

Student Handbook

Addictions Recovery Practitioner (ADRP) & Mental Health Recovery Practitioner (MHRP) Programs

2018-2019 ACADEMIC YEAR

University Transfer
Faculty of Health and Community Studies
Date Revised: August 2018

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MESSAGE FROM THE DEAN

JACKIE NELSON, 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 Mental Health / Addictions Recovery Practitioner! Here, you will find highly qualified faculty, a current and workforce-relevant program curriculum, and a supportive learning environment.

As a graduate of these programs, 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 Associate Chair

SUSAN OTTO, MSW, RSW

It's my privilege to be part of your journey in this new and exciting program. I have worked in the addictions and mental health field over many years in Alberta - in rural and urban areas, with many different populations, and in a variety of roles.

I am thrilled that NorQuest was chosen to lead these post-diploma programs, for continuing learners and those already in the human services who are looking to change focus or gain some new knowledge and skills. You will leave this program with the most current, relevant and sought-after knowledge and skills for practice.

Along with the Instructional and support staff, I will personally do whatever I can to support you in your studies. I wish you all the best.

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 the NorQuest website: [About us - Vision, Mission and Values](#)

CONTACT INFORMATION

The Addictions and Mental Health Recovery Practitioner Programs are taught in-person at the **Downtown Edmonton Campus** and via online offerings.

NorQuest College respectfully acknowledges that our downtown campus is located on the traditional lands referred to as Treaty 6 Territory, and that the City of Edmonton and all the people here are beneficiaries of this peace and friendship treaty. Treaty 6 encompasses the traditional territories of numerous western First Nations, including Cree, Dene, Stoney-Nakota Sioux, Saulteaux, and Ojibwe. NorQuest College is dedicated to ensuring that the spirit of Treaty 6 is honoured and respected.

The Edmonton Main Campus consists of four separate buildings and you can find more information about the Campus at:

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

More information and contact numbers can be found at [the College Directory](#).

EDMONTON DOWNTOWN CAMPUS: BUILDING LOCATIONS (SINGHMAR CENTRE FOR LEARNING (SCFL), CIVIC EMPLOYEES LEGACY TOWER (CELT), HEC 102, HEC 106)

CELT

10215-108 Street
Edmonton, AB T5J 1L6
Main Reception 6th floor

Phone: 780-644-6395 / Fax: 780-644-6339
Toll Free: 1-888-272-5271

SCFL

10215-108 Street
Edmonton, AB T5J 1L6

Phone: 780-644-6395
Fax: 780-644-6339
Toll Free: 1-888-272-5271

NorQuest Interdisciplinary Simulation Centre is located in this building.

Open Monday - Friday 7:00 am - 10:00 pm, and Saturday 8:00 am - 4:00 pm.

OFFICE OF THE REGISTRAR

Civic Employees Legacy Tower
A104 - 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 enrolment@norquest.ca

CAMPUS LIFE

Please visit your [student website](#) for information on news, events, and resources available to you.

BOOKLISTS

Booklists are available to view at the bookstore, or [online](#).

BOOKSTORE

1-1091, Main Floor, SCFL

Phone: 780-644-6203

Toll free: 1-866-534-7218

Email: studentbookstore@norquest.ca

Website: [NorQuest College Bookstore](#)

Hours of Operation

Monday – Friday 7:45am - 4:30pm

(CLOSED: Weekends & Statutory Holidays)

COLLEGE POLICY

Although you may not be on campus daily, as a student of NorQuest College, you must uphold the policies that apply to all students. Please review your program website regularly and don't hesitate to ask questions as needed. Please see the page for [Addictions Recovery Practitioner program](#), or the one for the [Mental Health Recovery Practitioner Program](#). You can also review a list of important student policies here: [Policies](#).

