scanned copy of your co-op work permit** to international@norquest.ca to have it removed from your MyQuest to-do-list, or contact us if you did not receive one at the airport
- ☐ **Review** your program's **[handbook](#)**
- ☐ **Buy books** from the **[Bookstore](#)**
- ☐ **Purchase an [ARC Card](#)** (an electronic fare payment system for transit) and register it on MyQuest to access public transportation via the **[U-Pass](#)**
- ☐ **Open a Canadian bank account** or get it at our Campus Check-In on **[January 05, 2026](#)**
- ☐ **Apply for a [Social Insurance Number](#)** at Service Canada or get it at our Campus Check-In on **[January 05, 2026](#)**
- ☐ **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

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 programs with practicums) are current and maintained.

Your study permit's validity must cover the entire duration of your studies, plus at least 30 extra days after the end of your final classes 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 five months prior to its expiry date.

If you studied at some other DLI in Canada and then transferred to NorQuest, you must apply for and receive a new study permit indicating NorQuest College as your DLI. For detailed guidance about transferring DLIs, please review [this IRCC page](#).



IMPORTANT: DO NOT LET YOUR DOCUMENTS EXPIRE!



Familiarize and Comply with the expiry date, conditions, and remarks on your study permit such as restrictions on the nature/areas of work, maximum hours you can work per week, etc. Check if your study permit includes the statement that you may accept employment on- or off-campus. You must not work without authorization.



Off Campus Work: International students in the Diploma and Certificate programs with full-time enrolment status may qualify to work on and off campus, if their study permit indicates this authorization. Eligible Students are allowed [to work off campus](#) up to 24 hours per week during academic sessions and full-time during official scheduled breaks, breaks between terms, and interim breaks/reading



Maintain Full-Time Enrolment 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. The number of credits required to be a full-time student varies by program and can be found on our website, under your program's course listings.



On Campus Work: 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 their study permit indicates this authorization. There is no limit to weekly working hours [on campus](#).

weeks.



Co-Op Work Permit:

Students whose program includes a mandatory Work Integrated Learning (co-op course, practicum, clinical, etc.), must have a valid co-op work permit. If you did not obtain a co-op work permit at the port of entry to Canada, please contact NorQuest International to evaluate if you are eligible for an exemption.

A Medical Exam performed by an IRCC-authorized panel physician less than 12 months ago is required for students who will be working with patients or children, **even if your country is exempt from the medical exam requirement.**



In-Person vs. Online studies:

Make sure that most of your classes are delivered **in person** (select A- sections or E-, S-, W- sections in your class schedule). International students must take more than 50% of their classes in person.

Hyflex (H-) and Blended (BL-) delivery sections are equivalent to online studies for immigration compliance purposes and thus must constitute less than half of your class enrolment per term.

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 regulations. Working is not permitted during an [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.

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

BorderPass Immigration Support

[BorderPass](#) is a free immigration support service available to NorQuest College international students in addition to the immigration advising services offered by the International Office. This service helps make your application to IRCC process smooth and stress-free —not just for your initial study permit, but throughout your time at NorQuest College.

What BorderPass Provides

- Personalized support: Guidance throughout your immigration journey, tailored to your needs.
- Access to immigration lawyers: Licensed Canadian lawyers available to answer your questions.
- Application guidance: Expert help building, reviewing, and submitting visa applications.

- Key date notifications: Reminders for visa extensions, work permits, and residency applications.
- Document Vault & Application Hub: Secure storage and management of all your immigration documents.
- Express Entry score tracking: Monitor your eligibility for permanent residency.
- Newcomer perks: Discounted rates on follow-up services and access to essential resources during your studies at NorQuest.



Your Fast Track to Canadian Permanent Residence:

Your future in Canada starts with the right first step. BorderPass guides you through Express Entry with expert support, lawyer review, and long-term PR planning.

