

Social Work Diploma Program (SWDP)

Student Handbook

2018-2019 ACADEMIC YEAR

Social Work
Faculty of Health and Community Studies
Date Rev. August 2018

Table of Contents

SOCIAL WORK DIPLOMA PROGRAM (SWDP)	1
STUDENT HANDBOOK	1
2018-2019 ACADEMIC YEAR	1
SOCIAL WORK	1
FACULTY OF HEALTH AND COMMUNITY STUDIES	1
DATE REV. AUGUST 2018	1
MESSAGE FROM THE DEAN	6
JACKIE NESLON, RN, MPH	6
MESSAGE FROM THE CHAIR	7
DONNA BELL, MSW, RSW	7
NORQUEST COLLEGE VISION/MISSION/VALUES	8
VISION	8
MISSION	8
VALUES	8
CONTACT INFORMATION	9
EDMONTON DOWNTOWN CAMPUS: BUILDING LOCATIONS (SINGHMAR CENTRE FOR LEARNING (SCFL), HERITAGE TOWER, HEC 102, HEC 106)	9
OFFICE OF THE REGISTRAR	10
CAMPUS LIFE	11
BOOKLISTS	11
BOOKSTORE	11
CAMPUS (NON-SMOKING)	11
COLLEGE POLICY	11
EMERGENCY PROCEDURES	11
LOCKER RENTALS	12
PARKING	12
SCENT-FREE ENVIRONMENT	13
HEALTH & WELLNESS	13
COUNSELING SERVICES	13
HEALTH SERVICES	13
FINANCIAL AID & SPONSORSHIP	14

FINANCIAL AID	14
SCHOLARSHIPS, BURSARIES & AWARDS.....	15
ACADEMIC SUPPORT.....	15
SERVICES TO STUDENTS WITH DISABILITIES.....	15
TUTORIAL CENTRE.....	16
LIBRARY	16
MOODLE SUPPORT.....	16
PRINT SERVICES	16
COMPUTER COMMONS	16
COMMITTEES/COUNCILS/ASSOCIATIONS & STUDENT REPRESENTATION	17
ACADEMIC COUNCIL	17
PROFESSIONAL ASSOCIATIONS	17
PROGRAM ADVISORY COMMITTEE (PAC)	17
STUDENT REPRESENTATION COMMITTEE	ERROR! BOOKMARK NOT DEFINED.
STUDENT'S ASSOCIATION	17
OFFICE OF STUDENT JUDICIAL AFFAIRS.....	18
CODE OF CONDUCT	18
OVERVIEW OF PROGRAM.....	19
OUR COMMITMENT	19
THE NORQUEST LEARNING EXPERIENCE	19
VISION, MISSION AND PURPOSE.....	19
PROGRAM COURSES BY TERMS	20
COMPETENCY-BASED LEARNING OUTCOMES:	26
"GRADUATES ARE ABLE TO..."	26
SOCIAL WORK DIPLOMA PROGRAM (SWDP) LEADERS	27
ROLES & RESPONSIBILITIES WITHIN THE PROGRAM.....	28
PROGRAM CHAIR.....	28
ADMINISTRATIVE & OPERATIONAL STAFF	28
STUDENT NAVIGATOR.....	28
OFFICE OF THE REGISTRAR (OR)	29
PROFESSIONALISM.....	29
SOME ASPECTS OF PROFESSIONALISM FOR SOCIAL WORK STUDENTS	30
PUNCTUALITY	31

WELCOME	31
PRACTICAL TIPS FOR SUCCESS IN THE FULL-TIME PROGRAM.....	31
ORIENTATION.....	32
COURSE ASSIGNMENTS	33
LATE ASSIGNMENTS	33
COURSE EXTENSIONS.....	33
TRANSFER CREDIT	33
UNIVERSITY TRANSFER.....	34
SOCIAL WORK DIPLOMA PROGRAM PRACTICUM CURRICULUM.....	35
EXAMINATIONS.....	36
WRITTEN EXAMS: HOW TO USE A MULTIPLE-CHOICE ANSWER SHEET	36
PROTOCOL FOR WRITING EXAMINATIONS.....	37
ON YOUR DESK DURING EXAMS.....	38
EXAMINATIONS IN MOODLE	38
LATE ARRIVAL.....	38
MISSED EXAMINATION.....	39
EXAMINATION DEFERRALS	39
RELEASE OF EXAMINATION MARKS	39
EXAMINATION REVIEWS.....	39
GRADE INFORMATION.....	40
RELEASE OF GRADES	40
GRADING SCALE	40
HONOURS STANDING	40
GRADE APPEALS.....	40
CREDENTIALS.....	40
ACADEMIC PROGRESS	41
STUDENT CONDUCT IN ACADEMIC MATTERS	41
ACADEMIC INTEGRITY.....	42
ACADEMIC PROBATION	42
REPEATING A COURSE	43
SHARED RESPONSIBILITY AND LEARNER IMPROVEMENT PLANS	43
STUDENT APPEALS	44
WITHDRAWALS	45
PROGRAM INITIATED STUDENT WITHDRAWALS	45

WITHDRAWAL FROM THE PROGRAM	45
EVALUATION & FEEDBACK TO THE PROGRAM AREA & COLLEGE	46
CONVOCATION AND BEYOND	46
ALUMNI ASSOCIATION	46
APPLYING TO GRADUATE & CONVOCATION.....	47
BLOCK TRANSFER.....	47
STAY IN TOUCH!.....	47
STUDENT CAREER AND EMPLOYMENT SERVICES	48
COLLEGE POLICIES AND PROCEDURES.....	48
APPENDIX: FORMS	48

MESSAGE FROM THE DEAN

JACKIE NESLON, RN, MPH

Welcome to the Faculty of Health and Community Studies! We are very pleased that you have chosen NorQuest College as a starting point on your journey to becoming a Registered Social Worker (RSW). Here, you will find highly qualified faculty, a current and workforce-relevant program curriculum, and a supportive learning environment.

As a graduate of the NorQuest College Social Work Diploma Program (SWDP), you will have excellent career opportunities with a skill set that is in high demand.

The Instructional Team looks forward to working with you as you embark on your educational journey. We encourage you to seek our assistance and support to help you achieve your goals.

This student handbook is designed to provide you with information to guide your success in the program.

MESSAGE FROM THE CHAIR

DONNA BELL, MSW, RSW

Welcome to the Social Work Diploma Program! We are very pleased that you have chosen NorQuest College as a starting point on your journey to becoming a Registered Social Worker (RSW). Here, you will find highly qualified faculty, a current and workforce-relevant program curriculum, and a supportive learning environment.

The program is in a transition phase for this academic year as we make improvements to how we deliver the face to face delivery program while maintaining the most current trends and practices in the Social Work profession. This year we are excited to unveil our new structure to the Year one students while maintaining the integrity of the program as Year 2 prepares to graduate under the original structure they started their educational journey with us.

The Instructional Team looks forward to working with you as you embark on your educational journey. We encourage you to seek our assistance and support to help you achieve your goals.

This student handbook is designed to provide you with information to guide your success in the program.

NORQUEST COLLEGE VISION/MISSION/VALUES

VISION

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

MISSION

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

VALUES

We value people. We:

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

We value learning. We:

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

We value our role in the community. We:

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

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

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

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

CONTACT INFORMATION

The Social Work Diploma Program is taught at the **Edmonton Downtown Campus** located on the traditional lands, referred to as Treaty 6 Territory. The Social Work Diploma Program would like to acknowledge that the City of Edmonton and all the people here are beneficiaries of this peace and friendship treaty. Treaty 6 encompasses the traditional territories of numerous western Canadian First Nations, including Cree, Dene, Stoney-Nakota Sioux, Saulteaux, and Ojibwe and Metis peoples. NorQuest College and the Social Work Diploma Program are dedicated to ensuring that the spirit of Treaty 6 is honoured and respected.

More information and Campus Maps can be found at:

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

EDMONTON DOWNTOWN CAMPUS: BUILDING LOCATIONS (SINGHMAR CENTRE FOR LEARNING (SCFL), HERITAGE TOWER, HEC 102, HEC 106)

SCFL = Singhmar Centre for Learning

CELT = Civic Employee Legacy Tower (formerly Heritage Tower)

10215-108 Street
Edmonton, AB T5J 1L6

Reception for the Faculty of Health and Community Studies:

CELT 6-204
10215 – 108 Street
Phone: 780-644-6410
Fax: 780-644-6529
Toll Free: 1-866-534-7218

**Health Education Centre
(HEC 102)**

10704-102 Avenue
Edmonton, AB

**Health Education Centre
(HEC 106)**

10232-106 Street
Edmonton, AB

OFFICE OF THE REGISTRAR

Civic Employees Legacy Tower

1-205 CELT

Mailing address:

10215-108 Street

Edmonton AB T5J 1L6

Phone: 780-644-6000

Fax: 780-644-6013

Toll Free: 1-866-534-7218

Email: info@norquest.ca

Admissions department: admissions@norquest.ca

Enrolment department: enrolment@norquest.ca

CAMPUS LIFE

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

BOOKLISTS

Booklists are available to view at the bookstore, or online at: <http://www.norquest.ca/resources-services/facilities/bookstore/booklists.aspx>

BOOKSTORE

1-1091, Main Floor, SCFL
Phone: 780-644-6203
Email: studentbookstore@norquest.ca

Hours of Operation

Monday – Friday 7:45am - 4:30pm
(CLOSED: Weekends & Statutory Holidays)

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

CAMPUS (NON-SMOKING)

Please note that our campus is a non-smoking campus. There is no smoking inside any building and there is no smoking on any NorQuest College property.