EMERGENCY PROCEDURES

Please review the following procedures to be followed in emergency situations:

[EVACUATION](#)

[LOCKDOWN](#)

[THREATS of VIOLENCE](#)

LOCKER RENTALS

A locker in on the main campus is available for any student that would like to rent one. At this time, all face-to-face classes are planned for either the [Civic Employees Legacy Tower](#) building or the [Singhmar Centre for Learning](#). Lockers are rentable for \$4 per month, payable for a term at a time. To obtain a locker, find an available locker, secure it with your lock, note the locker number and location and go immediately to the Bookstore (1-1091, Main Floor, SCFL) to register for the locker and pay. More information is found at: [Locker Rental](#)

PARKING

There is no monthly paid parking available for students. There is “pay for the day” parking on a first-come, first-served basis, for \$15.00 / weekday (6:30 am to 4:30 pm). This allows parking all day and into the evening. If arriving after 4:30 pm, or parking on a Saturday or Sunday, the evening / weekend rate of \$6.00 applies.

The “pay for the day” lots are E and G, between 108 and 109 Streets: see map [here](#). Pay for parking using coin or credit card at machines located in the lots.

There is also underground, heated parking available at the Singhmar Centre for Learning evenings and weekends only. Pay for parking using coin or credit card at the machines located in the parkade. The cost for the parkade is \$12.00.

If there are any concerns related to the parking please see the parking pay machines for details on who to contact.

There are about a dozen private pay parking areas within a short walking distance to NorQuest. Please see information at these sites on how to pay for hourly/ daily parking or who to contact for longer-term reserved parking.

Accessible Parking:

There are accessible parking stalls in all NorQuest lots. If you require accessible parking on a long-term basis, please contact [parking services](#). For more information please see the [website](#).

U-PASS (PUBLIC TRANSIT)

All eligible students are automatically 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 (Sept. 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: [U Pass Program](#)

SMOKE-FREE CAMPUS

Please note that our campus is smoke free. There is no smoking inside any building and there is no smoking on any NorQuest College property.

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

All of the following services can be accessed at the Centre for Growth and Harmony located at

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

MENTAL HEALTH SUPPORT

Personal well-being is important to academic success.

NorQuest College offers professional and confidential counselling at no cost to registered students. Our counsellors provide students with guidance and assistance to cope more effectively with problems that interfere with academic achievement, personal growth, and career development. They can also help student's access longer-term or more specialized supports and services in the community.

HEALTH SERVICES / FIRST AID

Nurses are located at the downtown campus and are available for appointments during regular college hours. They 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.

NEWCOMER SUPPORT

We believe that creating supportive networks and strong ties to the community is particularly effective in helping people cope with stress and assists with developing personal coping resources.

The free services can assist you with issues related to:

- Being new in town
- Family, children and relationships
- Leisure and recreation
- Legal issues
- Housing and other basic needs
- Budgeting and Financial difficulties
- Personal documents and applications
- Mental health and addictions

Basic Needs and Community Support

The Centre for Growth and Harmony has a listing of community supports and services that students can access for a wide range of need. See the website for links to their list and to the [Student Association](#), which also helps students find resources.

ON-CAMPUS CHILD CARE

The 1000 Women Child Care Centre is in the new NorQuest College Singhmar Centre for Learning and opened in October 2017. The child care centre offers safe and accessible service to NorQuest students and employees, and the community. A total of 56 spaces are available for children who are 19 months to five years old, and NorQuest is proud to be one of the Alberta government's newly created [affordable care centres](#).

For more information about the Centre program, fees and how to register your child(ren), please see the website at [1000 Women Child Care Centre](#)

INTER-FAITH ROOM

At time of preparing this handbook, a new inter-faith room is being developed for the Downtown Campus this fall. Watch for new information coming out on this area.

INDIGENOUS STUDENTS: FACILITIES AND OPPORTUNITIES

Indigenous Ceremonial Room

NorQuest's Indigenous Ceremonial Room provides a multi-purpose facility for Indigenous students. Located in Room 1-151 of the Singhmar Centre for Learning at the Downtown Campus, the Ceremonial Room is used for formal ceremonies, counselling sessions with an Elder, and as a social gathering place.

For more information about various services for Indigenous Students, please see the descriptions that follow here or go to the web page at: [Indigenous Student Services](#).

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 at [RBC Indigenous Mentorship Program](#).

