Faculty Office
(Open: Monday-Friday: 8:15-4:30)

Location:
Centre 106
10232 106 Street, Edmonton, AB
This handbook is designed to assist you in meeting your career goals to help ensure that your learning experience at NorQuest College is a positive one. We would appreciate any feedback that you can provide to your instructors about your learning experience and about the programs by sending your feedback to fbet@norquest.ca. Your comments will help us continue to provide quality education for our students. We wish you every success in achieving your career goals!

*** Please note that students are responsible for awareness of information in this manual, and of all policies listed in the current College Calendar

Developed by Business, Environment & Technology, NorQuest College. Last revised 2019.

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FBET Student Handbook, 2019-20
MESSAGE FROM THE DEAN

Welcome to the Faculty of Business, Environment, and Technology! We are glad that you have chosen NorQuest College as your source of growth for personal and professional development. Here you will find work-force relevant business, environment, and technology course offerings, delivered by experienced instructors.

Our goal is to prepare you for your future career goals and we hope you take advantage of the many additional opportunities our faculty offers, such as the Work Integrated Learning program (WIL) and the networking program - Ten Thousand Coffees.

We are a faculty that is poised for growth. We value diversity and are focused on supporting our students to be successful. We look forward to seeing you on campus and we hope you enjoy your journey at NorQuest College!

Sandra Moore
Dean of the Faculty of Business, Environment, and Technology
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-centered approach
  • Set clear expectations, measure results and demonstrate accountability
  • Promote teamwork, cooperation and sharing throughout the College
  • Follow fair process in accomplishing our objectives

From Vision, Mission & Values NorQuest webpage.
OUR COMMITMENT

The NorQuest Learning Experience

Your experience as a learner in any of our Faculty of Business, Environment, and Technology (FBET) programs is important to us. You will have an inclusive learning experience, embrace diversity and develop skills needed to succeed. You will be taught by exemplary faculty, 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.

From NorQuest Learning Experience webpage.

College Wide Learning Outcomes

1. Creative and Critical Thinking

The thinking process requires learners to analyze, create, and reflect as they broaden their knowledge and enhance their reasoning skills. Learners will engage in the following types of practices to develop and expand on their creative and critical thinking abilities:

- Acquire and implement study and learning skills
- Use imagination and innovation to arrive at creative solutions
- Identify, locate, evaluate, and effectively use information and information technology to advance learning and solve problems
- Incorporate ethical considerations into research and thinking processes
- Recognize the value of and engage in lifelong learning for ongoing personal and professional development

2. Inclusive Culture

Learners will appreciate the rich and diverse manner in which individuals from various backgrounds enhance our overall culture and environment, and will show this in the following ways:

- Acknowledge and engage with people of other cultures, races, generations, religions, genders, sexual orientation, and ability levels
- Keep current with significant world events
- Develop intercultural competencies, including an appreciation for other ways of learning and knowing
- Challenge personal culture-based assumptions
- Support the blending of groups and cultures that takes place in classroom and online learning environments, and in the workplace
- Appreciate how contributions from many people enrich the educational experience and the wider community
- Demonstrate respect for self and others

3. Community Citizenship

NorQuest is part of the broader community, and is enriched by interactions with others – inside the college and beyond in the communities it serves. Learners will develop both personal and social responsibility through the following attitudes and actions:

- Recognize how community includes multiple groups – from the individual and family to local, urban, provincial, national, and global communities
- Identify with and be involved in the learning community, as well as cultural and geographic communities
- Examine community issues and events as they unfold and understand their significance
- Engage with the wider community in the exchange of knowledge and ideas
- Support and enhance connections between the college and the wider community

4. Communication and Collaboration
Learners will enhance their skills in all aspects of communication to share ideas, acquire new information, and pursue common goals. This includes a focus on the following abilities:

- Determine the purpose and context for communicating
- Follow accepted communication conventions to minimize barriers
- Effectively communicate in many forms, such as written, oral, numeric, musical, and visual, using appropriate technologies
- Apply effective techniques for working in a group and dealing with group dynamics
- Settle conflicts using clear and fair resolution strategies

From College-Wide Learning Outcomes webpage.

**OUR CAMPUS**

According to your selection, your program will be delivered at one of the following campuses:

**Edmonton Downtown**

This consists of five separate buildings:

- **Singhmar Centre for Learning (SCFL)** – located at 10215 - 108 Street
- **Civic Employees Legacy Tower (CELT)** – located at 10215-108 Street
- **Centre 102** (Room numbers beginning in B) – located at 10704-102 Avenue
- **Centre 106** (Room numbers beginning in E) – located at 10232-106 Street
- **Career Development Centre** (Room numbers beginning in C) – located at 10230-108 Street

**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.
**Reflection Room**
NorQuest College is a vibrant, inclusive, and diverse community that recognizes the spiritual and religious aspects of our students and employees. We are committed to providing a neutral room that is accessible to members of all faiths within the college community. The Reflection Room is located in Room B-209 at Centre 102.

Additional information can be found at Reflection Room webpage.

**Drayton Valley**
Find out more information about Drayton Valley Campus

**Wetaskiwin**
Find out more information about Wetaskiwin Campus

Additional information can be found at Campuses Maps

**FOR YOUR SAFETY AND COMFORT**

**An Environment for All**

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

**Emergency Procedures**

The safety and security of our staff, students, and visitors are very important to us. Familiarize yourself with these procedures in case of an emergency:

- Lockdown procedure
- Evacuation procedure
- Threats of violence procedure

Additional information can be found at Safety & Security

**Media Consents**

During your time in your program, we may be requesting to take your photo for educational or marketing purposes. We will provide a consent form for you to complete for such times. If you have any concerns, please discuss with your instructor or Associate Chair.
Lockers

Lockers are rented per term. To obtain a locker, you find an available locker, located at CELT and SCFL buildings, secure it with your lock, and go immediately to the Bookstore (SCFL 1-091) to register for the locker and pay. More information is found at [Student Life Resources](#).