COLLEGE POLICY

Although you are not on campus regularly, as a student of NorQuest College, you must uphold the policies that apply to all students. Please review the Policies and procedures diligently, and don't hesitate to ask questions as needed. The Policies and Procedures may be found: <https://norquest.ca/about-us/policies-procedures.aspx>

EMERGENCY PROCEDURES

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

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

LOCKER RENTALS

A locker is recommended for your program. We suggest to find a locker in the Singhmar Centre for Learning but note that your classes are located throughout the campus. Lockers are rentable for \$16 per term or \$4 per month. To obtain a locker, you find an available locker, secure it with your lock, and go immediately to the Bookstore (1-091) to register for the locker and pay. More information is found at:

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

PARKING

Due to construction, there is currently no parking for students. It is the student's responsibility to contact the following parking providers for further information:

Impark

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

Diamond Parking Services

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

Student daily parking is allocated to Lot D for registered students. Parking passes are available for purchase at the Bookstore, located in the basement of the main building. Parking is available at no charge in the evenings, after 1700h, and on the weekends. Rate details and availability are available upon request. For details, please visit the Bookstore or call 780-644-6215 or 780-644-6218.

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

U-PASS (PUBLIC TRANSIT)

All eligible students will automatically be enrolled in the Students' Association's Universal Transit Pass (U-Pass) Program. The mandatory U-Pass provides unlimited usage of regular services (excluding special event, contracted and charter service) in the following areas:

Edmonton (including the LRT)

Fort Saskatchewan

Leduc

Spruce Grove

St. Albert

Strathcona County

All qualified students are automatically charged a U-Pass fee for the Fall Term (Sep 1 – Dec 31) and Winter Term (Jan 1 – Apr 30). Starting in 2018, the Spring Term (May 1 – Aug 31) will be added as well. For details, please refer to: <http://www.sanqc.ca/student-services/u-pass-program/>

SCENT-FREE ENVIRONMENT

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

HEALTH & WELLNESS

COUNSELING SERVICES

1-101, Main Floor, SCFL
Phone: 780-644-6130

Learning to be a student and finding 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 wide range of expertise and knowledge.

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

<https://www.norquest.ca/Resources-Services/Student-Services/Counselling-Services.aspx>

HEALTH SERVICES

1-101, Main Floor, SCFL
Phone: 780-644-6155

Nurses are located at the downtown campus and are available for appointments during regular college hours. We are committed to providing professional & confidential services to the students and staff at NorQuest College in a safe and competent manner. Although priority will be given to appointments, walk-ins are always welcome.

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

ON-CAMPUS CHILD CARE

The 1000 Women Child Care Centre is in the new NorQuest College Singhmar Centre for Learning and is expected to open this fall. The child care centre will offer safe and accessible service to NorQuest students and employees, and the community. A total of 56 spaces will be available for children who are 19 months to five years old.

At time of writing, no information on registration for the child care centre is available. Registration planned to open this summer.

Please inquire for updates on registration where student service information is provided on campus, including Student Services located in Room 125, Heritage Tower Phone: 780-644-6130 and; the NorQuest College Student Association, 1-114, Main Floor, SCFL, Phone: 780-644-6250.

REFLECTION ROOM

A reflection or an inter-faith room is located in HEC 102, Room B209.

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

INDIGENOUS STUDENT: FACILITIES AND OPPORTUNITIES

Indigenous Ceremonial Room

NorQuest's Indigenous Ceremonial Room provides a multi-purpose facility for Indigenous students. Located in SCFL, at the downtown campus, the Ceremonial Room is used for formal ceremonies, counselling sessions with an Elder, and as a social gathering place.

RBC Indigenous Mentorship Program

Indigenous mentors create a support system from within an Indigenous framework to develop a sense of belonging and enhance the learning experience of Indigenous students attending NorQuest College. Learn more about the [RBC Indigenous Mentorship Program](#) and how to get involved.

FINANCIAL AID & SPONSORSHIP

FINANCIAL AID

Room 1-204,
Civic Employees Legacy Tower, Downtown Campus
Phone: 780-644-6130

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

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

SCHOLARSHIPS, BURSARIES & AWARDS

Allied Health students are eligible for a variety of scholarship opportunities. You can review this information at: <http://www.norquest.ca/resources-services/student-services/funding-your-education/scholarships,-bursaries-awards.aspx>

Additional opportunities

- Health Care Practicum Funding Program: <https://www.benorth.ca/healthcare-practicum.asp>
- CPA Indigenous Student Award: <http://www.physiotherapy.ca/Advocacy/Legislation/Indigenous-Student-Award>

If you need assistance, you may consult your Student Navigator

ACADEMIC SUPPORT

SERVICES TO STUDENTS WITH DISABILITIES

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

If the student requires an accommodation for classroom activities, exams or clinical environment, it is their responsibility to discuss their needs with the instructor or Associate Chair. Accommodations are assessed through Student Services. If exams are to be written outside of the classroom (SCFL 2nd floor, Learning Support), please inform your instructor in advance so that the program area can arrange for the exam to be ready for you. Exams must be booked for the same time as the in-class exam.

For more information refer to <https://norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx> where you may also find the referral form: <https://norquest.ca/NorquestCollege/media/pdf/resources/student-services/referral-for-disability-services.pdf>

- **If a student's accommodation includes audio recording for lectures**, they must provide the instructor with the following completed form: *Agreement Regarding Audio Recording of Lectures*, at the conclusion of this manual.
- **Students with allergies** should be aware that in this program, you may use a variety of materials in your learning. It is the student's responsibility to be aware of their environment, ask for clarification as required, and inform the instructor or Associate Chair about any concerns.

TUTORIAL CENTRE

2nd floor, SCFL (in the library)
Phone: 780-644-5864
LIBRARY, MOODLE, PRINT SERVICES, COMPUTER COMMONS

LIBRARY

Our library is located on the 2nd floor of SCFL and hours of operation are Monday-Thursday from 7:30 a.m. – 7:00 p.m., Friday 7:30 a.m. – 5:00 p.m., and Saturday 12:00 p.m. - 5:00 p.m. You can access library services in person, via phone at 780-644 -070, via text at 587-600-0084, or online via email or chat at: <https://library.norquest.ca/about.aspx>

MOODLE SUPPORT

All courses in the PN Program utilize Moodle, our online learning management system, for course materials. Upon registration, you will receive login information via your MyMail account. Course materials may include review materials, handouts, course outline, PowerPoints, notices from your instructor, course syllabus, assignments and exams. It is important that you login and review the course materials and information regularly. <http://www.norquest.ca/resources-services/resources/student-tools-support/moodle support.aspx>

PRINT SERVICES

RILEYS
10180-108 Street NW
Edmonton, Alberta

COMPUTER COMMONS

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

COMMITTEES/COUNCILS/ASSOCIATIONS & STUDENT REPRESENTATION

ACADEMIC COUNCIL

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

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

PROFESSIONAL ASSOCIATIONS

Student membership is promoted in Alberta College of Social Workers www.acsw.ca – the regulatory body of professional social work practice in Alberta.

PROGRAM ADVISORY COMMITTEE (PAC)

Each program in Allied Health has an active Program Advisory Committee, made up of educators, practitioners, industry leaders, alumni, and students. The purpose of this committee is to provide guidance to the program area in ensuring the curriculum and its delivery is current and relevant to the workforce. The PAC for this program meets at least twice per year.

STUDENT'S ASSOCIATION

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

You are encouraged to become an active part of campus life at NorQuest College, by becoming involved in the Student Association. The office is located on the main floor of SCFL and the phone number is 780-644-6250. More information on events, services, and opportunities to be involved are found at:

<http://www.sanqc.ca/>

OFFICE OF STUDENT JUDICIAL AFFAIRS

STUDENT CONDUCT IN ACADEMIC MATTERS

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

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

STUDENT RIGHTS & RESPONSIBILITIES

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

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

<https://www.norquest.ca/Resources-Services/Student-Services/Office-of-Student-Judicial-Affairs/Student-Rights-Responsibilities.aspx>

CODE OF CONDUCT

Students are expected to uphold a high standard of personal conduct during their time at NorQuest, in preparing students to be members of a health care team.

As well, you are responsible for upholding the conduct as listed below:

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

OVERVIEW OF PROGRAM

NorQuest College offers an accredited two-year full-time face to face delivery Social Work Diploma Program (SWDP) with a multicultural focus. As its mission, the program emphasizes the values of human diversity and teaches practice within an anti-oppressive framework that is supportive and empowering. As a social worker, you may have the ability to improve the quality of life for yourself and for others through self-reflection and offering resources, services and opportunities for your prospective clients. In addition, you will be prepared to create social change through your work and professional activities.