Indigenous Student Advisors

Available two afternoons a week for one-on-one appointments with students who need help with any of the following:

- Identifying Indigenous funding options
- Program information and the admission process
- Career planning and educational guidance to Indigenous Students
- Liaising with bands in the provision of student support and service management
- Referral to community agencies and resources
- Connecting with instructors, counsellors, admissions personnel, and agencies

Indigenous Student Funding

Qualified Indigenous students may be eligible for additional grants or loans. Other sources of funding may be available through your band education counsellor or Indigenous funding agencies. For further information, contact NorQuest College's student advisor for Indigenous students.

Indigenous Educational Counsellor

The Indigenous educational counsellor assists Indigenous students to cope more effectively with personal, financial, career, and academic issues. The counsellor works closely with the Elders, Indigenous programs, and Indigenous Student Support Services at NorQuest College to address the unique challenges that may hinder the success of Indigenous students.

Indigenous Elders

Elder support is available to provide spiritual and cultural guidance. Indigenous students are encouraged to meet with an Elder for counselling, spiritual guidance, and healing circles.

INTERNATIONAL STUDENT SERVICES

The International Student Office believes that each student is capable of success and NorQuest is the first step. We offer a wide range of support programs and services, committed to the unique needs of our international students. We admire the resilience and dedication that students show each day.

For more information, see below or contact the International Student Office (Room 1-215, Civic Employees Legacy Tower, Downtown Campus) at 780-644-6128, or see the website at [International Student Services](#).

International Student Advising

Appointments are available in-person, by email, or telephone to assist you throughout your time at NorQuest College. Specialized services provided to international students include:

- assistance with academic progress
- volunteer opportunities
- personal and cultural transitions

Cross-Cultural Counseling

Counseling Services include culturally sensitive assistance and guidance to cope more effectively with challenges that interfere with academic achievement and personal growth.

Health and Dental Insurance

International students will be automatically enrolled in the **mandatory Students' Association's Health and Dental Plan**.

FINANCIAL AID & SPONSORSHIP

FINANCIAL AID

First Floor
Civic Employee 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. Please see [Funding Your Education](#) for more information.

SCHOLARSHIPS, BURSARIES & AWARDS

You may be eligible for a variety of scholarship opportunities. You can review this information at: [Scholarships, Bursaries and Awards information](#). 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, please inform your Instructor in advance so that the program area can arrange for the exam to be ready for you. Exams should be booked for the same time as the in-class exam.

For more information refer to the [website](#) or download the [Student Guidebook for Students with Disabilities](#).

TUTORIAL AND ACADEMIC COACHING SERVICES

SCFL 2nd floor, (in the library)

Phone: 780-644-5864

Email: tutorial.coaching@NorQuest.ca

Hours: Mon-Fri: 8:00 am to 5:00 pm

Experienced, professional tutor-coaches can help you in person or online for free with:

- Academic skills like goal-setting, organization, and time management
- Math and science skills and concepts
- Reading comprehension strategies and practice
- Vocabulary and language practice
- Writing skills
- And more!

Visit the [website](#) for more information.

LIBRARY, MOODLE, PRINT SERVICES, COMPUTER COMMONS

LIBRARY (LEARNER CENTRE)

Our library is located on the 2nd floor of the SCFL building 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 from the [web page](#).

MOODLE SUPPORT

All courses in the Mental Health and Addiction Recovery Practitioner Programs utilize Moodle, our online learning management system, for course materials or fully online course offerings. Upon registration, you will receive login information via your MyMail account. It is very important that you login and review the course materials and information regularly. For more information, visit the [Student Support site](#).

PRINTING

There are printers available in the Computer Commons area. These are black and white only and there is a maximum print job of 100 pages. Most students receive 20 printing “credits” per semester, which provides for 200 pages of printing. Your print balance is shown in a small window called “PaperCut” after you log on to the computer.

If you need additional print credits, you can purchase more at the Office of the Registrar. Print credits are sold in increments of \$5.00 (100 pages). Credits are not carried over to the next semester.