Parking

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<th>Time</th>
<th>Rate</th>
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<tbody>
<tr>
<td>E Lot</td>
<td>6:00am – 4:30pm</td>
<td>$15.00 daily</td>
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<tr>
<td></td>
<td>11:00am – 4:30pm</td>
<td>$5/hour, max $15/day</td>
</tr>
<tr>
<td></td>
<td>4:30pm – 11:00pm</td>
<td>$6.00 evening</td>
</tr>
<tr>
<td></td>
<td>Weekends &amp; statutory holidays</td>
<td>$6.00 daily</td>
</tr>
<tr>
<td>F Lot</td>
<td>6:00am – 11:00pm</td>
<td>Monthly permit holders only</td>
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<tr>
<td>G Lot</td>
<td>6:00am – 4:30pm</td>
<td>$15.00 daily</td>
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<tr>
<td></td>
<td>11:00am – 4:30pm</td>
<td>$5/hour, max $15/day</td>
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<td>4:30pm – 11:00pm</td>
<td>$6.00 evening</td>
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<tr>
<td></td>
<td>Weekends &amp; statutory holidays</td>
<td>$6.00 daily</td>
</tr>
<tr>
<td>Singhmar Centre for Learning</td>
<td>6:00am – 4:30pm</td>
<td>Monthly permit holders only</td>
</tr>
<tr>
<td>(SCFL)</td>
<td>4:30pm – 11:00pm</td>
<td>$9.00 evening</td>
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<tr>
<td></td>
<td>7:00am – 4:30pm (Saturdays)</td>
<td>$10.00 daily</td>
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Additional information can be found at [Parking](#).