OUR COMMITMENT

THE NORQUEST LEARNING EXPERIENCE

Your experience as a learner in the SWDP is important to us. You will have an inclusive learning experience, embracing diversity and developing skills, knowledge and ethical values and principles needed to succeed. You will be taught by exemplary faculty with relevant social work practice experience, who will respect you as a partner in learning and bring together theory and practice in practical ways. Our commitment is to partner with you to prepare you for a successful career as a Registered Social Worker.

For more information on the NorQuest Learning Experience:

<http://www.norquest.ca/about-us/the-norquest-learning-experience.aspx>

VISION, MISSION AND PURPOSE

- The Social Work Diploma Program (SWDP) **Vision** Statement:

Graduates striving towards caring, socially just practice

- The Social Work Diploma Program (SWDP) **Mission** Statement:

The Social Work Diploma Program emphasizes the value of human diversity and teaches practices within an anti-oppressive framework that is supportive and empowering

- The **Purpose** of the Social Work Diploma program (SWDP) program:

To prepare students

- **for employment and career development in the human and community service sector, who bring to helping work practical skills and knowledge grounded in a commitment to the profession's coded ethical values and standards and to the program's vision and mission;**
- **to further social work education at the undergraduate level (BSW-level).**

- PROGRAM OPERATIONS, STRUCTURE AND COURSES

The program is offered full-time only.

This program has been designed to give you the best possible education. The courses provide instruction that will develop your social work knowledge, skills and ethical values, as well as include humanities and social science studies that enable you to enhance your interdisciplinary understanding and communication.

Schooling for a student in the SWDP entails attending on-campus daytime classes scheduled anytime between 8 am and 5 pm, Monday through Friday. In addition, **Year One Students** will be in placements 2 days a week from January to April and at minimum 3 days a week in May and June. **Year Two Students** will only be in placement 5 days a week in May and June.

- Options to Lighten Your Course Load**

- o **Alternate Pace:** Complete the program over 2 ½ years this provides reduced course load to facilitate work and life balance and specific learning needs.
- o **Open Studies Courses (Courses marked with (O) in the Course Description table below):** Take open studies courses prior to starting the program.

PROGRAM COURSES by TERMS

Course Number	Description
Term 1 – 16 weeks (Year 1)	
ENGL 2550 (O)	Introduction to Composition 3 credits (45:0:0 hours) The course has a strong focus on essay composition and analysis. The assignments are designed to encourage critical and analytical reading, thinking and writing. This course also introduces and demonstrates the APA method of citation. Prerequisites: 60% in English Language Arts 30-1 or 70% in English Language Arts 30-2 or equivalent
HEED 1000 (O)	Health Education: Individual Health and Wellness 3 credits (45:0:0 hours) Gain an overview of the physical, social, psychological, environmental, and spiritual aspects of personal health and wellness within the context of the community, the Canadian health-care system, and the global environment. Lifestyle choices are introduced as physical and social determinants affecting personal health and the health of others. Learn how to take responsibility for your own health and to advocate for the health of others.

Course Number	Description
PSYC 1040 (O)	<p>Introduction to Psychology 3 credits (45:0:0 hours)</p> <p>This course is the basic foundation course in psychology. It provides an introduction to the scientific study of behaviour and the mind. This course examines the evolution of psychology, research methods, descriptive statistics, the brain and behaviour, human lifespan development, sensation and perception, states of consciousness, conditioning and learning, and memory. Note: Students with credit in another introductory psychology course may not be eligible for credit in this course. Please check with the Program Chair.</p>
SOWK 1010 (O)	<p>Introduction to Social Work 3 credits (45:0:0 hours)</p> <p>Study the history of social work and its evolution as a profession as the foundation for understanding social work's current roles and practices. Learn about social policy, political structures, social issues, and practice with diverse client groups.</p>
SOWK 1020	<p>The Helping Process 3 credits (45:0:0 hours)</p> <p>Focus is on the helping process, which is the essence of social work practice. Examine the qualities and values of the helper in the context of multicultural practice. Study communication theory, techniques, and interviewing skills. Apply theory and skills to case studies and roleplay scenarios. Prerequisite: SOWK 1010</p>
SOWK 1023	<p>Social Work Field Education Laboratory I 2 credits (0:30:0 hours)</p> <p>Develop and heighten your awareness of and readiness for social work field education. Learn reflectively and analytically through practice oriented activities such as case studies, role plays, and agency visits to build skills and a value for professional ethics and competence reflective of the social work helping process. Co-requisite: SOWK 1010, SOWK 1020, or permission of the Program Chair</p>
Term 2 – 16 weeks	
ENGL 1011 (O)	<p>Critical Reading and Writing 3 credits (45:0:0 hours)</p> <p>This course introduces students to formal and rhetorical writing practices at the post-secondary level, with an emphasis on literary analysis and close reading. Instruction and practice will be integrated with the study of literature drawn from a broad range of historical periods, cultural perspectives, social contexts, and literary genres (including fiction, poetry, drama, non-fiction articles and essays, news media, and other cultural texts). Specific themes and texts will vary between sections.</p>
PSYC 1050 (O)	<p>Foundations of Human Behaviour 3 credits (45:0:0 hours)</p> <p>Build on your introductory knowledge of the scientific study of behaviour and the mind. Focus on the study of cognition (thinking), intelligence and creativity, motivation and emotion, personality, health, stress, and coping, psychological disorders, therapies, and social behaviour. Note: Students with credit in another introductory psychology course may not be eligible for credit in this course. Please check with the Program Chair. Prerequisite: PSYC 1040</p>

Course Number	Description
SOWK 1030	Assessment and Interviewing 3 credits (45:0:0 hours) Build on theory and practice skills and integrate communication and interview skills with theoretical models and concepts to provide a framework for client assessment. Learn a systematic approach to effectively assess and intervene with clients. Prerequisites: SOWK 1010 and SOWK 1020
SOWK 1026	Social Work Practicum XX credits (200 hours) Apply previously learned concepts of social work practice in a practicum setting. Demonstrate knowledge and application of social work interviewing and assessment skills at a beginner level. Prerequisites: SOWK 1023, SOWK 1010, SOWK 1020, or permission of the Program Chair
SOCI 1000 (O)	Introduction to the Study of Society 3 credits (45:0:0 hours) Explore introductory sociology through the study of social relations, community, and society. Learn about the institutions of Canadian society, such as family, politics, ethnicity, education, and religion.
Term 3 – 8 weeks	
SOWK 1027	Social Work Practicum XX credits (150 hours) Apply previously learned concepts of social work practice in a practicum setting. Demonstrate knowledge and application of social work interviewing and assessment skills at a beginner level. Prerequisites: SOWK 1023, SOWK 1010, SOWK 1020, SOWK 1030, SOWK 1026; or permission of the Program Chair
SOWK 1040	Models and Practice from an Anti-Oppressive Perspective 3 credits (45:0:0 hours) Study concepts that address oppression and oppressed peoples, from a historical and a contemporary perspective and apply these concepts to social work practice models. Explore issues associated with internalized dominance and oppression. Apply different theories and perspectives to provide a framework for practice. Prerequisites: SOWK 1010 and SOWK 1020 Co-requisite: SOWK1030
Term 4 – 16 weeks (Year 2)	
PSYC 2010 (O)	Developmental Psychology: Human Life Span 3 credits (45:0:0 hours) Study the biological, cognitive, moral, emotional, and social changes that occur in an individual during the human lifespan. Transfer: UC Prerequisites: PSYC 1040/1050 or equivalent

Course Number	Description
SOWK 2020	<p>Social Work with Groups 3 credits (45:0:0 hours)</p> <p>Focus on the processes and dynamics of group work in social work practice. Explore the theoretical underpinnings of group work with an emphasis on skill development. Focus on identifying values and practices that differ across cultures and consequently impact group work. Examine a variety of group types, phases of group development, intervention techniques, and leadership qualities.</p>
SOWK 2023	<p>Social Work Field Education Laboratory III 2 credits (0:30:0 hours)</p> <p>This course provides a forum for senior social work students to reflect upon and consolidate their learning from the Year 1 practicum experience and prepare for the Year 2 agency-based practicum in the spring. Drawing upon their previous practicum experience and a broader theoretical and conceptual knowledge base, students will have the opportunity to increase their skills and competence in advance of the Year 2 practicum.</p> <p>Prerequisites: SOWK 1025 or permission of the Program Chair Co-requisites: SOWK 2010, SOWK 2020, SOWK 2030; or permission of the Program Chair</p>
POLS 1010 (O)	<p>Canadian Politics: Institutions and Issues 3 credits (45:0:0 hours)</p> <p>This course explores the development of Canadian political institutions and political issues in Canada. The student will learn about contemporary Canadian politics by examining the evolution of federalism, the Constitution, parliament, Aboriginal and minority rights, the welfare state, multiculturalism, and similar topics. The course focuses on teaching critical thinking and writing skills by testing normative and empirical theories against Canadian historical and contemporary evidence. Transfer: UC</p>
SOWK 2010	<p>Community Development 3 credits (45:0:0 hours)</p> <p>Examine the theory and definitions of community, community organization, and community development, as well as related concepts. Consider power and equity in relation to oppression, and apply models of intervention and strategies for change to diverse communities. Study the varied roles of the social worker in community practice and apply principles of community work.</p> <p>Prerequisites: SOWK 1010, SOWK 1020, SOWK 1023, SOWK 1030, SOWK 1040 and SOWK 1024</p>
SOWK 2030	<p>Social Work with Families</p> <p>Focus on the role of the social worker in assessing, intervening in, and supporting the family across its lifespan. Examine families as a unique social institution as well as from the student's personal experience. Explore the historical evolution of family member roles, functions, and characteristics.</p>
Term 5 – 16 weeks	