COMPUTER COMMONS

The Computer Commons provides computer resources for students in 2-111, Singhmar Centre for Learning. Here at our drop-in facility, students can use PC computers with Windows 7 and Microsoft Office. Document scanners are also available. Students are free to use the drop-in computers to work on assignments, type a resume, search the Internet, check email, check their marks online, practice keyboarding skills, or learn new software.

More than just computers, the Commons is an area where students can receive support and instruction on using the various applications and tools installed on the computers.

Computer Commons staff provide these services:

- one-on-one computer assistance
- [student MyMail support](#)
- [student Moodle support](#)
- [student MyQuest support](#)
- [student password resets](#)
- wireless access support
- management of student printing quotas

The Computer Commons is open Mon-Thursday from 7:30 am to 7:00 pm, Friday 7:30 am to 5:00 pm, and Saturday 12:00 pm to 4:00 pm.

Singhmar Centre for Learning Room 2-111
Phone: 780-644-6085
Email: computercommons@norquest.ca

COMMITTEES/COUNCILS/ASSOCIATIONS & STUDENT REPRESENTATION

ACADEMIC COUNCIL

The Academic Council members meet once a month and play 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, up to ten students can represent their peers on this council. Please see the [website](#) for more information.

PROGRAM ADVISORY COMMITTEE (PAC)

Each program at NorQuest has an active Program Advisory Committee (PAC), 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 the Addiction and Mental Health Recovery Practitioner Programs is in development; the first meeting is planned for the fall of 2018. Please contact the [Associate Chair](#) for more information.

STUDENT'S ASSOCIATION

The Students' Association of NorQuest College (SANQC) 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. The SANQC is governed by a Students' Council; members of this council are students, elected by their peers.

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 the [SANQC website](#).

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](#), 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 their [website](#).

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.

[Student Judicial Affairs Policy](#)

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 [Student Code of Conduct](#).

OVERVIEW OF PROGRAM

The Addiction and Mental Health Recovery Practitioner Programs are post-diploma / post-degree programs. Current practice often combines the knowledge and skills for supporting individuals with either or both mental health and/or addiction issues, as the two often co-occur. Although there is overlap, each separate certificate will also include specialized knowledge.

The program was developed in consultation with the community, and is approved for delivery by the Government of Alberta. At this time it is a stand-alone program, meaning it does not transfer to other post-secondary institutions.

PROGRAM OPERATIONS, STRUCTURE AND COURSES

The program is considered full time, if taking all courses, for the purpose of student funding. Students have the option of taking the program over more than one year if needed, as long as all courses are completed within the specified time frame.

The Addictions Recovery Practitioner Program runs each year from September to April. The Mental Health Recovery Practitioner Program runs each year from January to August. During the Winter term: January to April - students from both programs are together in classes.

Some of the courses are also designated as "Open Studies", which means that students from other programs, or Open Studies Students (not attached to a specific program), may take them as well.

PROGRAM COURSES BY TERMS

NOTE: Courses marked with an (O) can be taken as Open Studies courses by any student. For more information on Open Studies at NorQuest, please visit [Open Studies](#).

Note - courses are 1, 2 or 3 credit, and the hours and costs vary accordingly.

TERM 1 – 16 WEEKS (SEPTEMBER – DECEMBER)		
ADRP 1011 (O)	2 credits	Concurrent Disorders
ADRP 1012	2 credits	Pharmacology in Mental Health and Substance Use Treatment
ADRP 1013 (O)	2 credits	Substance Use Across the Lifespan
ADRP 1014	3 credits	Supportive Counselling Skills
ADRP 1015	3 credits	Advanced Supportive Counselling Skills
TERM 2 – 16 WEEKS (JANUARY – APRIL)		
MHAD 1004	2 credits	Recovery Practitioner Skills
MHAD 1005	2 credits	Issues and Ethics
MHAD 1006	2 credits	Systems Navigation
MHAD 1007	1 credit	Mental Health First Aid (MHFA)
MHAD 1008	1 credit	Non-Violent Crisis Intervention (NVCI)
MHAD 1009	1 credit	Applied Suicide Intervention Skills Training (ASIST)
MHAD 1010	1 credit	Community Service Learning
TERM 3 – up to 16 WEEKS (MAY- AUGUST)		
MHRP 1000	2 credits	Framework for Mental Health in Canada
MHRP 1001	2 credits	Mental Health and the Family
MHRP 1002	2 credits	Effective Communication Approaches
MHRP 1003	2 credits	Practicum Placement

COMPETENCY-BASED LEARNING OUTCOMES:

“Graduates are able to...”