FBET Student Handbook, 2019-20
OUR TEAMS SUPPORTING STUDENT SUCCESS

Your Faculty

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<th>ROLE</th>
<th>NAME</th>
<th>Email</th>
<th>Phone</th>
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<tr>
<td>DEAN</td>
<td>Sandra Moore, B.A., M.Ad.Ed.</td>
<td><a href="mailto:Sandra.Moore@norquest.ca">Sandra.Moore@norquest.ca</a></td>
<td>780-644-5844</td>
</tr>
<tr>
<td>SENIOR ADMINISTRATIVE ASSISTANT</td>
<td>Swati Sharma, B.A., M.B.A.</td>
<td><a href="mailto:Swati.Sharma@norquest.ca">Swati.Sharma@norquest.ca</a></td>
<td>780-644-6581</td>
</tr>
<tr>
<td>BUSINESS OPERATIONS MANAGER</td>
<td>Linda Keyes, BSc.</td>
<td><a href="mailto:Linda.Keyes@norquest.ca">Linda.Keyes@norquest.ca</a></td>
<td>780-644-5828</td>
</tr>
<tr>
<td>BUSINESS OPERATIONS SUPPORT</td>
<td>Paula Valente, BSc IR, DipBA</td>
<td><a href="mailto:Paula.Valente@norquest.ca">Paula.Valente@norquest.ca</a></td>
<td>780-644-6495</td>
</tr>
<tr>
<td>STUDENT PROGRAM ADMINISTRATOR</td>
<td>Zartaj Habib, BSc Psych</td>
<td><a href="mailto:Zartaj.Habib@norquest.ca">Zartaj.Habib@norquest.ca</a></td>
<td>780-644-XXXX</td>
</tr>
<tr>
<td>PROGRAM CHAIR, Business</td>
<td>Perri Skelton, EdD, CPA, CA</td>
<td><a href="mailto:Perri.Skelton@norquest.ca">Perri.Skelton@norquest.ca</a></td>
<td>780-644-XXXX</td>
</tr>
<tr>
<td>PROGRAM CHAIR, Environmental Studies</td>
<td>Andrew Kohlenberg, M.Sc., P.Biol.</td>
<td><a href="mailto:Andrew.Kohlenberg@norquest.ca">Andrew.Kohlenberg@norquest.ca</a></td>
<td>780-644-6026</td>
</tr>
<tr>
<td>ASSOCIATE CHAIR, Business - Student Experience</td>
<td>Lisa Saxby, CD, B.Ed, B.A., MEd.</td>
<td><a href="mailto:Lisa.Saxby@norquest.ca">Lisa.Saxby@norquest.ca</a></td>
<td>780-644-6475</td>
</tr>
<tr>
<td>ACCOUNTING TECHNICIAN CERTIFICATE FACULTY MEMBERS</td>
<td>Abdul Sulman, CPA, CMA, MBA</td>
<td><a href="mailto:Abdul.Sulman@norquest.ca">Abdul.Sulman@norquest.ca</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Robert Richardson, BA, BEd</td>
<td><a href="mailto:Robert.Richardson@norquest.ca">Robert.Richardson@norquest.ca</a></td>
<td></td>
</tr>
<tr>
<td>ADMINISTRATIVE PROFESSIONAL CERTIFICATE FACULTY MEMBERS</td>
<td>Ashley Way, BA, BEd.</td>
<td><a href="mailto:Ashley.Way@norquest.ca">Ashley.Way@norquest.ca</a></td>
<td>Mat. Leave for 2019/20</td>
</tr>
<tr>
<td></td>
<td>Heather Weisser</td>
<td><a href="mailto:Heather.Weisser@norquest.ca">Heather.Weisser@norquest.ca</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Jamie Campbell, BMgmt., MBA</td>
<td><a href="mailto:Jamie.Campbell@norquest.ca">Jamie.Campbell@norquest.ca</a></td>
<td></td>
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<tr>
<td></td>
<td>Laureen Spratt, MBA, BA</td>
<td><a href="mailto:Laureen.Spratt@norquest.ca">Laureen.Spratt@norquest.ca</a></td>
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<tr>
<td></td>
<td>Lorne Strachan, CD, BBA, RSE, CACE</td>
<td><a href="mailto:Lorne.Strachan@norquest.ca">Lorne.Strachan@norquest.ca</a></td>
<td>780-644-6185</td>
</tr>
<tr>
<td></td>
<td>Nickeisha Manya</td>
<td><a href="mailto:Nickeisha.Many@norquest.ca">Nickeisha.Many@norquest.ca</a></td>
<td>780-644-6025</td>
</tr>
<tr>
<td></td>
<td>Oludamola Durodola, Ph D. Mcom., BComm., BSc</td>
<td><a href="mailto:Olu.Durodola@norquest.ca">Olu.Durodola@norquest.ca</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sophia Aarons</td>
<td><a href="mailto:Sophia.Aarons@norquest.ca">Sophia.Aarons@norquest.ca</a></td>
<td>780-644-6485</td>
</tr>
<tr>
<td></td>
<td>Stacey Fouillard, BA AE, CACE</td>
<td><a href="mailto:Stacey.Fouillard@norquest.ca">Stacey.Fouillard@norquest.ca</a></td>
<td>780-644-5852</td>
</tr>
<tr>
<td>BUSINESS ADMINISTRATION DIPLOMA FACULTY MEMBERS</td>
<td>Akram Abubaha</td>
<td><a href="mailto:Akram.Abu@norquest.ca">Akram.Abu@norquest.ca</a></td>
<td>780-644-XXXX</td>
</tr>
<tr>
<td></td>
<td>Barb Anderson, CD, BBA</td>
<td><a href="mailto:Barb.Anderson@norquest.ca">Barb.Anderson@norquest.ca</a></td>
<td>780-644-5811</td>
</tr>
<tr>
<td></td>
<td>Bob Fowler, CPA, MPAcc</td>
<td><a href="mailto:Bob.Fowler@norquest.ca">Bob.Fowler@norquest.ca</a></td>
<td>780-644-5878</td>
</tr>
<tr>
<td></td>
<td>Bryan Gamble, CPA, CA</td>
<td><a href="mailto:Bryan.Gamble@norquest.ca">Bryan.Gamble@norquest.ca</a></td>
<td>780-644-5982</td>
</tr>
<tr>
<td>Name</td>
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<tr>
<td>Corrinna Burdek, BEd, Med</td>
<td><a href="mailto:Corrinna.Burdek@norquest.ca">Corrinna.Burdek@norquest.ca</a></td>
<td>780-644-6310</td>
<td></td>
</tr>
<tr>
<td>Daisy Loh</td>
<td><a href="mailto:Daisy.Loh@norquest.ca">Daisy.Loh@norquest.ca</a></td>
<td>780-644-XXXX</td>
<td></td>
</tr>
<tr>
<td>Darryl Rubis, CPHR, M.Pl., CLGM, BA</td>
<td><a href="mailto:Darryl.Rubis@norquest.ca">Darryl.Rubis@norquest.ca</a></td>
<td>780-644-6486</td>
<td></td>
</tr>
<tr>
<td>Ikram Ibrahim</td>
<td><a href="mailto:Ikram.Ibrahim@norquest.ca">Ikram.Ibrahim@norquest.ca</a></td>
<td>780-644-6584</td>
<td></td>
</tr>
<tr>
<td>Jeff Ryan, B.Sc. (E.E.), MBA</td>
<td><a href="mailto:Jeff.Ryan@norquest.ca">Jeff.Ryan@norquest.ca</a></td>
<td>780-644-6546</td>
<td></td>
</tr>
<tr>
<td>Judith Gallimore, M.Sc., LLB, B.Sc., DipBA</td>
<td><a href="mailto:Judith.Gallimore@norquest.ca">Judith.Gallimore@norquest.ca</a></td>
<td>780-644-6478</td>
<td></td>
</tr>
<tr>
<td>Julia Johnson, B.Comm., MBA</td>
<td><a href="mailto:Julia.Johnson@norquest.ca">Julia.Johnson@norquest.ca</a></td>
<td>780-644-6469</td>
<td></td>
</tr>
<tr>
<td>Karim Hemmant</td>
<td><a href="mailto:Karim.Hemmant@norquest.ca">Karim.Hemmant@norquest.ca</a></td>
<td>780-644-XXXX</td>
<td></td>
</tr>
<tr>
<td>Kuljeet Sagoo, BA, MBA</td>
<td><a href="mailto:Kuljeet.Sagoo@norquest.ca">Kuljeet.Sagoo@norquest.ca</a></td>
<td>780-644-5845</td>
<td></td>
</tr>
<tr>
<td>Meena Gupta, BA (Hons), LL.B./BCL</td>
<td><a href="mailto:Meena.Gupta@norquest.ca">Meena.Gupta@norquest.ca</a></td>
<td>780-644-5807</td>
<td></td>
</tr>
<tr>
<td>Michelle Turcotte, B.Comm., B.Ed, CFP</td>
<td><a href="mailto:Michelle.Turcotte@norquest.ca">Michelle.Turcotte@norquest.ca</a></td>
<td>780-644-6535</td>
<td></td>
</tr>
<tr>
<td>Miranda Hui, B.Comm., CPA, CA, B.Ed.</td>
<td><a href="mailto:Miranda.Hui@norquest.ca">Miranda.Hui@norquest.ca</a></td>
<td>780-644-6149</td>
<td></td>
</tr>
<tr>
<td>Mitch W. Fix, MBA, CSI</td>
<td><a href="mailto:Mitch.Fix@norquest.ca">Mitch.Fix@norquest.ca</a></td>
<td>780-644-6134</td>
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<tr>
<td>Nazanin Teymouri</td>
<td><a href="mailto:Nazanin.Teymouri@norquest.ca">Nazanin.Teymouri@norquest.ca</a></td>
<td>780-644-6469</td>
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<tr>
<td>Sandy Olsen, BEd.</td>
<td><a href="mailto:Sandy.Olsen@norquest.ca">Sandy.Olsen@norquest.ca</a></td>
<td>780-644-5961</td>
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<tr>
<td>Shawn Degeree</td>
<td><a href="mailto:Shawn.Degeree@norquest.ca">Shawn.Degeree@norquest.ca</a></td>
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<tr>
<td>Sheryl Boisvert, BEd, CGA, CPA</td>
<td><a href="mailto:Sheryl.Boisvert@norquest.ca">Sheryl.Boisvert@norquest.ca</a></td>
<td>780-644-6461</td>
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<tr>
<td>Tudorita Dumitrascu, MA</td>
<td><a href="mailto:Tudorita.Dumitrascu@norquest.ca">Tudorita.Dumitrascu@norquest.ca</a></td>
<td>780-644-6656</td>
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<tr>
<td>Sithara Fernando</td>
<td><a href="mailto:Sithara.Fernando@norquest.ca">Sithara.Fernando@norquest.ca</a></td>
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<tr>
<td>Kris Lavoie, B.Comm., MBA</td>
<td><a href="mailto:Kris.Lavoie@norquest.ca">Kris.Lavoie@norquest.ca</a></td>
<td>780-644-6588</td>
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<tr>
<td>Katrina John-West, B.Comm.</td>
<td><a href="mailto:Katrina.John-West@norquest.ca">Katrina.John-West@norquest.ca</a></td>
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<tr>
<td>Soojung Son, BA</td>
<td><a href="mailto:Soojung.Son@norquest.ca">Soojung.Son@norquest.ca</a></td>
<td>780-644-6631</td>
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<tr>
<td>Zorawar Singh, DipBMgmt.,</td>
<td><a href="mailto:Zorawar.Singh@norquest.ca">Zorawar.Singh@norquest.ca</a></td>
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<tr>
<td>Charles Sevilla</td>
<td><a href="mailto:Charles.Sevilla@norquest.ca">Charles.Sevilla@norquest.ca</a></td>
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<tr>
<td>Britney Gamache, DipBA</td>
<td><a href="mailto:Britney.Gamache@norquest.ca">Britney.Gamache@norquest.ca</a></td>
<td>780-644-5958</td>
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<tr>
<td>Elvin Galvey</td>
<td><a href="mailto:Elvin.Galvey@norquest.ca">Elvin.Galvey@norquest.ca</a></td>
<td>780-644-6585</td>
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<tr>
<td>Islamiat Orebajo</td>
<td><a href="mailto:Islamiat.Orebajo@norquest.ca">Islamiat.Orebajo@norquest.ca</a></td>
<td>780-644-XXXX</td>
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<tr>
<td>Joy Branco</td>
<td><a href="mailto:Joy-Marie.Branco@norquest.ca">Joy-Marie.Branco@norquest.ca</a></td>
<td>780-644-5829</td>
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<tr>
<td>Noopur Amin, B.Comm., DipBA</td>
<td><a href="mailto:Noopur.Amin@norquest.ca">Noopur.Amin@norquest.ca</a></td>
<td>780-644-4658</td>
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<tr>
<td>Paula Valente, BSc IR, DipBA</td>
<td><a href="mailto:Paula.Valente@norquest.ca">Paula.Valente@norquest.ca</a></td>
<td>780-644-6495</td>
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<tr>
<td>Priyanka Upadhyay</td>
<td><a href="mailto:Priyanka.Upadhyay@norquest.ca">Priyanka.Upadhyay@norquest.ca</a></td>
<td>780-644-6578</td>
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<tr>
<td>Rashanjot Bola</td>
<td><a href="mailto:Rashanjot.Bola@norquest.ca">Rashanjot.Bola@norquest.ca</a></td>
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<td>Teresa Calihoo</td>
<td><a href="mailto:Teresa.Calihoo@norquest.ca">Teresa.Calihoo@norquest.ca</a></td>
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<tr>
<td>Ian Markewicz, B.Sc.</td>
<td><a href="mailto:Ian.Markewicz@norquest.ca">Ian.Markewicz@norquest.ca</a></td>
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<tr>
<td>Brenda Mein, MA, CFD, CCP</td>
<td><a href="mailto:Brenda.Mein@norquest.ca">Brenda.Mein@norquest.ca</a></td>
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<tr>
<td>Emily Richardson, CMA, CPA</td>
<td><a href="mailto:Emily.Richardson@norquest.ca">Emily.Richardson@norquest.ca</a></td>
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<tr>
<td>Shanna Rowney, M.Ed., B.Ed., B.Sc.</td>
<td><a href="mailto:Shanna.Rowney@norquest.ca">Shanna.Rowney@norquest.ca</a></td>
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<td><strong>ONLINE SUPPORT</strong></td>
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<tr>
<td>Orlando Dacesin</td>
<td><a href="mailto:CareersOnline@norquest.ca">CareersOnline@norquest.ca</a></td>
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<tr>
<td><strong>STUDENT NAVIGATOR (located in CELT 1-204)</strong></td>
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<tr>
<td>Heather MacKinnon</td>
<td><a href="mailto:Heather.MacKinnon@norquest.ca">Heather.MacKinnon@norquest.ca</a></td>
<td>780-644-5948</td>
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<tr>
<td>Shelley Andersen</td>
<td><a href="mailto:Shelley.Andersen@norquest.ca">Shelley.Andersen@norquest.ca</a></td>
<td>780-644-6658</td>
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<tr>
<td>Udy Olaolu-Oyeyemi</td>
<td><a href="mailto:Udy.Olaolu-Oyeyemi@norquest.ca">Udy.Olaolu-Oyeyemi@norquest.ca</a></td>
<td>780-644-6020</td>
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<td><strong>NORQUEST INTERNATIONAL (located in CELT 1-215)</strong></td>
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<tr>
<td><strong>International Student Advisors</strong></td>
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<tr>
<td>Elena Spirkina</td>
<td><a href="mailto:Elena.Spirkina@norquest.ca">Elena.Spirkina@norquest.ca</a></td>
<td>780-644-6688</td>
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<tr>
<td>Nancy Kasele</td>
<td><a href="mailto:Nancy.Kasele@norquest.ca">Nancy.Kasele@norquest.ca</a></td>
<td>780-644-6598</td>
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<tr>
<td><strong>Team Lead, International Student Support &amp; Retention</strong></td>
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<tr>
<td>Basil Nebane</td>
<td><a href="mailto:Basil.Nebane@norquest.ca">Basil.Nebane@norquest.ca</a></td>
<td>780-644-6454</td>
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<tr>
<td><strong>Manager, International Recruitment</strong></td>
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<tr>
<td>Saurabh Vashiht</td>
<td><a href="mailto:Saurabh.Vashiht@norquest.ca">Saurabh.Vashiht@norquest.ca</a></td>
<td>780-644-6060</td>
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<tr>
<td><strong>WORKFORCE INTEGRATED LEARNING TEAM</strong></td>
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<tr>
<td>Tina Gilkes</td>
<td><a href="mailto:Tina.Gilkes@norquest.ca">Tina.Gilkes@norquest.ca</a></td>
<td>780-644-6274</td>
<td></td>
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<tr>
<td>Megan Stannard</td>
<td><a href="mailto:Megan.Stannard@norquest.ca">Megan.Stannard@norquest.ca</a></td>
<td>780-644-6636</td>
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<tr>
<td>Caylee Kreller</td>
<td><a href="mailto:Caylee.Kreller@norquest.ca">Caylee.Kreller@norquest.ca</a></td>
<td>780-644-6397</td>
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</tbody>
</table>
How We Help You