Course Number	Description
SOWK 2040	<p>Social Policy 3 credits (45:0:0 hours) Study social policy and its relationship to and impact on social work. Discuss social policy concepts and apply them to a variety of Canadian policy issues and societal trends. Examine the benefits and disadvantages of established social policies from the perspectives of marginalized groups. Prerequisites: SOWK 1010, SOWK 1020, SOWK 1023, SOWK 1030, SOWK 1040, SOWK 1024 and POLS 1010</p>
SOWK 2050	<p>Mental Health: A Multicultural Perspective 3 credits (45:0:0 hours) Approach mental health from a holistic and multicultural practice perspective. Examine the traditional medical model of illness and nontraditional cultural practices in mental health. Explore common mental health disorders in relationship to different cultural groups. Prerequisites: SOWK 1010, SOWK 1020, SOWK 1023, SOWK 1030, SOWK 1040, SOWK 1024, PSYC 1040 and PSYC 1050</p>
SOWK 2060	<p>Violence and Addictions: Issues in Social Work 3 credits (45:0:0 hours) Examine in-depth two common abuse situations in contemporary family contexts: violence and addictions. Understand the cycle of violence and its impact on families and communities. Identify addictive substances and behaviours, issues associated with power and control, and impact they have on diverse communities. Prerequisites: SOWK 1010, SOWK 1020, SOWK 1023, SOWK 1030, SOWK 1040, SOWK 1024 and SOWK 2030</p>
SOWK 2070	<p>Social Work in Organizations 3 credits (45:0:0 hours) Identify and understand the role of social workers as managers within many types of organizations. Learn the major functions of management and the importance of administration in organizations that provide social services. Examine attitudes and issues relevant to social work in light of the different responsibilities of the social work manager. Prerequisites: SOWK 1010, SOWK 1020, SOWK 1023, SOWK 1030, SOWK 1040, SOWK 1024, SOWK 2010 and SOWK 2020</p>
SOWK 2024	<p>Social Work Field Education Laboratory IV 2 credits (0:30:0 hours) This course provides additional opportunity for senior social work students to reflect upon and consolidate their learning from the Year 1 practicum experience and prepare for the Year 2 agency-based practicum in the spring. Drawing upon their previous practicum experience and a broader theoretical and conceptual knowledge base, students will have the opportunity to increase their skills and competence in advance of the Year 2 practicum. Prerequisites: SOWK 2023, SOWK 2010, SOWK 2020 and SOWK 2030; or permission of the Program Chair Co-requisites: SOWK 2040, SOWK 2050, SOWK 2060, SOWK 2070; or permission of the Program Chair</p>
Elective	3 credits, University of Calgary transferable
Term 6 – 8 weeks	

Course Number	Description
SOWK 2025	<p>Social Work Practicum II 5 credits (0:0:290 hours) Apply previously learned theory and practice to work with individuals, families, groups, communities and/or organizations. Integrate practicum experience with classroom learning. Prerequisites: SOWK 1025, SOWK 2023, SOWK 2024; or permission of the Program Chair</p>

COMPETENCY-BASED LEARNING OUTCOMES: “Graduates are able to...”

To fulfil the Program Purpose, the Social Work Diploma Program teaches social work practice with the aim of our graduates being able to demonstrably do certain things in terms of social work ethical values and principles, knowledge and skills aligned with the program vision and mission.

These competencies, as below, are listed respective to NorQuest College’s four Program Learning Outcomes: **Creative and Critical Thinking, Inclusive Culture, Community Citizenship** and **Communication and Collaboration**.

Creative and Critical Thinking

Graduates are able to

- engage the social work Code of Ethics and Standards of Practice to address ethical needs/requirements/situations and issues at all practice levels of generalist social work;
- engage and apply social work’s paradigmatic Person-In-Environment perspective and its theoretical derivatives in the Helping Process grounded in the program vision and mission;
- conduct oneself with a demonstrable awareness of professionalism becoming of a social worker as a regulated health profession in their learning and practice settings.

Inclusive Culture

Graduates are able to

- demonstrate knowledge and critical consciousness of Canadian/Albertan Indigenous history and culture, and of “indigenization” as societal and institutional change processes;
- demonstrate knowledge and skills to practise from an anti-oppressive, social justice, power-differential perspective with a view that social work practice is necessarily an caring, socially just culture inclusive of social diversities and differences.

Community Citizenship

Graduates are able to

- advocate at all practice levels of generalist social work;
- practise interventions as group and community work as change agency;
- demonstrate knowledge of how government at all levels works as a critical determinant of quality of life/well-being of citizens of diverse demographics and backgrounds, and of social work practice
- demonstrate knowledge of civil society as an integral part of the Canadian “social welfare” and of social work practice.

Communication and Collaboration

Graduates are able to

- communicate proficiently in helping practice areas of everyday generalist social work – interpersonally, group work and community work;
- communicate orally and in writing by post-secondary/university-level scholarship conventions and requirements, and by what is expected for effective social work practice;
- participate and work effectively as members of a work team
- demonstrate knowledge and apply the *social worker-client partnership* concept in the “Helping Process” at all practice levels of generalist social work.

Social Work Diploma Program (SWDP) LEADERS

DEAN – Jackie Nelson RN, MPH Faculty of Health and Community Studies	Jackie.nelson@norquest.ca	780-644-6445
ASSOCIATE DEAN – Jennifer Mah RN, MN Faculty of Health and Community Studies	Jennifer.mah@norquest.ca	780-644-6186
ASSOCIATE DEAN – Judith Anderson, PhD	Judith.anderson@norquest.ca	780-644-6787
ASSOCIATE DEAN – Bev Suntjens, BA (RecT)	Bev.suntjens@norquest.ca	780-644-6413
PROGRAM CHAIR – Donna Bell, MSW, RSW, Social Work	Donna.bell@norquest.ca	780-644-6784
FACULTY Anne Bello MSW, RSW	Anne.bello@norquest.ca	780-644- 6247
Alana Brown MSW, RSW	Alana.brown@norquest.ca	780-644-6407
Dorothy Jacques MSW, RSW	Dorothy.jacques@norquest.ca	780-644-6417
Ingrid Tenkate MSW, RSW	Ingrid.tenkate@norquest.ca	780-644-6416
PROGRAM CHAIR Leigh Dyrda Ph.D. University Transfer (ENGL, PSYC, SOCI, POLS, HEED courses)	Leigh.dyrda@norquest.ca	780-644-6273
STUDENT NAVIGATOR - Shelley Andersen	Shelley.andersen@norquest.ca Student.navigator@norquest.ca	780-644-6658 780-644-6130
ADMINISTRATIVE & OPERATIONAL SUPPORT 6th Floor Reception, CELT Building Cristina Babin	Clientservrep_health@norquest.ca Cristina.babin@norquest.ca	780-644-6410 780-644-6330

ROLES & RESPONSIBILITIES WITHIN THE PROGRAM

PROGRAM CHAIR

- Overseeing the program for the College
- Faculty and program evaluation
- Program policies
- Overseeing all student activities
- Concerns about the program or curriculum
- Issues that are not satisfactorily addressed by other Faculty members
- Working with students to outline their program plan
- Responding to student questions
- Information about change of course registration
- Information if you have failed, withdrawn, or need to take a break from the program
- Information if you would like to transfer to another delivery option
- Approving final course grades

INSTRUCTOR

- Teach assigned courses (including practicum supervision)
- Course Syllabus, schedule, materials, assignments, and exams
- Monitoring, and recording student progress
- Grading student assignments and providing feedback to the student
- Responding to student questions pertaining to the course
- Questions about the material: readings, assignments, grades, classes, information on Moodle, and exams
- Course and classroom policies and procedures
- Requests for exam or assignment extensions/deferrals
- Address concerns if there is a discrepancy with your mark or you have not received your marks
- Practicum planning, practicum position recruitment, practicum placement

ADMINISTRATIVE & OPERATIONAL STAFF

- Maintaining student records
- Maintaining program information
- Collection of the following student documents: CPR/WHMIS /It's Your Move Certification/AHS Confidentiality and User Agreement Form
- If you are having difficulty contacting your instructor
- If you will be absent for guided practice, clinical, or an exam
- General program information
- Booking appointments to see the Associate Chair, or Program Chair