[Get Started →](#)

[Check Status →](#)

[Apply](#) to IRCC Using BorderPass

NorQuest students can apply for their initial study permit, study permit extension, co-op work permits, and post-graduation work permits using BorderPass. The platform provides step-by-step guidance and legal review to ensure your application is complete and accurate.

[Click here to create an account](#)

Why BorderPass

Immigration can be complex and overwhelming. BorderPass helps you feel confident and supported, so you can focus on your studies and your future in Canada. With expert legal guidance and smart digital tools, you'll have peace of mind every step of the way.

- Secure online platform for preparing, reviewing, and filing study permit applications. BorderPass submits your application to IRCC on your behalf.
- Expert legal support from trusted Canadian immigration lawyers who guide you through the entire process.
- Ongoing monitoring of visa status, important dates, and immigration documents.
- Additional perks like Express Entry score tracking.

If you require assistance with using BorderPass, use the chat feature on their [website](#) or email at hello@borderpass.ai

Housing and Accommodation

NorQuest International offers free services with an International Student Settlement Advisor to discuss accommodation, transportation and other questions related to transition to Canada. [Book an appointment with an Advisor here.](#)

NorQuest is located in downtown Edmonton and there are many rental options available in the area. Know your options, tenant rights, responsibilities and supports from the links below:

- [Accommodations](#) - long-term and short-term options
- [Rental checklist](#) - what you should know before signing a lease contract.
- [Tenant rights and responsibilities](#)
- [Tenant supports](#)
- [Tenant Insurance](#)
- [How to set up utilities](#)

Type of Accommodation	Average Price
Studio Apartment	\$1000 and up*
1 Bedroom Apartment	\$1100 and up*
2 Bedroom Apartment	\$1350 and up*
Individual Basement	\$1200 and up*

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

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

Compared to the rest of the world, Canada has one of the most expensive phone plans. However, if you choose wisely, choosing the perfect plan can save you hundreds of dollars a year (and avoid a lot of frustration).

Most major malls and electronic stores in Edmonton such as Best Buy and Visions Electronics have some of the major cell phone carriers and internet providers in Edmonton. Below are some of the major providers in Edmonton. Click on each icon to know more about their offers. Find more on cell phone set up here: [Cell phone plans and internet providers](#).



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 prospects in Canada.

Click [here](#) to view the steps on how to open a bank account. Below are some of the major banking and financial institutions in Canada, click on the icon to know more.



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



Alberta Health Card

Medical expenses can be extremely high in Canada so you must have a **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 would 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
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:

- Accu-Search Registries, Centre, 10205 101 St NW #215, Edmonton, AB T5J 2Y9
- Edmonton Oliver Square Registries (Downtown) 11648 104 Avenue NW, Edmonton, AB T5K 2T7

In addition, all NorQuest students in credit programs 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

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.

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. **Note that having**

this stated on your study permit does not automatically make you [eligible to work](#).

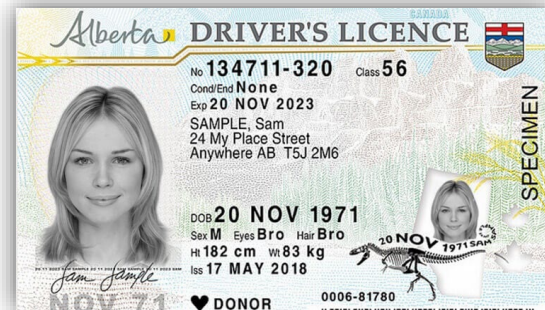
If you have a valid study permit, but it DOES NOT state that you “may accept employment” or “may work” in Canada, please consult with an International Student Advisor at NorQuest International to check if you need to apply for amendment to your study permit or change the conditions of your study permit. **You cannot work in Canada without this condition printed on your study permit.**

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

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.

Learn more on how to apply for [Alberta ID](#) and [Driver's License](#).



If you came from a country that has signed a [Reciprocal Licensing Agreement with Alberta](#), you can exchange your original driver's license for an Alberta driver's license provided you meet the minimum requirements.

