

# Student Handbook

## Health Care Leadership Program

2019-2020 Academic Year

**Post-Diploma**  
**Faculty of Health and Community Studies**

**Post-Diploma Program Office**  
(Open: Monday–Friday: 0800–1630)

**Location:** 6<sup>th</sup> Floor  
Civic Employees Legacy Tower  
10215 108 Street, NW, Edmonton, AB

Phone: 780-644-6300  
Fax: 780-644-6339

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## **MESSAGE FROM THE DEAN**

### **Jennifer Mah, MN, RN**

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 working in Health Care Leadership. Here, you will find highly qualified faculty, a current and workforce-relevant program curriculum, and a supportive learning environment.

As a graduate of the NorQuest College Health Care Leadership Program, 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.

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## **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

We value learning. We:

- Foster creativity, innovation and critical thought
- Encourage growth, development and lifelong learning
- Build on the diversity of our learners, employees and partners

We value our role in the community. We:

- Display leadership and responsibility for our outcomes
- Partner to achieve community goals

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

- Demonstrate a learner-centred approach
- Set clear expectations, measure results and demonstrate accountability
- Promote teamwork, cooperation and sharing throughout the College
- Follow fair process in accomplishing our objectives

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

## OUR COMMITMENT

### The NorQuest Learning Experience

Your experience as a learner in the Health Care Leadership program is important to us. You will have an inclusive learning experience, embracing diversity and developing skills needed to succeed. You will be taught by exemplary faculty with relevant experience in the health care leadership field, 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 in health care leadership.

For more information on the NorQuest Learning Experience:

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

## OUR TEAM

### DEAN

Jennifer Mah

[jennifer.mah@norquest.ca](mailto:jennifer.mah@norquest.ca)

780-644-6168

### ASSOCIATE DEAN

Judith Anderson

[judith.anderson@norquest.ca](mailto:judith.anderson@norquest.ca)

780-644-6787

### ASSOCIATE DEAN

Bev Suntjens

[bev.suntjens@norquest.ca](mailto:bev.suntjens@norquest.ca)

780-644-6413

### PROGRAM CHAIR, Post-Diploma

Upinder Sarker

[upinder.sarker@norquest.ca](mailto:upinder.sarker@norquest.ca)

780-644-6269

### ADMINISTRATIVE & OPERATIONAL SUPPORT

Leslie Marquardt

[leslie.marquardt@norquest.ca](mailto:leslie.marquardt@norquest.ca)

780-644-6300

### STUDENT NAVIGATOR

[student.navigator@norquest.ca](mailto:student.navigator@norquest.ca)

780-644-6130

## CONTACT INFORMATION: AT A GLANCE

CELT=Civic Employees Legacy Tower (formerly Heritage Tower)

SCFL=Singhmar Centre for Learning

Service/Area	Location	Phone	Email	Additional Info:
Bookstore	1-091 SCFL	780 644 6203 or toll free at 1 866 534 7218	<a href="mailto:studentbookstore@norquest.ca">studentbookstore@norquest.ca</a>	<a href="https://www.norquest.ca/resources-services/facilities/bookstore.aspx">https://www.norquest.ca/resources-services/facilities/bookstore.aspx</a>