STUDENT NAVIGATOR

If you are having trouble navigating College Services, or need guidance on the resources available to you, please consult with your **Student Navigator**. For Social Work: Shelley.Andersen@norquest.ca

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- **What is a Student Navigator?** We are a team of **centralized advisors** who are here to answer student questions and concerns – we provide our services for students from application to graduation. *As soon as students apply to the College and pay an application fee, they can access our services.*
 - **What can they do?** We are your go-to people for any general College inquiries – anytime you have any questions/issues about college services, policies, or processes that you are unsure about or don't know where to go to find the answer – your student navigator can help. This may include:
 - **Program information** (General policies and procedures)
 - **College Services** (Provide information or direction to services such as: Career and Employment Services, Tutorial Centre, Counsellors, Social Worker, Bookstore, etc.)
 - **Student Funding** (Grant Funding, Student Loans, how and when to apply, fulltime vs part-time, etc.)
 - **How can I contact them?**

Location: 10215 108 Street, Room 1-204 Civic Employees Legacy Tower, Downtown Campus
Phone: 780-644-6130
Email: student.navigators@norquest.ca

Hours of Operations: Monday – Friday, 8:30 a.m. – 3:30 p.m.
(Drop in or pre-booked appointments available – call or email for more information.)

NOTE: Student Navigators are available most Tuesday and Thursday evenings until 7:00 p.m. in room 1-204. We would advise that you call ahead to confirm a Navigator will be available on those days.

OFFICE OF THE REGISTRAR (OR)

- Course Registration
- Updating student information
- Course fees
- Maintaining student records
- Police Information Check
- Course extensions
- Transfer credit requests – <https://www.norquest.ca/accepted-students/next-steps-for-accepted-students/transfer-credit.aspx>

PROFESSIONALISM

Professionalism is an integral part within the SWDP program's educational purpose (see program **Purpose** statement). Students of the Social Work Diploma Program are professional social workers-in-training and therefore, expected to strive to conduct themselves professionally – i.e. students in practice towards becoming of a Registered Social Worker (RSW).

Below are a list of primary social work student professionalism references to inform and guide you on codes and standards regulating social work practice in Alberta, and student conduct for NorQuest College:

- **Social Work Code of Ethics**
http://www.acsw.ab.ca/document/1328/casw_code_of_ethics.pdf
- **Guidelines for Ethical Social Work Practice**
http://www.acsw.ab.ca/document/1329/casw_guidelines_for_ethical_practice.pdf
- **Social Work Standards of practice**
http://www.acsw.ab.ca/document/1327/final_standardsofpractice_20131104.pdf
- **NorQuest College Student Code of Conduct**
<http://www.norquest.ca/resources-services/student-life/student-policies/student-conduct.aspx>

To help you develop a sense of what professionalism is about, below is a listing of some common considerations of professionalism for social work students and how you might begin to put these aspects in practice:

SOME ASPECTS OF PROFESSIONALISM FOR SOCIAL WORK STUDENTS

Adaptability	<ul style="list-style-type: none"> • Adapt to new situations, people, procedures and ideas • Display a willingness to approach situations in different ways to achieve better outcomes
Appearance & Dress Code	<ul style="list-style-type: none"> • Comply with norms/standards for appearance and dress code in order to sustain your effective, ethical helping practice as a social worker-in-training
Communication	<ul style="list-style-type: none"> • Comply with ethical standards for confidentiality • Convey information in a clear, respectful and organized manner • Demonstrate respect for the feelings and opinions of others • Develop positive working relationships with others • Use active communication skills that respect the learning environment
Confidence & Competence	<ul style="list-style-type: none"> • Cultivate and build confidence in classes, practicums and other learning opportunities • Demonstrate competency in classes, practicums and other learning opportunities
Honesty & Integrity	<ul style="list-style-type: none"> • Demonstrate honesty, integrity, and accountability • Understand and practice the Helping Process where opportunities arise • Use college resources appropriately and responsibly
Personal Growth & Continued Competence	<ul style="list-style-type: none"> • Demonstrate a commitment to personal growth and continued competence • Demonstrate reflective practice in both written and verbal forms • Engage in lab activities, class work, practicum and other learning opportunities • Implement actions to improve performance and skills based on feedback • Respond maturely and positively to suggestions and constructive criticism
Problem Solving &	<ul style="list-style-type: none"> • Analyze situations appropriately and carry out solution-oriented actions

Critical Thinking	<ul style="list-style-type: none"> • Develop strong problem-solving and critical-thinking skills to work effectively in an independent capacity • Reflect on individual performance and recognize knowledge limits
Teamwork	<ul style="list-style-type: none"> • Engage in teamwork as an active, cooperative participant • Offer creative and appropriate ideas to further the goals of the team • Report pertinent information to the others, as appropriate, in a timely manner • Take responsibility for role and contribution to the team
Work Habits	<ul style="list-style-type: none"> • Adhere to attendance, punctuality, and absence notification requirements for classes, labs, assessments, practicums and other learning opportunities • Demonstrate preparedness for classes, labs, assessments, practicums and other learning opportunities • Follow all NorQuest College and program specific policies and procedures • Plan and organize to successfully complete work for classes, labs, assessments, practicums and other learning opportunities

PUNCTUALITY

Please be aware of the course and instructor-specific expectations regarding being on time and mandatory attendance to core social work courses. Instructors are supported in helping you to develop habits that will serve you well as a future health provider and creating an environment that minimizes disruptions to optimize learning.

WELCOME

You are responsible for your success in the program, and your instructional team is eager to partner with you in this endeavor. The Social Work Diploma Program is a challenging, demanding program to prepare you to enter the social work profession. To succeed in the program it is recommended that you consider and follow the “Tips for Success”.

PRACTICAL TIPS FOR SUCCESS IN THE FULL-TIME PROGRAM

- **Attend Orientation:** Important information about your program and the College is provided to set you up for success.
- **Prepare for class:** Each instructor will outline a plan for pre-reading, assignment preparation, and other ways to maximize your time in the classroom and lab.
- **Attend class regularly:** Although you are an adult learner and can choose whether or not to attend class, some learning experiences (labs, field trips, guest speakers, practicum discussions, some theory courses) are mandatory as outlined in the Attendance Policy student signed documents. Please treat your classroom as a workplace – let your instructor know if you cannot make it in advance and make a plan to complete missed coursework. In the case of mandatory attendance days, you will be required to provide adequate documentation (doctor’s note, etc.) regarding absences. Vacations should be planned for scheduled College breaks (Christmas, Reading Week, etc.)

- **Engage and participate:** There is a difference between attending class and actively participating in your learning experience. Ask questions, engage in discussions, and reflect on your learning experiences.
- **Communicate with your instructional team:** If you are concerned about your success, or need additional resources, initiate contact with your instructor by emailing, dropping in during office hours, or making an appointment.
- **Utilize your Student Navigator:** If you need assistance navigating College services, designed to maximize your potential for success, please see your Student Navigator.
- **Stay informed:** Students are asked to **check NorQuest email daily**, as this is the **ONLY** email address that any College employee will use to contact you. Check the student website at www.student.norquest.ca, check your MyQuest page for mark information, and **frequently** check your course page on Moodle. As well, you receive regular general communications by email from the program area.
- **Make a plan for success:** Plan for success early in your program. Maintain an up-to-date calendar of due dates and block study, review, and assignment preparation time. Ensure that you are balancing your studies with other aspects of your life, to manage stress. If you need resources or assistance with time management, see one of our team members at the Centre of Growth and Harmony located in Room 1-101, Singhmar Centre for Learning. It is not uncommon for post-secondary students to feel overwhelmed by workload, so seek assistance if required.
- **Buddy up:** Meet other students in your courses, so that you have someone to ask for assistance if you are away. Your instructional team recommends forming study groups with other students as a study and support strategy.

ORIENTATION

Orientation to Social Work Diploma program for new and returning students are **mandatory** for all students and information pertaining to this and other important notifications can be found on your mynorquest.ca account.

COURSE ASSIGNMENTS

Unless otherwise instructed, your assignments are due at the start of class on the date indicated by the instructor. If no due date is indicated, the assignment is due on the last day of regular classes.

Your instructor will indicate how assignments should be handed in (by email, in print, or uploaded to Moodle.) **Follow the directions carefully**, as this information varies assignment-to-assignment.

LATE ASSIGNMENTS

If you are unable to submit the assignment on the due date, you must request an extension **before** the due date. You will be expected to initiate a discussion with your instructor and provide documentation (e.g. medical note) to support your request for an extension.

If your assignment is late, you will receive a penalty of 5% off per day, up until the day that the class' assignments are returned to the class with a grade. At this point, no late assignments will be accepted.

Only in extenuating circumstances may the instructor consider if an exception to the above course assignment policy be applicable.

COURSE EXTENSIONS

You are given 15 weeks to complete each course. Your end date will be in your welcome email, and appears on your MyQuest page.