The Addiction and Mental Health Recovery Practitioner Programs are competency based, modeled on the Canadian Centre on Substance Use and Addiction [Treatment Workforce Competencies](#). There are numerous pieces to these Competencies - please refer to a) the *Behavioural Competencies*, b) the *Technical Competencies*, and c) the *Technical Competencies Guide to working with First Nations clients*.

Also consulted were the Competencies from the College of Licensed Practical Nurses of Alberta (CLPNA) and the Restricted Activities from Alberta College of Social Workers (ACSW). Please see their websites:

[CLPNA](#)
[ACSW](#)

Clinically, addictions and mental health are considered best if “joined” rather than conceptualized and treated separated in policy, programs and services. This trend is well-established in Alberta, Canada, and world-wide. It is not always appropriate or even possible to consider one without the other, so addictions and MH programs necessarily share many important features.

The two programs share a set of Program Learning Outcomes:

1. Develop trauma-informed and interdisciplinary approaches to care that supports access to resources and reduces barriers for clients.
2. Engage client and client supports including family, community, agencies and systems in recovery-oriented care.
3. Collaborate with client, client supports and interdisciplinary team to assess clients’ needs and develop and modify treatment plans that are client specific and promote healthy outcomes.
4. Integrate traditional and evidence-informed knowledge of substance use and concurrent disorders into practice across diverse populations.
5. Communicate effectively to establish therapeutic rapport to support clients, families and communities.
6. Assess and respond effectively to maintain client safety during crisis.
7. Demonstrate professional and ethical practice.

Program Administration and Leadership

DEAN – Jackie Nelson	Jackie.Nelson@NorQuest.ca	780-644-6445
ASSOCIATE DEAN, Programs Bev Suntjens	Bev.Suntjens@NorQuest.ca	780-644-6413
CHAIR – Leigh Dyrda	Leigh.Dyrda@NorQuest.ca	780-644-6273
ASSOCIATE CHAIR - Susan Otto	Susan.Otto@NorQuest.ca	780-644-6318

ADMINISTRATIVE SUPPORT

Please see the reception area on the 6th floor of the Civic Employee Legacy Tower for Customer Service Representatives, or contact 780-644-6410

ROLES & RESPONSIBILITIES WITHIN THE PROGRAM

PROGRAM CHAIR / ASSOCIATE CHAIR

- Overseeing the program for the College
- Faculty and program evaluation
- Ensuring program policies are developed and followed
- Overseeing all student activities
- Addressing concerns about the program or curriculum
- Assisting with issues that are not satisfactorily addressed by other Faculty members
- Providing information if a student fails, withdraws, or needs to take a break from the program
- Approving final course grades

INSTRUCTORS

- Teach assigned courses (including practicum supervision)
- Developing and maintaining course materials
- Monitoring and recording student progress
- Grading student assignments and providing feedback to the student
- Responding to student questions pertaining to the course
- Following course and classroom policies and procedures
- Responding to requests for exam or assignment extensions/deferrals
- Addressing concerns regarding marks or progress in course
- Practicum planning, practicum position recruitment, practicum placement

ADMINISTRATIVE & OPERATIONAL STAFF

- Maintaining student records
- Maintaining program information
- Collection of the following student documents: Police Information Check/AHS Confidentiality and User Agreement Form
- Assisting students to connect with appropriate College staff or faculty
- Providing general program information or redirecting requests for information

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** (*contact information below*).

- **What is a Student Navigator?** The Navigators are a team of **centralized advisors** who are here to answer student questions and concerns – from application to graduation. *As soon as students apply to the College and pay an application fee, they can access this service.*
- **What can they do?** Student Navigators will help with 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 (Civic Employee Legacy Tower) Room A125
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.)