<b>Computer Commons</b> (password, MyQuest, MyMail support) and Moodle Support	2-111 SCFL	780 644 6085	<a href="mailto:computercommons@norquest.ca">computercommons@norquest.ca</a>	<a href="https://www.norquest.ca/resources-services/facilities/computer-commons.aspx">https://www.norquest.ca/resources-services/facilities/computer-commons.aspx</a>  <a href="https://www.norquest.ca/resources-services/resources/student-tools-support/moodle-support.aspx">https://www.norquest.ca/resources-services/resources/student-tools-support/moodle-support.aspx</a>
<b>Exam Bookings</b> (for online students)		780 644 6055	<a href="mailto:assessmentexams@norquest.ca">assessmentexams@norquest.ca</a>	<a href="https://www.norquest.ca/resources-services/college-services/office-of-the-registrar/online-delivery-information.aspx">https://www.norquest.ca/resources-services/college-services/office-of-the-registrar/online-delivery-information.aspx</a>  <a href="https://www.norquest.ca/resources-services/college-services/assessment-testing-services/exam-request-writing-information.aspx">https://www.norquest.ca/resources-services/college-services/assessment-testing-services/exam-request-writing-information.aspx</a>
<b>Financial Aid</b>	1-204 CELT	780 644 6130		<a href="https://www.norquest.ca/resources-services/student-services/funding-your-education.aspx">https://www.norquest.ca/resources-services/student-services/funding-your-education.aspx</a>
<b>Centre for Growth and Harmony</b>	1-101 SCFL	780 644 6155	<a href="mailto:wellness@norquest.ca">wellness@norquest.ca</a>	<a href="https://www.norquest.ca/resources-services/student-services/safety-wellness/health-services.aspx">https://www.norquest.ca/resources-services/student-services/safety-wellness/health-services.aspx</a>
<b>Faculty of Health and Community Studies</b>	6 <sup>th</sup> Floor CELT	780 644 6300	6 <sup>th</sup> Floor Reception Desk <a href="mailto:ClientServRep_Health@norquest.ca">ClientServRep_Health@norquest.ca</a>	Fax: 780-644-6529  Open M–F from 0800–1630
<b>Indigenous Student Services</b>	1-151 SFCL	780.644.6148		<a href="https://www.norquest.ca/resources-services/student-services/indigenous-student-services.aspx">https://www.norquest.ca/resources-services/student-services/indigenous-student-services.aspx</a>
<b>International Student Office</b>	1-215 CELT	780 644 6128	<a href="mailto:international@norquest.ca">international@norquest.ca</a>	<a href="https://www.norquest.ca/perspective-students/international-students.aspx">https://www.norquest.ca/perspective-students/international-students.aspx</a>
<b>Learner Centre</b> (Library)	2-180 SCFL	780 644 6070 or toll free at 1 866 534 7218 Text questions to: 587 600 0084	<a href="mailto:library@norquest.ca">library@norquest.ca</a>	<a href="https://library.norquest.ca/services.aspx">https://library.norquest.ca/services.aspx</a>  Online student info: <a href="http://libguides.norquest.ca/c.php?q=254108">http://libguides.norquest.ca/c.php?q=254108</a>



<b>Office of Student Judicial Affairs</b>	1-207 CELT	780 644 6490	<a href="mailto:OSJA@norquest.ca">OSJA@norquest.ca</a>	<a href="https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs.aspx">https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs.aspx</a>
<b>Office of the Registrar</b> (enrolments, tuition payment, withdrawals)	Main floor CELT (1-205)	780 644 6000 or toll free at 1 866 534 7218	<a href="mailto:enrolment@norquest.ca">enrolment@norquest.ca</a>	<a href="https://www.norquest.ca/resources-services/college-services/office-of-the-registrar.aspx">https://www.norquest.ca/resources-services/college-services/office-of-the-registrar.aspx</a>
<b>Services for Students with Disabilities</b>	Located inside the library, 2-180 SCFL	780 644 6055	<a href="mailto:learning.support@norquest.ca">learning.support@norquest.ca</a>	<a href="https://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx">https://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx</a>
<b>Students' Association</b>	1-114 SCFL	780 644 6250	<a href="mailto:students.association@norquest.ca">students.association@norquest.ca</a>	<a href="http://www.sanqc.ca/">http://www.sanqc.ca/</a> <a href="http://www.sanqc.ca/distance-students/">http://www.sanqc.ca/distance-students/</a>
<b>Student Navigator</b>	1-204 CELT	780 644 6130	<a href="mailto:student.navigator@norquest.ca">student.navigator@norquest.ca</a>	<a href="https://www.norquest.ca/resources-services/student-services/student-advisors/student-navigators.aspx">https://www.norquest.ca/resources-services/student-services/student-advisors/student-navigators.aspx</a>
<b>Tutorial and Academic Coaching Services</b>	Located inside the library, 2-180 SCFL	780 644 5864 or toll free: 1 866 534 7218	<a href="mailto:tutorial.coaching@norquest.ca">tutorial.coaching@norquest.ca</a>	<a href="https://www.norquest.ca/resources-services/student-services/tutorial-and-academic-coaching-services.aspx">https://www.norquest.ca/resources-services/student-services/tutorial-and-academic-coaching-services.aspx</a>
<b>Writing Centre</b>	Located inside the library, 2-180 SCFL	780 644 5864 or toll free: 1 866 534 7218	<a href="mailto:Writingcentre@norquest.ca">Writingcentre@norquest.ca</a>	<a href="https://library.norquest.ca/services.aspx#Service-WritingCentre">https://library.norquest.ca/services.aspx#Service-WritingCentre</a>

## OUR CAMPUS

Your program is delivered at the Edmonton Downtown Campus. This consists of four separate buildings:

- **Centre 102** ("Building B", with room numbers beginning in B)—located at 10704-102 Avenue
- **Centre 106** ("Building E", with room numbers beginning in E)—located at 10232-106 Street
- **Civic Employee Legacy Tower** (CELT)—located at 10215-108 Street
- **Singhmar Centre for Learning** (SCFL)—located at 10215-108 Street

More information and Campus Maps (including building key) can be found at:  
<http://www.norquest.ca/about-us/campuses-maps/edmonton-downtown.aspx>

Please note that our campus is a non-smoking campus. There is no smoking inside any building.