If you are not able to complete the course within the timeframe, you may request an extension by contacting enrolment@norquest.ca. **Do not contact your instructor regarding course extensions.**

Please note the following about extensions:

- Extensions must be requested five days before the end of the course.
- Extensions are subject to a fee (contact enrolment@norquest.ca).
- You may only request five extensions during the course of your program.
- If you are granted an extension by the Office of the Registrar, please inform your instructor of your new end date.

TRANSFER CREDIT

Students may be eligible for credit for previous coursework at other post-secondary institutions. Students must apply for transfer credit to be assessed, and follow the policies outlined by the Office of the Registrar. More information, and the Request Form, can be found at:

<http://www.norquest.ca/accepted-students/completing-admission-requirements/transfer-credit.aspx>

UNIVERSITY TRANSFER

Please note that certain courses are administered by the College's University Transfer department. These include English, Sociology, Psychology and Health Education courses. While taking these courses, you are subject to policies of the University Transfer department.

An advice concerning university transfer and course outlines: If you – in some future time - apply for admission to study in another post-secondary institution and you want that school to consider advanced transfer credits for courses you have completed at NorQuest, you are most certainly be asked to submit the related Course Outlines, including their respective syllabi. These documents are required in order that the courses in question will be assessable for transfer credits in the program being applied for. **Thus, it is therefore important that over the two years in SWDP, you sustain the good habit of saving course outlines and syllabi so that you will have a ready collection of these documents to submit along with your request to the other post-secondary institution for its consideration of advanced transfer credits.**

More information specific to NorQuest College's Social Work Diploma Program's transferability under Block Transfer.

SOCIAL WORK DIPLOMA PROGRAM PRACTICUM CURRICULUM

You will be provided with detailed information, including a Practicum Manual, as you prepare for your practicums. **Year One in Winter and Spring terms. Year 2 in Spring Term only.** A successful placement includes a strong partnership between the student, the College, and the practicum site. Each student is assigned a **Practicum Agency Field Supervisor** at the practicum site; and a **Faculty Supervisor** who is an instructor of SWDP acting to monitor the student progress through phone calls, email, reviewing learning journals, and site visits. The instructor uses feedback from the **Practicum Agency Field Supervisor's** evaluation to determine a grade of P (PASS) or F (FAIL) for SOWK 1026/1027/SOWK 2025.

In your program, you will complete - as regulated for an accredited social work diploma program in Alberta – 700 hours of practicum – i.e. 350 hours Year 1 and 350 hours in Year 2. You fulfil these 700 practicum hours through passing the SWDP practicum curriculum comprising the following:

Year 1

- **SOWK 1026, Winter term, 150 hours**
- **SOWK 1027, Spring term, 200 hours**

Year 2

- **SOWK 2023, Fall term, 30 hours**
- **SOWK 2024, Winter term, 30 hours**
- **SOWK 2025, Spring term, 290 hours**

- **Year 1 and Year 2 Total Hours: 700 hours**

In the “practicum lab” classes (SOWK 1023/2023/2024), your instructor will provide details about how the practicum placement process works aiming to have you placed in an organization/agency for SOWK 10256/1027/2025 in the assigned terms (i.e. Winter January to April and Spring May and June). Here, you are advised to note a couple of things as follows:

- **You will need to pay tuition for your practicum, as any other course.** Tuition is calculated by credit value, so ensure you are informed of the practicum course tuitions by contacting the Office of the Registrar, or reviewing the Tuition and Fees Estimator at: <http://www.norquest.ca/resources-services/student-services/funding-your-education/tuition-fees-estimator.aspx>
- **A criminal record check and a child protection system check** are required and their completion for practicum placement purposes is documented by the instructor. Your instructor will guide you as far as timing in completing of this requirement. (Note: The expense for obtaining these documents is the responsibility of the student).

When answering the questions, please remember the following:

- Place the correct answer in the appropriate space by filling in the space completely.
- Read each question carefully and choose the best response.
- Thoroughly erase any answer you wish to change.
- Any stray pencil or erase marks on the answer sheet may count against you.
- Return the examination, answer sheet, and any paper used to work out answers to the instructor or proctor when finished.
- Be sure to write your name and student identification number on all the papers before you hand them in to the instructor or proctor.

PROTOCOL FOR WRITING EXAMINATIONS

- **Academic Honesty**

You are expected to work on your own during an examination.

Be aware that glancing at the work of your fellow students or exchanging glances with other students is not appropriate. **Communicating with other students in any way is prohibited.**

Sharing your answers with other students during an examination is not allowed.

It is recommended that you cover your work while you are completing an examination so others will not be tempted to glance at your answers.

- **Asking a Question**

If you have a question, raise your hand and the examination proctor will come to you.

- **Examination Materials**

Check to ensure that you have the correct number of pages.

Ensure that you have the right style of multiple-choice answer sheet if one is required.

All scrap paper used in the examination must be handed in to the proctor upon completion of the examination.

- **Personal Belongings**

All personal belongings (backpacks, purses, bulky jackets, cellphones, PDAs, etc.) must be left at the front of the classroom or with the examination proctor.

- **Technology**

Cell phones and Apple watches are to be turned off and stored with the rest of your belongings

If you are expecting a call regarding an emergency situation, please inform your proctor. Your proctor will monitor your communication device while you write the examination.
If a calculator is being used during an examination, it will be provided to you by the program area. You cannot use the calculator on your cell phone or personal device.

- **Washroom Break**

It is highly recommended that you try not to leave the room during an examination.

If you must leave the room to go to the washroom, you must obtain permission from the proctor, give your examination, working papers, and answer key to the proctor prior to leaving the room. You will be escorted to and from the washroom area.

ON YOUR DESK DURING EXAMS

- You must present **picture identification** in order to write your examination. If you do not present identification, and your identity cannot be verified by faculty or staff, the examination supervisor will ask the individual to leave the examination room. You must place your College identification on the right corner of your desk and write your student identification number on the examination sheet. If you have forgotten your College identification, you may use other photo identification (e.g. driver's license).
- **No cell phones**, iPods, or personal devices are allowed during an exam. Ensure these are turned off prior to storing them for the exam. If your cell phone rings and disturbs the class writing the exam, you may be removed from the exam.
- You are allowed **writing materials** (pen, pencil, eraser) and other materials only as permitted (i.e. a calculator may be permitted)
- **All personal items must be left** in a locker or placed at the front of the room.
- Water bottles may be permitted during exams at the instructor's discretion.

EXAMINATIONS IN MOODLE

- Your instructor will indicate if exams are to be written in Moodle, and provide a link within the course. No other windows may be open at any point during the exam period.
-
- Online Program: Students must adhere to the College's Student Exam Request Procedures when booking exams. Detailed information can be found at <http://www.norquest.ca/about-us/policies-procedures/academic/program-policy/distance-and-online-student-exam-request-procedure.aspx>
-
- **Failure to respect examination policies and procedures may result in severe penalties on your exam marks and in an academic misconduct report.**

LATE ARRIVAL

- If you are late for an examination, you will be allowed to come into the room to write the examination, but you will not be given any extra time to write. You may not be able to write your exam after 25% of the time has passed or if other students have already left the room.

MISSED EXAMINATION

If you are going to be absent for the writing of a scheduled examination, you are required to notify the program office **prior to the exam writing time**. Failure to notify will result in an exam grade of zero. Please see the section, Examination Deferrals for more information.

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

EXAMINATION DEFERRALS

If you are **ill or incapacitated and are unable to write an exam**, you **MUST** inform the College that you are unable to write the exam. Only in extenuating circumstances may the instructor, with the Program Chair's approval, agree to allow a student to write a deferred exam. You should notify the program office and your instructor/proctor **prior to the scheduled examination writing time**. Within 48 hours of your absence notice, you need to speak with the Program Chair (or designate) and **ask to reschedule (defer) your exam**. If you choose not to reschedule your exam and proceed to write the examination while you are not well, you will be required to accept the mark obtained on the examination.

If you request a deferral of the exam you must complete a Request for Deferral – Examination form and **provide documentation** (e.g. medical note) to support your request for deferment. Deferred examinations must be written within 10 days of the examination date. Approval from the Program Chair is required if the deferment will be greater than 10 days.

RELEASE OF EXAMINATION MARKS

Marks will be released on MyQuest. Do not approach the program staff regarding the exam results prior to the release of the marks. Your instructor will inform you should there be a delay in the release of marks.

If an exam mark is posted and you believe this mark to be inaccurate, then you must first approach your instructor to discuss the issue. If your instructor is unavailable, you may discuss the issue with a Program Chair, and arrange to have a content expert address your questions, explain the rationale for the mark you received, and the level of understanding or skill you would need to demonstrate in order to obtain full marks. If you are unable to resolve the issue in this manner, you may initiate an appeal process (see Appeals section).

EXAMINATION REVIEWS

Instructors will not return exams, but will review exam material with you. Should you fail to have an exam mark posted, your first course of action is to contact your instructor. If your instructor is unavailable, you may then contact a program team member and/or the Program Chair to address the issue.