OFFICE OF THE REGISTRAR (OR)

- Course Registration
- Updating student information
- Course fees
- Maintaining student records
- Police Information Check
- Course extensions
- Transfer credit requests – see [website](#) for more information

PRACTICAL TIPS 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. 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.)
- **Arrive on time for the start of class, and do not leave midway through class:** It is disruptive to the learning of others to have class interrupted. You may miss important information that is presented at the beginning or conclusion of a class.
- **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, or requesting 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 (See the [MyMail support page](#) for more information). Check your [MyQuest page](#) for mark information, and frequently check your course site on Moodle.

- **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, seek out assistance from the [Centre for Growth and Harmony](#) or in the community. 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.

COURSE ASSIGNMENTS

Unless otherwise instructed, your assignments are due at the start of class on the date indicated by the instructor. 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 an explanation or documentation (e.g. medical note) to support your request for an extension.

Although Instructors can decide on their own the penalty for missed deadlines in their courses, it is a common practice for Instructors to accept assignments up to 5 days late, with 5% deducted each day. Instructors can also decide to offer students the opportunity to make up a missed assignment, but this is not to be assumed.

COURSE EXTENSIONS

You are given 16 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.

ADDICTION and MENTAL HEALTH RECOVERY PRACTITIONER PROGRAM WORK PLACEMENTS

Students in both programs complete MHAD 1010 - Community Service Learning.

This course is a chance for students to engage with a community program or agency and provide support through a short-term project or activity. The program will assist students with locating and confirming these placements.

For students in the Mental Health Recovery Practitioner program only, there is also a practicum of 120 hours in the final term (**MHRP 1003**). Students can start the practicum as early as May 1st, and have until the end of the spring/summer session in August to complete it. Some students will prefer to do a block placement over a short time; others may prefer to do 1-2 days per week over a longer term. The more flexible the student, the more placement options there will be.

You will be provided with complete instructions and detailed information via the Moodle site and the practicum manual. Each student in practicum is assigned a Practicum Agency Field Supervisor, who evaluates the student and provides information to the College so that a grade of Pass or Fail can be determined.

There are instructors ("Faculty Supervisors") assigned to each of these courses, and they are your first contact for concerns or questions.

In addition, please be aware of the following:

- **You will need to pay tuition for your practicum, as any other course.** Tuition is calculated by credit value, so ensure you are informed of the practicum course tuitions by contacting the Office of the Registrar, or reviewing the [Tuition and Fees Estimator](#).
- You must provide a **Police Information check** and other documentation before starting. These items may take some time to collect, but also cannot be done too early or they will not be valid at the start of practicum. See the detailed list and forms on the [website](#) ("Practicum / Work Experience Requirements") or contact a student Navigator for more information. Note: The expense for obtaining these documents is the responsibility of the student.

EXAMINATIONS

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

Some exams you write may be paper and pen in class, practical exams such as a demonstration of skill, or various assessments on Moodle. Please see the course outline for each course for more information.

Protocols for exams will be shared in advance, by email, Moodle, or in class. Students may be able to make arrangements to write their exams at regional campuses if this is more convenient. If you are unable to attend an exam as scheduled (due to unexpected circumstances) you must notify your instructor immediately by phone or email.

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.

If you are going to be absent for the writing of a scheduled examination, you are required to notify the Course Instructor **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.

Instructors may not return exams, but will provide feedback or an opportunity for review. If an exam is reviewed in class and you are absent, you may ask for an individual meeting with the instructor; if the instructor is not available a designate or alternative process will be identified.

EXAMINATION DEFERRALS

If you are **ill or incapacitated and are unable to write an exam**, you **MUST** inform the College. 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 may be asked to complete a Request for Deferral – Examination form and **provide documentation** (e.g. medical note) to support your request. 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.

GRADE INFORMATION

RELEASE OF GRADES

In most cases, instructors will post marks for individual items to Moodle during the term. The final grades are only posted to MyQuest, via the Office of the Registrar. If a student believes there is an error in a mark during the term, they are to contact the Instructor. If a student believes there is an error in the final grade, they may contact their instructor or the Associate Chair.