Your instructor is responsible for the following items:
- 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
- Responding to questions about the material: readings, assignments, grades, classes, information on Moodle, and exams
- Course and classroom policies and procedures
- Responding to requests for exam or assignment extensions/deferrals
- Addressing concerns if there is a discrepancy with your mark or you have not received your marks

The Chair/Associate Chair is responsible for the following items:
- Overseeing all student activities
- Assigning Permission Numbers as required for self-registration
- Approving final course grades
- Determination and notification of student probation or withdrawals
- Concerns about the program or curriculum
- Issues that are not satisfactorily addressed by other Faculty members
- Program policies
- Faculty and program evaluation
- Overseeing the program for the College
- Issues not satisfactorily addressed by the Associate Chairs

The Dean is responsible for the following items:
- Strategy formulation and oversight
- Priority-setting goal attainment
- Contribute to divisional and academic plan
- Liaise with government officials
- Mediate and liaise with faculty and staff as required

Student Program Administration staff are responsible for the following items:
- Assist students and faculty from Business and Environment programs
- General program information
- Maintaining student records
- Organize curriculum resources

The Office of the Registrar (OR) is responsible for the following items:
- Assist students who are experiencing difficulties with their self-registration
- Updating student information
- Course fee
- Maintaining student records
- Transfer credit requests
Student Navigator Office

If you are having trouble navigating College services, or need guidance on the resources available to you, please consult with your **Student Navigator**, located at CELT, Room 1-204.

**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 we can 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, full-time vs part-time, etc.)