If your country of origin does not have a Reciprocal Licensing Agreement with Alberta, you will 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 fully licensed drivers. It takes a minimum of 1 year 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 1-year waiting time does not pertain to those who held a 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".

Transition to Canada

NorQuest has prepared a comprehensive [Transition to Canada Toolkit](#) which provides additional information and resources that may be helpful for you. Visit the NorQuest website or [book an appointment](#) with a NorQuest international settlement advisor. We're here to support your move to Canada!

Health Matters

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.



If you need health advice, 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. For emergencies call 911 or call uber to drop you off at the emergency room.

Walk-in Clinics

No appointment necessary – check clinic's "walk-in" hours and go. There should be one close to your home. Keep in mind that estimated waiting time depends on the number of patients currently waiting so it would be the best to call the clinic and check beforehand or to use the "[Alberta Find a Family Doctor](#)" search tool to find a provider accepting new patients near you.

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

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

College Policies and Regulations

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

NorQuest College follows dual forms of course registration procedure:

- block enrolment, i.e. course registration completed by the Office of the Registrar and
- self-enrolment, whereas students are required to complete course registration by themselves through the “Navigate”.

Find your program name in the [registration guide](#) and check if it is under block enrolment or self-enrolment. Follow the steps outlined on the same page if you are required to complete [self-registration](#) into classes.

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.

Students can make changes to their class schedule, e.g. by adding or dropping courses until the add/drop deadline. Please consult with a [Student Advisor](#) prior to dropping classes as it may result in being off track from the standard program plan.

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.

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. **If you are withdrawn, your study permit will become invalid. It's very important to pay your tuition on time.**

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](#):

If you withdraw	Academic Penalty	Financial Penalty
30 days or more prior to the start of your program	None	• All fees are refundable minus half of tuition deposit.
From 30 days prior to the start of your term or session up to the first day of term or session	None	• Tuition deposit is entirely non-refundable and non-transferable. • If a student's study permit application is denied and the Office of the Registrar is notified one or more days before the start of the program, the student is eligible to receive a refund of fees, less 25% of the tuition deposit. • The U-Pass fee, if paid and picked up, is non-refundable. • Full refund of all other tuition and fees already paid in full.
Up to 10% of each class	None	• Tuition deposit is non-refundable and non-transferable. • The U-Pass fee, if paid, is non-refundable. • No refund for health and dental Insurance, if you have accessed services. • A \$25 administration fee (\$50 for international) will be assessed for a program withdrawal. • 100% refund of tuition, Students' Association fee, registrarial fee, program and supplies fee, textbook rental fee (if applicable), health and dental fee (if you have not accessed services) already paid in full.
Between 11% and 20% of each class length	Grade of "W" (Withdrawal) assigned. Grade is not calculated in grade point average (GPA).	• 75% refund of tuition less a \$25 administrative fee (\$50 for international students) for a program withdrawal. • All other fees are non-refundable.

Between 21% and 50% of each class length	Grade of "W" (Withdrawal) assigned. Grade is not calculated in GPA.	• No refund
After more than 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
- 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, if 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 of their course 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 behavior
- 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 behavior
- maintain timely and respectful communication with appropriate college offices and personnel, whether in-person or through electronic means

Employment Opportunities

Work On-Campus

Full-time students with a valid study permit with the condition “may accept employment on campus” and who are enrolled full-time may work on NorQuest campuses if positions are available. Authorization to work on-campus is not dependent on the program the student is enrolled in, meaning full-time students in Open Studies, Academic Upgrading, and ESL may work on-campus. Possible on-campus jobs include being a Student Assistant at various NorQuest Departments. You can check available opportunities [here](#). On-campus work also includes employment by businesses located on campus premises, such as food court businesses. For information on available positions please inquire within.