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
	C-	1.7	63	60
	D+	1.3	55	59
Pass	D	1.0	50	54
Failure	F	0.0	49	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

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 and meeting the pre-requisites for each course in order to progress through the program.

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.

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.

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

Academic integrity is the maintenance of truthfulness and excellence in academic activities at the College, by students and staff.

For students, it is critical that they understand what constitutes academic dishonesty, or "academic misconduct". When an instance of academic dishonesty is detected, there is an obligation to report this to the Office of Student Judicial Affairs.

Academic Misconduct

Academic misconduct may be defined broadly as the giving, taking, or presenting of information that dishonestly aids an individual or group in the determination of academic merit or standing. Common examples include, but are not limited to, plagiarism and cheating.

Plagiarism is a form of academic misconduct that occurs when someone presents work that has been created by another as one's own. Specific examples include:

- presenting in any format the words, ideas, images, or data created by or belonging to someone else as if it were one's own
- manipulating source material in an effort to deceive or mislead
- submitting work that contains misleading references that do not accurately reflect the sources actually used

Cheating is a form of academic misconduct that occurs when someone employs an unauthorized means to obtain credit for work submitted, to gain advantage over others in the assessment of academic work, or to assist others in obtaining such advantages. Specific examples include:

- accessing information from unauthorized sources (i.e. other students or notes) in the course of completing an assignment, test, or examination
- possessing unauthorized evaluation materials in advance of their administration
- collaborating on any project, assignment, or examination without prior permission

Unless otherwise indicated by the instructor, all written work is to follow APA guidelines, as defined in the Publication Manual of the American Psychological Association, Sixth Edition (American Psychological Society, 2010).

The Library has extensive resources to help students learn and use APA formatting for citing and referencing the work of other authors. More information can be found at the [library APA website](#). Here you will find videos, examples to follow, and “clearly APA: The NorQuest guide to APA style” available on that web page.

If you want more information about academic integrity, it is highly recommended that you start with a short (2 hours or less) online course offered by the College. There is no cost for this course. Please go to the [XBUS 1340 course site](#) for more information or to register.

ACADEMIC PROBATION

If you are not maintaining a semester GPA of 1.0 (D), 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.

If, at the end of the probationary period, your semester average is 1.0 (D) 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 1.0 (D), you may be withdrawn from the program.

REPEATING A COURSE

If you are unsuccessful in a course, you will be required to repeat all parts of the course. This includes all examinations, assignments, or lab assessments required for that course. In 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. You are only permitted 2 attempts to pass a course and 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 (LIP), to outline the specific steps each of you will take to address the deficit in your performance.

The written LIP 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.

If at any time you do not understand the expectations stipulated in the LIP, please ask for clarification.

STUDENT APPEALS

Should you disagree with a decision, you have the right to appeal. Information about appeals relating to admissions, transfer credit, enrolment and finances is provided by the [Office of the Registrar](#).

If you disagree with a grade, you are asked to first speak with your Instructor. The appeal process for grades, academic misconduct, and non-academic misconduct are all handled by the [Office of Student Judicial Affairs](#).

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

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 program. Requests for feedback will usually be in survey form, although periodically you may be asked to provide feedback through an in-class exercise, a focus group, or an interview after leaving the program. Please do complete the course evaluations done in class, as these help to maintain or build the quality of a course or instruction.

CONVOCATION AND BEYOND

ALUMNI ASSOCIATION

As a graduate of NorQuest College, you can join the [Alumni Association](#). Benefits to this membership include savings on different services, and the opportunity to stay connected to the College.

APPLYING TO GRADUATE & CONVOCATE

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 the main College website **for important information about applying to graduate and planning for convocation.**
- Please review the [Graduation and Convocation Checklist](#).
- 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.

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.

This service is available to you free of charge for up to six months after you graduate from your program. Please see the website for detail and contact information.

Questions?

Please don't hesitate to contact any of your instructors, the Associate Chair, or other College staff who may be able to help with any question or need you have.

Have a great semester!