**How can I contact them?**

**Office Location:** Civic Employees Legacy Tower - 10215 108 Street, room 1-204  
**Phone Number:** 780-644-6130  
**Email:** student.navigator@norquest.ca  
**Hours:** Monday-Friday, 8:30 am – 3:30 pm (Drop in appointments only – call or email for more information)

**Note:** For Spring/Summer session consult your Student Navigator to check availability. For Fall/Winter sessions the Student Navigator will be available Monday – Thursday from 8:30 am – 6:15 pm.

NorQuest International

The **International Students Services** will assist you throughout your time at NorQuest College. Appointments are available in-person, by mail, or telephone. Specialized services are provided to international students include:

- Assistance with academic progress
- Volunteer opportunities
- Personal and cultural transitions
Work Integrated Learning

All Faculty of Business, Environment and Technology programs offer Work-Integrated Learning (WIL) opportunities, including co-op, field experience, and community service learning. Though WIL courses are electives, they are valuable opportunities for students to become workforce ready by connecting academic experiences at NorQuest with the real world.

Students enrolled in a WIL opportunity will be provided with detailed information to prepare for a placement and support in finding and succeeding at a placement. A successful placement includes a strong partnership between the student, the College, and an employer-partner site. Students are hosted by an employer-partner, and are provided regular feedback by a supervisor during their placement. Each student will be assigned a WIL Consultant, who monitors student progress through phone calls, reviewing journal entries, and/or site visits.

WIL provides students with opportunities to gain relevant, real-word experiences that help prepare them for future careers. A WIL experience contributes to a well-rounded education comprised of theoretical knowledge and practical skills.

Please note the following regarding Work-Integrated Learning opportunities:

- You will need to register and pay tuition for your WIL course, as with any other course
- Ensure that you are able to meet the time commitments; most WIL courses require a full-time commitment (35-40 hours per week)
- For international students only, you will need a co-op work permit to complete a WIL experience (co-op work permit applications can take up to 4 months; please apply early)

For questions about WIL opportunities, please contact fciswil@norquest.ca

Student Support Specialists

Student support specialists work with students, staff, and faculty to identify students’ strengths and barriers to learning. They develop an individual accommodation plan for each student and work with college employees to create accessible environments.

More information can be found at Services for Students with Disabilities
## ACADEMIC & STUDENT SERVICES CONTACT INFORMATION

CELT = Civic Employee Legacy Tower  
SCFL = Singhmar Centre for Learning  

<table>
<thead>
<tr>
<th>Service/Area</th>
<th>Location</th>
<th>Phone</th>
<th>Email</th>
<th>Additional Info</th>
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<tbody>
<tr>
<td><strong>Bookstore</strong></td>
<td>1-091 SCFL</td>
<td>780-644-6203 or toll free at 1-866-534-7218</td>
<td><a href="mailto:studentbookstore@norquest.ca">studentbookstore@norquest.ca</a></td>
<td>Booklists are available to view at the bookstore, or <a href="#">online</a></td>
</tr>
<tr>
<td><strong>Computer Commons</strong></td>
<td>2-111 SCFL</td>
<td>780-644-6085</td>
<td><a href="mailto:computercommons@norquest.ca">computercommons@norquest.ca</a></td>
<td>Support for: Password, MyQuest, MyMail and <a href="#">Moodle Support</a></td>
</tr>
<tr>
<td><strong>Exam Bookings</strong> (for online students)</td>
<td>2-070 SCFL</td>
<td>780-644-6055</td>
<td><a href="mailto:assessmentexams@norquest.ca">assessmentexams@norquest.ca</a></td>
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<tr>
<td><strong>Faculty of Business, Environment, and Technology</strong></td>
<td>Centre 106</td>
<td></td>
<td><a href="mailto:FBET@norquest.ca">FBET@norquest.ca</a></td>
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<tr>
<td><strong>Financial Aid</strong></td>
<td>1-205 CELT</td>
<td>780-644-6130</td>
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<tr>
<td><strong>Centre for Growth and Harmony</strong></td>
<td>1-101 SCFL</td>
<td>780-644-6155</td>
<td><a href="mailto:wellness@norquest.ca">wellness@norquest.ca</a></td>
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</tbody>
</table>
| **International Student Office** | 1-215 CELT | 780-644-6128 | international@norquest.ca | Monday-Friday (8:15am-4:30pm)  
Monday-Friday (8:15am-4:15pm), Drop-ins accepted if an advisor is available. |
| **Library Services** (Learner Centre) | 2-180 SCFL | 780-644-6070 or toll free at 1-866-534-7218 Text questions to: 587-600-0084 | library@norquest.ca | Monday-Thursday (7:30am-7:00pm), Friday (7:30 am-5:00pm), Saturday (12:00pm-4:00pm) |
| **Office of Judicial Affairs** | | 780-644-6490 | OSJA@norquest.ca | |
YOUR SUCCESS IN THE PROGRAM

You are responsible for your success in the program chosen, and your instructional team is eager to partner with you in this endeavor. The programs are challenging and demanding to prepare you to enter into the desired profession. To succeed in the program it is recommended that you consider and follow the "Practical Tips for Success".

Student Orientation Day

Orientation to the Faculty of Business, Environment, and Technology (FBET) programs 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.

FBET Student Orientation is Tuesday, September 3rd 2019
9AM to 3PM
NorQuest College
Center 106
10323 106 Street NW
Edmonton, AB
Campus Block Party

Don’t miss the Fall Welcome event on September 4th! Hosted jointly by NorQuest College and MacEwan University, the Downtown Campus Block Party will start at 11:00am. Drop by, enjoy some food, and connect with colleagues, students, and our friends from MacEwan University. See you there!

Practical Tips for Success

• **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. Ensure you are current in your class through checking your Moodle course shell.

• **Get and read the textbooks.** Textbooks are very important in class. Having the texts and reading the assigned chapters will support your success in class. You may purchase your books through our College bookstore (new or used books may be available through our buy-back program), through another online vendor, or from a previous student. More information about used book sales at Orientation in the fall term.

• **Attend class regularly.** Although you are an adult learner and can choose whether or not to attend class, some learning experiences 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.)

• **Attend Labs.** Labs are part of one of the resourceful tools that you have access while as a student. You can get help from the Instructional Assistants expert team in many subjects. The lab schedule for your program will be provided in the first week of classes.

• **Review the College’s Academic Misconduct Information.** NorQuest College is committed to maintaining high standards of academic performance and as a student, you are expected to be guided at all times by these principles in the work that you submit and the behaviour that you engage.

• **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 instructor.** 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](#).

  ✓ Check your [MyQuest](#) page for mark information.