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

Work Off-Campus

Full-time students in a **diploma** or **certificate** program longer than 6 months who hold a valid study permit with the condition “may accept employment on- or off-campus” printed on it may work off-campus up to 24 hours in each 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 and succeeding terms, students are eligible to work full-time (unlimited hours) during [an institution's scheduled break](#) (e.g. reading week/interim break, Christmas break, or over the summer, if it's a scheduled break in your program). A break must be at least 7 days (one full week) to be eligible to work full-time.

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 an eligible program at a participating Canadian post-secondary institution to gain Canadian work experience.

The list of NorQuest's programs with the Classification of Instructional Programs (CIP) codes eligible for a Post-Graduation Work Permit (PGWP) is published [on this page](#). There are additional [requirements to obtain a PGWP](#) including enrolling full-time in every mandatory term and completing the majority of your program in-person. Ensure to register in more than 50% in-person classes per term to meet this requirement.

Volunteering

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 [NorQuest International by visiting our Get Involved page](#), the [Students' Association of NorQuest College \(SANQC\)](#), or the [NorQuest RBC Ambassadors](#).

For the City-wide opportunities, find out more at [Volunteer Alberta's website](#).

Please note that in some cases volunteering may be considered as working by IRCC, which requires work authorization. For more information, please visit the [What is Work?](#) web page.



Student Services

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 progress toward completing their program, 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 unless exempt, 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

Email: international@norquest.ca

Student Advisors

[Student Advisors](#) 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 1-213, Civic Employees Legacy Tower, Downtown Campus

Phone: 780.644.6130 **Email:** student.advisor@norquest.ca

Academic Program Advisors

[Academic Program Advisors](#) are here to help you succeed. They meet with you to identify any challenges, escalate concerns, and connect you with support services. If you're on academic warning or need to withdraw, reach out to your advisor for help.

Follow this [link](#) to connect with your Academic Program Advisor

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 and conducting mock interviews
4. Assisting with portfolio development
5. Assisting with volunteer opportunity search

For more information, visit the [Career Center resource hub](#) or book an appointment with a [Career coach](#).

Location: 6th Floor, Civic Employees Legacy Tower, Downtown Campus.

Phone: 780.644.6160 **Email:** careercentre@norquest.ca

Work-Integrated Learning (WIL)

NorQuest offers several types of Work-integrated Learning, including:

- Co-op
- Field experience
- Clinical placement
- Community service learning
- Micro-WIL

For assistance with completing work, practicum, and clinical requirements, contact:

Faculty of Health Students: healthtodolist@norquest.ca

Community Studies Students: WILCEC@norquest.ca

Location: 6th Floor, Civic Employees Legacy Tower, Downtown Campus.

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: Singhmar Centre for Learning, Downtown Campus

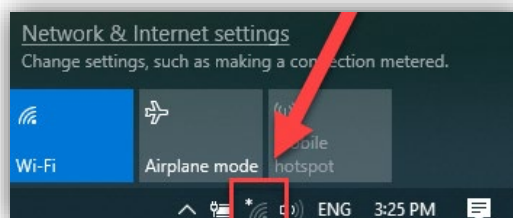
Phone: 780.644.6200 **Email:** thecore@norquest.ca

Service Campus Wi-Fi Access

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

Windows 10/11 Instructions

1. Click the **Network** icon
2. Select **NorQuest-Visitor**
3. Click **Connect** (*Connect automatically* is optional)
4. Open your browser window (might automatically open)
5. At the login page, use your MyQuest/LMS 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-Visitor network



Service Desk

The [Service Desk](#) provides students with technical support for NorQuest applications including Outlook, LMS, MyQuest, password resets, and wireless access, with additional resources like FAQ's and virtual agent assistance available on their website. In-person

support and drop-in computer and printer resources are available for students during support hours.

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

Phone: 780.644.6100 studenthelp@norquest.ca

Counselling Services

Student life involves juggling schoolwork 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

Visit the [Center for Growth and Harmony](#) for more Information.