Your instructor may review the exam with the whole class. If you still have questions after this review, or require an individual review, you will need to make a request for Exam Review within five days of the mark being posted.

For final examinations, your instructor may or may not be available to assist you with the review, but a designate will be provided

GRADE INFORMATION

RELEASE OF GRADES

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

GRADING SCALE

The final letter grade for all theory courses is based on the following scale:

Descriptor	Alpha Grade	4-Point Scale	Percentage Scale	
	A+	4.0	100	95
Excellent	A	4.0	94	90
	A-	3.7	89	85
	B+	3.3	84	80
Very Good	B	3.0	79	75
	B-	2.7	74	70
	C+	2.3	69	67
Satisfactory	C	2.0	66	64
Pass	C-	1.7	63	60
Failure	F	0.0	59	0

HONOURS STANDING

To complete the program with honours standing you must meet the following criteria:

- Obtain a cumulative grade point average greater than or equal to an A-
- Not have failed or repeated any courses

GRADE APPEALS

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

CREDENTIALS

To graduate from the Physical Therapy Assistant Diploma Program you must successfully pass all courses. Upon graduation you will receive the following:

- A NorQuest College Diploma
- An official transcript

Although you may have transfer credit from other post-secondary work, please note that to graduate from this program, at least 50% of your coursework must be obtained at NorQuest College.

ACADEMIC PROGRESS

Students must complete all assessments in each course, with the exception of extenuating circumstances which may result in alternate arrangements or supplemental assessments as determined by the Program Chair.

Students must successfully obtain credit by achieving the minimum passing grade for each course, meeting the pre-requisites for each course, in order to progress through the program.

Students must successfully complete all courses prior to practicum.

If you are unsuccessful in a course, you will be required to repeat the course. You may register in other courses only if you meet the prerequisite requirements for those courses. You may register in a course in the program only two times.

NOTE: If you are unsuccessful in three courses, or unsuccessful twice in the same course, you will not be allowed to continue in the program. Continuing in the program may be allowed if the circumstances are ruled exceptional by the Program Chair.

In order to progress from one semester to another, you must attain a minimum 2.0 (C) grade point average (GPA).

STUDENT CONDUCT IN ACADEMIC MATTERS

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

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

In most fields of study, students benefit from sharing ideas with their classmates, friends, or family. Often, during the exchange of ideas, an original idea can develop into a stronger or more complex idea. This is a benefit of classroom or online discussions between students. Therefore, students should read course materials before class and arrive with questions and ideas related to the topic to be taught. Online students should stay in contact with their instructors and other online students to develop and discuss ideas.

Respect for your fellow students and program staff is expected. Many controversial subjects are discussed and you are free to disagree with views presented by your instructor and fellow students; however, you must do so respectfully.

Again, it is your responsibility to read and ensure you understand the standard practices for your program area and the college. **You will have to accept any consequences associated with not following the policies even if you do not read them.**

ACADEMIC INTEGRITY

Please review the following information provided by the Office of Student Judicial Affairs:

<http://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs/academic-integrity.aspx>

Please review the procedure regarding Academic Integrity and Non-Academic Misconduct:

<http://www.norquest.ca/NorquestCollege/media/pdf/Judicial%20Affairs/Code-of-Student-Conduct-Proc-Final-v1-00.pdf>

Please note that academic dishonesty is any activity on the part of a student that defeats the purpose of the assignment or lab activity. Activities may be ones that a student clearly understands are dishonest.

Examples are as follows:

- Using the same assignment to get credit in more than one course
- Submitting the same assignment when repeating a course
- Downloading/copying information from the Internet or copying from texts or journals or another student and claiming that work as your own
- Helping another student by allowing him/her to copy or use your work
- If you collaborate with others on an assignment, ensure that your work is original or that you give credit to the source.

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

The Learner Centre offers regular tutorials regarding APA, and more information can be found at:

<http://libguides.norquest.ca/apa6>

ACADEMIC PROBATION

If you are not maintaining a semester GPA of 2.0 (C), you may be placed on academic probation. While in a probationary status you must achieve passing grades in the next five discipline specific courses taken. This does not include common or interdisciplinary courses.

If, at the end of the probationary period, your semester average is 2.0 (C) or higher, you will be considered to be in good academic standing. If, at the end of the probationary period, your average remains less than 2.0 (C), you may be withdrawn from the program.

Academic Probation (ACP) is a means of identifying students at risk in the PN Program of either failure or not being able to continue in the Program. When a student has failed a course or failed to maintain a GPA of 2.0, they are placed on ACP for their next 5 courses. While on ACP, the student must maintain a 2.0 GPA in each course. If the student fails a course while on ACP, or is unable to meet the requirement of 64% in their next 5 courses, the student may not be able to continue in the program. Once you have successfully

completed your next 5 courses while on ACP, you will be returned to status as a student in good standing and Academic Probation will be removed.

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

If you are re-admitted to the program after being required to withdraw for academic reasons

If you commit an act of academic dishonesty but are allowed to remain in the program

If you fail 1 course while in the program

If your GPA falls below 2.0 in any semester

Please note: there are additional requirements you will need to meet while on ACP which you should discuss with the Academic Advisor. You will also be unable to register in future courses until you have met with the Academic Advisor who will approve your course plan.

REPEATING A COURSE

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

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

You are only permitted 2 attempts to pass a course. You will be placed on Academic Probation after your first attempt and you will be withdrawn from the program if you are unsuccessful with your second attempt.

SHARED RESPONSIBILITY AND LEARNER IMPROVEMENT PLANS

Your success in learning is a shared responsibility between you and your instructor. During the course of your program your progress will regularly be assessed. If, at any time you are having difficulty meeting course performance outcomes, you may be required to meet with your instructor. For minor concerns the instructor may provide guidance and direction verbally, or by email. Other concerns may warrant a Learning Improvement Plan, to advise you of any areas in which you need to improve.

The written Learning Improvement Plan is used to aid both you and your instructor to identify the areas of concern. The first portion of the Learning Improvement Plan, completed by the instructor, will outline his or her assessment of your current level of performance in relation to the level of performance required to be successful in meeting the course/program objectives.

The second part of the Learning Improvement Plan, completed by the student, clearly identifies the actions you will take to improve your chances of successfully completing the course/program requirements. The instructor may work with you to develop this action plan, or refer you to the Program Chair who can help you to identify potential obstacles and discuss strategies for overcoming those obstacles.

The goal of the Learning Improvement Plan is to outline any areas of concern, steps to be taken in order to address those concerns, dates for reassessment, and persons designated to reassess your progress, as well as resources available to you and the consequences of not meeting the course/program objectives. If at any

time you do not understand the expectations stipulated in the Learning Improvement Plan, please ask for clarification.

If the performance issue is of a more serious nature, or if you, your instructor, and the Program Chair are unable to clearly delineate the issues related to your lack of success, then a case conference will be held. The case conference will include you, your instructor, a Program Chair, and a student advocate (usually a counsellor). The case conference may include an academic strategist, a student support specialist, or the Program Chair. The persons attending the case conference, and the choice of person to chair the case conference, will be determined by the issues to be addressed.

During the case conference, your performance issues will be discussed with you, and strategies will be identified to help you become more successful. These items will be written down in a Learning Improvement Plan, as stated above. It will be your responsibility to follow through on the Learning Plan commitments that you make when building the Learning Improvement Plan.

Please note that a case conference may be initiated at any time in order to address either academic or behavioural concerns. All students are expected to act in accordance with the Student Code of Behaviour and within the bounds of their role as a health-care professional.

If you are still unable to meet course/program outcomes, the consequences stipulated in the Learning Improvement Plan will be implemented. A sample *Learner Improvement Plan* form is found at the conclusion of this manual.

STUDENT APPEALS

Should you disagree with a decision, you have the right to appeal. Information about appeals within the College can be found at: <http://www.norquest.ca/resources-services/student-life/student-policies/student-appeals.aspx>

If you disagree with a grade, you are asked to first speak with your instructor.

The appeal process for grades is found at:

<http://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs/academic-grade-appeal.aspx>

If you need assistance in the appeal process, your Student Navigator may help.

WITHDRAWALS

PROGRAM INITIATED STUDENT WITHDRAWALS

You will be withdrawn from the Social Work Program if you:

- are unsuccessful with your second attempt at a course
- are unsuccessful in a total of 3 courses
- are unsuccessful in a course while on Academic Probation

WITHDRAWAL FROM THE PROGRAM

Program and course withdrawals may be initiated by the student or the program. You must complete a withdrawal form in order to be eligible for re-enrolment or considered for tuition and fee refunds. Request for refund forms are available through the Office of the Registrar.

If you are unable to complete a course or the program due to health or personal circumstance, you must meet with your instructor. Subsequently, the program's Student Navigator, Shelley.Andersen@norquest.ca can discuss the program's completion options with you.