  ✓ Check your course page on [Moodle](#) and/or on any publisher site used by your instructor.

• **Make a plan for success.** Students who succeed plan for it early in their program. Maintain an up-to-date calendar of due dates, 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, check the Centre for Growth and Harmony webpage.

- **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.
- **Important Dates for 2019/2020**

## MONITORING YOUR SUCCESS

### Academic Progress

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. This means successfully complete all courses.

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

In order to be granted your certificate or diploma a cumulative Grade Point Average of 2.0 must be achieved.

**NOTE:** If you are unsuccessful in the same course three times you will need to take the course at another institution and apply for transfer credit to be recognized for certificate or diploma completion.

### 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.

### Grading Scale

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

<table>
<thead>
<tr>
<th>Letter Grade (Post-secondary programs)</th>
<th>Grade Point Value (Post-secondary programs)</th>
<th>Percentage (Alberta Education courses/preparatory)</th>
<th>Descriptor</th>
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<tbody>
<tr>
<td>A+</td>
<td>4.0</td>
<td>95-100</td>
<td>Excellent</td>
</tr>
<tr>
<td>A</td>
<td>4.0</td>
<td>90-94</td>
<td></td>
</tr>
<tr>
<td>A-</td>
<td>3.7</td>
<td>85-89</td>
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<tr>
<td>B+</td>
<td>3.3</td>
<td>80-84</td>
<td>Very Good</td>
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<td>B</td>
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<tr>
<td>B-</td>
<td>2.7</td>
<td>70-74</td>
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<tr>
<td>C+</td>
<td>2.3</td>
<td>67-69</td>
<td>Satisfactory (Cumulative GPA needed to convocate)</td>
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<tr>
<td>C</td>
<td>2.0</td>
<td>64-66</td>
<td></td>
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<tr>
<td>C-</td>
<td>1.7</td>
<td>60-63</td>
<td>Pass</td>
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<tr>
<td>D+</td>
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<tr>
<td>D</td>
<td>1.0</td>
<td>50-54</td>
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<td>F</td>
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**Pass**

Has met all grading criteria as detailed in the assignment.
Demonstrates beginning linking of theory and practice.
Frequent errors in Standard English written conventions and APA formatting.
Meets minimal requirements.

**Fail**

Has not met grading criteria as detailed in the assignment.
Frequent errors in Standard English written conventions and APA formatting.
Does not meet requirements.

**Grading Rubrics need to recognize the expectations below:**

- **Excellent**
  - (A-, A, A+)
  - Has met all grading criteria as detailed in the assignment.
  - Demonstrates superior linking of theory and practice.
  - Provides rich examples from practicum and life.
  - Demonstrates reflective practice.
  - Demonstrates Standard English written conventions and uses APA formatting.
  - Provides appropriate references.

- **Very good**
  - (B-, B, B+)
  - Has met all grading criteria as detailed in the assignment.
  - Demonstrates good linking of theory and practice.
  - Provides examples from practicum and life.
  - Demonstrates reflective practice.
  - Demonstrates Standard English written conventions and uses APA formatting.
  - Provides appropriate references.

- **Satisfactory**
  - (C-, C, C+)
  - Has met all grading criteria as detailed in the assignment.
  - Demonstrates beginning linking of theory and practice.
  - Provides examples.
  - Standard English written conventions and APA formatting are used with minimal errors.
  - Provides references.

- **Pass**
  - (D, D+)
  - Has met most grading criteria as detailed in the assignment, but gaps exist.
  - Frequent errors in Standard English written conventions and APA formatting.
  - Meets minimal requirements.

**Honors Standing**

To complete any of the programs described above with honors standing you must meet the following criteria:

- Overall grade point average (GPA) greater than or equal to 3.7
- The student must not have failed or repeated any courses

**STUDENT RESPONSIBILITIES AND PROFESSIONALISM EXPECTATIONS**

**ATTITUDES AND BEHAVIOURS THAT CREATE SUCCESS**

Students are expected to:

- ✔ Be prepared for class and display a positive attitude at all times
Be able to work competently in an independent capacity and must demonstrate a commitment to teamwork
Respond maturely and positively to suggestions and constructive criticism by implementing actions to improve performance
Arrive on time for classes and exams

Use of foul or disrespectful language or actions will not be tolerated.

At FBET NorQuest, we all strive for the following:

**Punctuality**
- Arrival to classes and exams prior to start is a sign of respect for the instructor and all students.
- Creating an environment that minimizes disruptions to optimize learning supports everyone’s success.

**Adaptability**
- Adapt to new situations, people, procedures and ideas
- Display a willingness to approach situations in different ways to achieve better outcomes

**Communication**
- Comply with provincial, federal and NorQuest 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

**Honesty & Integrity**
- Demonstrate honesty, integrity and accountability
- Use college resources appropriately and responsibly

**Personal Growth & Continued Competence**
- Demonstrate a commitment to personal growth and continued competence
- Demonstrate reflective practice in both written and verbal forms
- Engage in class work and other learning opportunities
- Implement actions to improve performance and skills based on feedback
- Respond maturely and positively to suggestions and constructive criticism

**Teamwork**
- Engage in teamwork as an active, cooperative participant
- Offer creative and appropriate ideas to further 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
- Provide constructive feedback to classmates and instructional team
- Share college resources (supplies, equipment, etc.) fairly

**Work Habits**
- Adhere to attendance, punctuality, and absence notification requirements
- Demonstrate preparedness for classes, assessments, placements and other learning opportunities
- Follow all NorQuest college program specific policies and procedures
- Maintain a clean and safe working environment for self and others
- Plan and organize to successfully complete work for classes, assessments, and other learning opportunities
- Create grammatically correct emails with proper punctuation and include your program, student name and student ID number

FBET Student Handbook, 2019-20
**EXAMS**

**Late Arrivals for Exams**

If you will be late for an exam, please email your proctor and/or your instructor to inform them as soon as possible prior to the exam starting. Failure to notify may result in an exam grade of zero (0).

If you are late for an examination, you may not be able to write your exam if 25% of the exam time has passed. This is in order to ensure exam integrity. If you are allowed to come into the room late to write the examination, you will not be given any extra time to write.

**ASSIGNMENTS**

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

If a student would like feedback on an assignment to ensure they are on the right track for completion, the student can email their instructor to book an appointment to review the assignment instructions in order to get clarification and input on progress. Students also have the option to go to the Writing Center or to go to any of the open labs available to ask specific questions about assignments.