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

Phone: 780.644.6155 **Email:** wellness@norquest.ca

Student Resolution and Integrity Office

The Student Resolution and Integrity Office (SRIO) 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 a particular academic assessment.

Phone: 780.644.6490 **Email:** srio@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](#) for a full list of scholarships, bursaries, and awards.

Location: Room 1-204, Civic Employees Legacy Tower **Phone:** 780.644.6130 **Email:** 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 and is 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

Academic and Cultural Adjustment

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 journey at NorQuest, as well as, to follow the below tips.

International Peer Mentorship Program

The International Peer Mentorship Program matches senior international students with new international students (like you!) 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. Complete your profile to 100%
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. *Be sure to double check that you put the correct email so that we can connect with you.*

For any questions about this program, please [book an appointment](#) with the International Student Engagement Officer.



Global Café

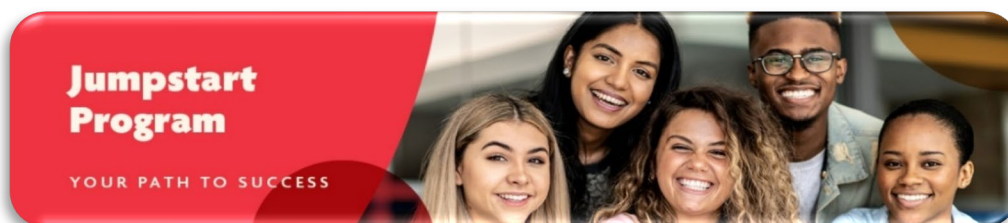
Global Café is an innovative initiative by the NorQuest International Engagement & Settlement team, designed to provide students with enriching learning opportunities that broaden their global perspectives. Held twice every term, each event will host up to 50 students and feature a diverse range of activities aimed at fostering intercultural competence, leadership skills, and practical business insights.



Each Global Café event will run for one hour and feature a mix of interactive activities, guest speakers, and hands-on workshops. The events will focus on a rotating set of themes, ensuring a rich and varied experience for participants. If you're interested in volunteering to be a Global Café presenter, reach out to getinvolved@norquest.ca

Please check our [Events](#) page towards the start of the Fall term to be updated on the schedule of the Global Café.

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 Student Resolution and Integrity Office, The Learner Centre, the Students' Association, as well as NorQuest teachers and experts.

Students who attend four out of six Jumpstart sessions will receive a Certificate of Completion, which will make you eligible to apply for the [International Student Integrity Award](#) (worth \$1000!). *We host this program every Fall and Winter terms.*

[Check out the Jumpstart schedule today!](#)

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 a 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**

Nurse's office: [780.913.9076](tel:780.913.9076)

For further information please visit

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

SANQC Campus SafeWalk

You can request a SafeWalk from a trained [Campus SafeWalk](#) volunteers to walk with you to the bus stop, LRT, or parking within their service area. This free program is dedicated to reducing the risk of physical and/or emotional harm to NorQuest students, employees, and guests during the program's operating hours (Mon – Fri: 4:15 – 9:15 pm during the Fall and Winter terms).

To request a SafeWalk:

- Call: 780.644.5811 to speak with a Campus SafeWalker
- Microsoft Teams: Message CampusSafeWalk to get in touch with them
- In-person: 2-006, SCFL (near the Learner Centre)

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 life jacket!

- 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 must 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 on the 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 is 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 the [International Student Settlement Advisor](#) 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. Please be cautious of emails offering money or financial rewards, even if they appear to come from a NorQuest email address. Official communication regarding financial aid or bonuses will always be shared through verified NorQuest College channels or posted on the college website.

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;**
- **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:

- Include your **student ID number** in the subject of the email.
- 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 the 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 addresses 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

Civic Employees Legacy Tower
Room 1-215, 10215 - 108 Street NW
Edmonton, Alberta, Canada T5J 1L6
Email: international@norquest.ca
Book an appointment: <https://32814.waitwell.ca>