For more information on withdrawals, add/drop dates and changes to registration please refer to:

<https://www.norquest.ca/resources-services/student-life/academic-schedule.aspx>

EVALUATION & FEEDBACK TO THE PROGRAM AREA & COLLEGE

It is important to NorQuest College that you receive quality programs and services and are able to find a job related to your education. In order to determine if the College is successful in meeting both goals, you are asked, at various points during the program, to provide anonymous and confidential feedback on the College and the PTAD program. Requests for feedback will usually be in survey form, although periodically you may be asked to participate in an in-person focus group.

You will have a number of opportunities to provide feedback on your time at NorQuest:

1. **Class Pulse Checks:** These are instructor-led questionnaires to determine how students's needs are being met in the classroom, and what could be done to improve the learner experience. These are typically done before the halfway point of the course.
2. **Impromptu Feedback:** The program chair may make an impromptu visit to your classroom to do a quick 60-second survey on your experience in the program so far.
3. **Student Representative Committees:** Each program in Allied Health elects a student representative to sit on the committee and meet at least once per term with the Chair. The purpose of this group is to provide feedback to the Chair on the delivery of the program and learner experience.
4. **Course and instructor evaluation:** This is a formal survey that will determine your satisfaction with each of your instructors at the end of the course.
5. **Program Exit Survey:** This survey will determine your satisfaction with College programs and services.
6. **Graduate Follow-Up Survey and Focus Groups:** After graduation, you may be contacted by Institutional Research to discuss your experience in the program, and your current employment. With the exception of the Class Pulse Checks, individual faculty members do not see the individual responses to the surveys listed. A summary of the results is compiled and provided to the Program Chair and to the instructor being surveyed.

Survey information is used by the College to continually assess and improve the program.

CONVOCATION AND BEYOND

ALUMNI ASSOCIATION

As a graduate of NorQuest College, you are a member of the Alumni Association. Benefits to this membership include savings on different services, and the opportunity to stay connected to the College. You can learn more at <http://www.norquest.ca/alumni.aspx>

APPLYING TO GRADUATE & CONVOCATION

You must initiate the graduation process by applying to graduate.

- Regardless of whether or not you attend Convocation, you must apply to graduate in order to receive your credential.
- Please monitor your student email and www.student.norquest.ca for important information about **applying to graduate and planning for convocation**.
- Please review the Graduation and Convocation Checklist at: <https://www.norquest.ca/current-students/convocation/graduation-and-convocation-checklist.aspx>
- Please note that strict deadlines apply to this process that may impact you receiving your credential.
- Convocation for all programs at the College takes place in May each year at the Winspear Centre in downtown Edmonton. Our team looks forward to this event each year, as an opportunity to celebrate the hard work and success of our students.

BLOCK TRANSFER

Perhaps you see your diploma as a stepping stone for other educational goals. A number of NorQuest College courses have credit transfer agreements in place with other institutions; in some cases, block transfer agreements that give credit for the entire program of study can be accessed. Please ask your program office or consult the College Calendar for the most current transfer agreement information.

Currently, your program has the **following courses with university transfer credit**: ENGL 2550, ENGL 1011, HEED 1000, PSYC 1040, PSYC 1050, PSYC 2010, SOCI 1000, POLS 1010

Diploma program graduates are eligible for block transfer credit to the following post-secondary programs:

- **University of Calgary** (Bachelor of Social Work)
- **Thompson Rivers University** (Bachelor of Social Work)

STAY IN TOUCH!

Your instructional team has invested in your success, and we love to hear how our graduates are doing in the workforce or in furthering their studies. Please keep in touch with the program area via the Chair and let us know how you're doing. As we continually seek to ensure our programs are meeting the needs of the workforce, we may even ask you as an alumni to speak about your experience in the program at a recruitment event, or participate in a focus group.

STUDENT CAREER AND EMPLOYMENT SERVICES

As you prepare for entering your chosen career, remember that Student Career and Employment Services organizes a number of job fairs each year, and is a valuable resource in preparing for employment. Experts will review your resume, conduct mock job interviews with you, and assist you with effective job search techniques. More information on their services can be found at: <http://www.norquest.ca/resources-services/student-services/student-career-employment-services.aspx>

This service is available to you up to one year after you graduate from your program.

COLLEGE POLICIES AND PROCEDURES

A list of College policies and procedures can be found on our website:
<http://www.norquest.ca/about-us/policies-procedures.aspx>

APPENDIX: FORMS

The following pages include some useful forms that you may require throughout the course of your program. You may also download forms from the Office of the Registrar from our website:
<http://www.norquest.ca/resources-services/college-services/office-of-the-registrar/forms.aspx>

RELEASE OF/CHANGES TO PERSONAL INFORMATION

<https://www.norquest.ca/getattachment/14eb4964-af8d-484c-a688-de081b645edb/Authorization-for-Release-of-Student-Information.aspx>

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY (FOIP):

<https://www.norquest.ca/resources-services/resources/freedom-of-information-act.aspx>

STATEMENT OF GRADES/OFFICIAL TRANSCRIPTS

<https://www.norquest.ca/prospective-students/applying-to-norquest/transcripts.aspx>

Agreement Regarding Audio Recording of Lectures

Student Name

Student ID

By providing this signed form, I acknowledge that:

- The recordings are for my personal use and no one else's.
- I will respect and protect the privacy of the instructor and my classmates.
- The recordings are to be kept only until the course is over and then must be destroyed.
- Under no circumstance will I post the recordings on an internet site (i.e., Facebook, YouTube, etc.).
- I am responsible for providing adequate security to protect the recording from loss or theft by:
 - not leaving the recording lying around
 - storing the files on a password protected computer
 - protecting USB Flash Drive, CDs, or diskettes at all times
- Information is intended for me only – it is not to be broadcast to anyone.
- **I understand that the misuse of information will result in termination of this accommodation.**
- **I understand that this agreement is for the duration of my program.**

My signature indicates that I have read this document and agree to the above-noted terms.

Student Signature

Date Signed

Instructor Signature

Date Signed

Learning Improvement Plan

Student Name (Please print)		Instructor Name (Please print)	
PROGRAM:		COURSE:	

PART ONE

AREA OF CONCERN: (To be completed by the instructor or other program representative. Include objective observations/assessments related to the concern.)

EXPECTED STANDARD: (To be completed by instructor or other program representative. Include related assessment standards, learning objective/outcome or section of Student Code of Behaviour.)

CONSEQUENCES FOR NOT MEETING PROGRAM OBJECTIVES: (To be completed by instructor or other program representative in consultation with the Program Chair. Include only the consequences related to the unsuccessful completion of the course involved.)

Continued on next page

STUDENT COMMENTS: (The student may meet with the Program Chair, or designate, to discuss options for completion of the course/program and/or the student may begin an informal appeal through the Program Chair, should he/she believe that the decisions made or processes used have been unfair.)

Student Signature

Date Signed

Instructor Signature

Date Signed

PART TWO

ACTION PLAN FOR LEARNING IMPROVEMENT: (To be completed by the student after due consideration and/or consultation with the instructor, Program Chair, and other relevant parties such as a medical doctor. Include specific actions and expected timelines.)

Student Signature

Date Signed

Instructor Signature

Date Signed

Follow-up date: _____

Copies: Student, Instructor, Chair, PS Comments

Faculty of Health and Community Studies

Request for Deferral – Assignment

(Complete a separate application form for each deferral being requested.)

Student's Name: _____ Date: _____

ID Number: _____ Academic Year: _____

Course name, number, and assignment number: _____

Instructor's Name: _____

What is the reason for the request for a deferral? (If illness is the reason, a medical note is to be presented to the Social Work Program office after the illness.)

When will the course work be turned in to the instructor? _____

Student Name: _____ Signature: _____

Instructor Name: _____ Signature: _____

Approval by Associate Chair: _____

Date: _____

Note: Please submit this original to the Program Office.

Faculty of Health and Community Studies

Request for Deferral – Examination

Student's Name: _____

ID Number: _____

Course name, number and exam: _____

Instructor's Name: _____

What is the reason for the request for a deferral? (If illness is the reason, a medical note is to be presented to the program office after the illness.)

Date the exam is to be written: _____

Student Signature: _____ Date: _____

Instructor Signature: _____ Date: _____

For the Instructor:

Will the final grade be turned in within 72 hours of the last day of examinations? _____

If submission of the final grade is being delayed beyond 72 hours of the last day of examinations, when will it be turning in to the program office? _____

Approval by Program Chair or Designate: _____

Date: _____

Note: Please submit this original to the program office.

Faculty of Health and Community Studies

Request for Absence from Course(s)

PART A

Request must be submitted to Instructor(s) at least two weeks prior to period requested, when possible.

Student's Name: _____ ID Number: _____

Date of Request: _____ Dates/Period of Absence Requested: _____

Reason for Absence: _____

Course Number	Date(s) to be Missed*	To be Completed by Instructor of Each Applicable Course		
		Absence approved? Y/N	Signature	Date

* Pending approval granted by instructor

PART B

Responsibilities of Student in response to approved absence. (e.g., exam to be written prior to absence on **DATE**. There is an administrative fee. *To be signed and dated by Instructor and Student for each course that student was absent for a lab or exam.*

Course Number	Student Responsibilities	Instructor Signature	Date

Student Signature _____