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

**Missed/Late Student Work Guidelines for FBET**

No late submissions will be accepted for any student work (assignment, quiz, test, project, etc.) worth less than 10% of a course mark, regardless of the reason for the delay. In the event that a student misses submitting an assignment/project or misses writing a quiz/test that is worth 10% or more of their course mark, they may be allowed to add this weight to their Final Exam weighting. For this to be approved, the student must provide written documentation (signed doctor’s note, court documentation, hospital admission paperwork, etc.) on the first day back in class after the due date. This documentation must indicate that they were unable to submit their assigned task on the due date.

**NOTE:** If the activity that was missed required the student to interact with other classmates or a guest speaker, or was of a fieldtrip nature, this activity will not be allowed to be completed at a later date nor will the weighting be added to their Final Exam weighting, regardless of the reason or the weighting of the activity.

Late assignments guidelines may vary across faculties, refer to course outlines for specific guidelines.

**ACADEMIC INTEGRITY**

**Students 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 the Student Judicial Affairs Policy for the benefit of the entire college community.

More information at Student Rights & Responsibilities

**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.

Please note that academic dishonesty is any activity on the part of a student that defeats the purpose of the assignment or class 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 NorQuest College Library webpage.

More information can be found at Academic Misconduct

**Plagiarism - Defined**

Academic dishonesty is a serious offence and can result in suspension or expulsion from the College. There is no tolerance for academic dishonesty and any student caught plagiarizing will be penalized, and the incident will be recorded in the students’ file. Multiple offenses may result in the students’ withdrawal from the program. Students are encouraged to familiarize themselves with the NorQuest College Code of Student Conduct and avoid any behaviour which could potentially result in suspicions of cheating, plagiarism, misrepresentation of facts and/or participation in an offence.

Check the NorQuest Code of Conduct available online.

**Non-Academic Misconduct**

Non-Academic Misconduct may be defined broadly as any behaviour that:
- Adversely affects the learning of others or the college’s educational mission
- Violates civil or criminal statutes
- Threatens the safety or well-being of members of the NorQuest community
- Violates the ethical standards set by professional associations or the workplace standards set by practicum, clinical, or volunteer placement agencies

More information can be found at Non-Academic Misconduct

**Student Complaints**

Students have a right to register a complaint against any college policy or administrative process alleged to be unfair, or against any individual whose actions are alleged to interfere unduly with a student’s reasonable and legitimate access to services or participation in appropriate college-related activities, insofar as the complaint is not more appropriately dealt with in other college policies or procedures.
More information at Student Complaints

**Student Conduct in Academic Matters**

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.

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.

Students are expected to uphold a high standard of personal conduct during their time at NorQuest, in preparing to be members of a community services team. As well, you are responsible for upholding the conduct as listed at [Student Conduct](#) policies.

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.

**Student Appeals**

Should you disagree with a decision, you have the right to appeal. Information about appeals within the College can be found at [Student Appeals](#) webpage. If you disagree with a grade, you are asked to first speak with your instructor. The appeal process for grades is found at [Academic Grade Appeal](#) webpage. If you need assistance in the appeal process, your Student Navigator can help. More information can be found at [Student Judicial Affairs Policy](#)

**WITHDRAWALS 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 refunds 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 notify your instructor. Subsequently, the program’s Student Navigator can discuss the program’s completion options with you.

For more information on withdrawals, add/drop dates and changes to registration please refer to [Academic Schedule](#).

**SCHOLARSHIPS, BURSARIES, AWARDS, AND MENTORSHIP**

Students in FBET programs are eligible for a variety of scholarship opportunities. You can review this information at [Scholarships, Bursaries & Awards](#). If you need assistance, you can consult with your Student Navigator.

**CICan Paul and Gerri Charette Bursary Program**

The Colleges and Institutes Canada Paul and Gerri Charette Bursary Program aims to provide financial support to college and institute students that demonstrate financial need and who often face greater challenges and barriers to participate and complete post-secondary education. Students attending colleges or institutes in rural, remote, or northern areas will be given preference for the ten bursaries of up to $5,000 each.
Students will submit their applications directly to the CICan member college or institute where they are enrolled.

Each institution will review the applications they receive.

Each institution will select one application to submit to CICan.

Bursaries will be disbursed by semester, $2,500 in the first semester and $2,500 in the second semester.

Bursaries will be paid directly to the student recipients. Prior to each disbursement, verification that the student remains enrolled will be required from the institution.

Bursaries are intended to be used to cover education-related expenses.

**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.

More information can be found [here](#).

**ACCOUNTING TECHNICIAN CERTIFICATE PROGRAM**

**Overview**

Accounting technicians are involved in the day-to-day practical work of accountancy and play a key operational role in producing reliable financial information. They may also perform a wide range of finance roles, from accounts clerk to financial controller and beyond.

**Work Experience**

This program includes 150 hours of optional field experience.

**Progression**

Students must attain a pass grade in each course to progress through the program. You must complete 11 courses to convocate. Courses are listed [here](#)

To qualify for convocation, students must pass all courses and achieve a minimum 2.0 cumulative grade point average. The program must be completed within five years of your start date.

**Transferability**

Some coursework completed in the Accounting Technician program can qualify for transfer credit towards post-secondary programs such as the NorQuest Business Administration diploma program, the Administrative Professional certificate program, or the Hospital Unit Clerk certificate program.

More information:

[Further Opportunities](#)
[Transfer Credit](#)

**Career Potential**
Accounting technicians are involved in processing invoices, recording receipts and payments, payroll, bookkeeping, auditing external and internal work, and preparing and checking ledger balances and other monthly and yearly accounts. They also handle company expenses, control budgets, prepare financial transactions, and use computerized accounting systems.

Graduates of the Accounting Technician certificate program are work-force ready and be employed in positions such as accounting technician, accounting clerk, bookkeeper, office manager, billing supervisor, and data entry professional. Graduates may find employment in small business, government, banking, insurance, manufacturing, health services, not-for-profit organizations, retail, hospitality, and the oilfield and construction industries.

**Bring Your Own Device (BYOD), Laptops and Technology**

Students require a laptop computer with Microsoft Windows, Microsoft Office (Word, Excel, and PowerPoint) and a stable internet connection for this program.

**Bring Your Own Device (BYOD)** allows in-person students to learn using their own device both in and outside the classroom. Online students should review the computer specifications to ensure they have the correct device for the program.

**ADMINISTRATIVE PROFESSIONAL CERTIFICATE PROGRAM**

**Overview**

The Administrative Professional certificate equips students with the skills and knowledge to become an effective office professional. Students will learn essential office skills such as basic accounting, office management, organizational politics, software applications, and business communications.

**Work Experience**

This program includes 150 hours of optional field experience.

**Progression**

Students must attain a pass grade in each course to progress through the program. Courses are listed [here](#).

To qualify for convocation, students must pass all courses and achieve a minimum 2.0 cumulative grade point average. The program must be completed within five years of your start date.

**Transferability**

Some coursework completed in the Administrative Professional certificate program can qualify for transfer credit towards post-secondary programs such as the NorQuest Business Administration diploma program, Accounting Technician certificate program, or Hospital Unit Clerk certificate program.

More information:

- [Further Opportunities](#)
- [Transfer Credit](#)

**Career Potential**
Graduates of the Administrative Professional certificate program find employment in the public and private sectors, in small business, government, banking, insurance, not-for-profit organizations and the retail, hospitality, oilfield, and construction industries.

NorQuest graduates find careers in rapidly evolving administrative support roles that include office coordination, communications, data analysis, and event planning. They can also be employed in positions such as corporate executive assistant, bookkeeper, billing and invoice clerk, and customer service associate.

BUSINESS ADMINISTRATION DIPLOMA PROGRAM

Overview

Whether you have well-defined goals such as becoming an accountant, an entrepreneur, a business operations manager, a human resources professional, or a financial services representative, the Business Administration diploma program provides a strong foundation for any business career you might choose. Students will explore innovative trends and practices while acquiring the skills and knowledge relevant to current and future industry needs.

Specialization

There are five specializations for the Business Administration program:

- Accounting
- Human Resources Management
- Management
  - Entrepreneurship focus
  - Business Operations Focus
- Finance
  - Financial Services Focus
  - Financial Planning Focus
- General Studies

More information about specializations can be found here

Work Experience

This program includes an optional paid co-op placement totaling 640 hours. Students must meet all of the following requirements to be eligible to participate:

- Students must complete the BA program on an academic term (not co-op)
- Students must have at least a 2.0 GPA in order to enroll in the co-op course
- Students must have completed and passed 6 courses in order to enroll in the co-op course
- Students must pass the Prep for Employment course (BUSD 1011)
- International students only – students must have a valid co-op work permit

Regional and online students may participate through self-directed searches or by applying for available NorQuest-specific co-ops in Edmonton.

Progression

Students must attain a pass grade in each course to progress through the program. You must complete 20 courses to convocate. Courses are listed here

To qualify for convocation, students must pass all courses and achieve a minimum 2.0 cumulative grade point average. The program must be completed within five years of your start date.
Transferability

Through the provincial Business Administration pathway, students who complete Business Administration coursework at NorQuest College may be eligible for transfer credit at Bow Valley College, Grande Prairie Regional College, Keyano College, Lakeland College, Lethbridge College, MacEwan University, Medicine Hat College, NAIT, Northern Lakes College, Olds College, Portage College, Red Deer College, SAIT or Athabasca University.

Career Potential

Graduates of the Business Administration program may find employment in the private or public sector, in small business, government, banking, insurance, not-for-profit organizations, retail, hospitality oilfield, construction, and other industries.

Following graduation, students may also have the opportunity to work towards a professional designation.

Bring Your Own Device (BYOD), Laptops and Technology

Students require a laptop computer with Microsoft Windows, Microsoft Office (Word, Excel, and PowerPoint) and a stable internet connection for this program.

Bring Your Own Device (BYOD) allows in-person students to learn using their own device both in and outside the classroom. Online students should review the computer specifications to ensure they have the correct device for the program.

Accreditation

All students enrolled in the Human Resources specialization are eligible for reduced Chartered Professional in Human Resources (CPHR) Alberta annual student membership dues as an Accredited Student Member. Students who graduated from the pathway since May 2019, and who meet the necessary GPA requirements, are eligible to waive the National Knowledge Exam (NKE) requirement towards obtaining the CPHR designation. Once your NKE is approved, you become a CPHR Candidate and can start earning the required professional level experience to earn your CPHR designation. Learn more here

ENVIRONMENTAL PROTECTION DIPLOMA PROGRAM

Overview

Environmental protection technologists provide an important service to society by helping protect and sustain the long-term health of our ecosystems. This two-year diploma program will prepare students for technical work in the environmental sector. Students will gain the practical knowledge and skills needed to offer professional advice on a wide range of subjects, including: environmental impact assessment; hazardous and non-hazardous waste management; waste reduction and reuse strategies; air, soil, and water pollution prevention and monitoring; compliance auditing; and contaminated site investigation and remediation.

Work Experience

This program includes an optional paid internship placement totaling 600 hours. Students must meet all of the following requirements to be eligible to participate:

- Students must complete the EPT program on an academic term (not co-op)
- Students must have at least a 2.0 GPA in order to enroll in the internship course
- Students must pass the Prep for Employment course (BUSD 1011)
- International students only – students must have a valid co-op work permit

Progression
Students must attain a pass grade in each course to progress through the program. You must complete all the courses in the program of study to convocate. Courses are listed here.

To qualify for convocation, students must pass all courses and achieve a minimum 2.0 cumulative grade point average. The program must be completed within five years of your start date.

**Transferability**

Some courses are eligible for transfer credit at other institutions in Alberta. Please refer to ACAT for transferability.

**Career Potential**

Successful completion of the two-year program prepares graduates for employment at the technology level within consulting firms, government, and industry with excellent potential for upward mobility as job experience grows.

A majority of graduates will enter the workforce as environmental technicians/technologists or environmental scientists at consulting firms servicing the environmental industry or government agencies. In this capacity, graduates can expect to work as a field technician, collecting field data, assisting in environmental assessment and monitoring, and assisting in technical report writing.

Many individuals in the environmental industry are self-employed and work as a contractor or sub-consultant; EPT graduates may choose to embark on this career path. Contractors and sub-consultants work in a variety of capacities, contracting their services to large industrial clients, agricultural producers, government agencies, and consulting firms.
EVALUATION AND FEEDBACK TO THE PROGRAM AREA AND 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 participate in an in-person focus group. Survey information is used by the College to continually assess and improve the program.

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

1. **Class Pulse Checks:** These are instructor-led to determine how student’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 or do a brief survey on your experience in the program so far.

3. **Course evaluation:** This is a formal survey that will determine your satisfaction with each of your courses and instructors.

4. **Program Exit Survey:** This survey will determine your satisfaction with College programs and services.

5. **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.
CONVOCATION & BEYOND

Applying to Graduate

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 MyNorQuest email and MyQuest 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.

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 Student Career & Employment Services webpage.

This service is available to you up to six months after you graduate from your program.

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 Alumni Association webpage.

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 are 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.

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IMPORTANT DATES FOR 2019-2020 ACADEMIC YEAR

Refer to the Academic Schedule on the NorQuest.ca website:

[Academic Schedule 2019-2020]

STAY TUNED WITH FBET

Learn more about FBET on our social media accounts. Follow us on:

[LinkedIn]

[Twitter]