## Student Information On Website

Please visit your student website, at <https://www.norquest.ca/current-students.aspx> for information on news, events, and resources available to you.

## ROLES IN YOUR PROGRAM

### Your instructor is responsible for the following items:

- Course Outlines, 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
- Submitting final course grades for approval
- Responding to questions about the material: readings, assignments, grades, classes, information on Blackboard/Moodle, and exams
- Course and classroom policies and procedures
- Responding to requests for extensions/deferrals
- Addressing concerns if there is a discrepancy with your mark or you have not received your marks

### The Chair, Associate Chair, or designate is responsible for the following items:

- Working with students to outline their program plan
- Presenting various delivery options to students
- Responding to student questions
- Information about change of course registration
- Information if you have failed, withdrawn, or need to take a break from the program
- Information if you would like to transfer to another delivery option
- Approving final course grades

### Program Administration staff are responsible for the following items:

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

### The Chair and Associate Chair are responsible for the following items:

- Overseeing all student activities

- Concerns about the program or curriculum
- Issues that are not satisfactorily addressed by other Faculty members

**The Program Chair is responsible for the following items:**

- Overseeing the program for the College
- Faculty and program evaluation
- Program policies
- Issues not satisfactorily addressed by the Associate Chairs

**The office of the Registrar (OR) is responsible for the following items:**

- Registering students into courses
- Updating student information and maintaining student records
- Course fees
- Maintaining student records
- Transfer credit requests—refer to the policies and forms at:  
<https://www.norquest.ca/accepted-students/completing-admission-requirements/transfer-credit.aspx>

## STUDENT NAVIGATOR ROLE

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 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, fulltime vs part-time, etc.)

**How can I contact them?**

Office Location: 10215 108 Street, CELT 1-204

Phone Number: 780-644-6130

Email: [student.navigator@norquest.ca](mailto:student.navigator@norquest.ca)

Hours of Operation: Monday–Friday, 8:30 am–3:30 pm Drop in or pre-booked appointments available—call or email for more information.

**NOTE:** Most Tuesday and Thursday evenings, a Student Navigator is available until 7:00 pm, located in CELT 1-204. Please call ahead to the number above to confirm that a Navigator will be available.

## International Navigator Role

The International Office will help students make informed decisions. Advising and activity areas include:

- Application process
- An overview of the immigration process and important resources
- Online Pre-arrival sessions
- Orientation (ISTART)
- Settlement support
- Specialized workshop for managing your academic and immigration experience
- Referrals to appropriate internal and external resources

### Contact Information:

The International Office is located in room 1-215 of the Civic Employees Legacy Tower.

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

Phone: 780-644-6128

**International Advisors:** Nancy Kasele, Amanda Thorson and Elena Spirkina

## ORIENTATION

Please watch your @mynorquest.ca email for important details about your program orientation. Orientation provides you with an opportunity to get valuable information about your program, meet other students, and get your initial questions answered. It is critical to start your program equipped with the right information and tools for success.

### Booklists

Booklists are available to view at the bookstore, or online at:

<http://www.norquest.ca/resources-services/facilities/bookstore/booklists.aspx>

You may purchase your books through our College bookstore (new or used books available through our buy-back program), through another online vendor, or from a previous student. We may provide more information about used book sales at Orientation.

## Emergency Procedures

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

**Lockdown:** <https://www.norquest.ca/about-us/safety-emergency/response/lockdown.aspx>

## **Scent-Free Environment**

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

## **Lockers**

Lockers are rented per term. To obtain a locker, you find an available locker, secure it with your lock, and go immediately to the Bookstore to register for the locker and pay. More information is found at: <http://www.norquest.ca/resources-services/student-life/lockers.aspx>

## **Media Consent**

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.

## **OVERVIEW OF THE PROGRAM**

The Health Care Leadership post-diploma certificate program is offered in a student-centred classroom or an online hybrid environment to prepare graduates for leadership roles within a variety of health-care settings. The program delivers theoretical knowledge and skills assessment related to leadership and management with focuses on: leadership development, cultural sensitivity, communication, organizational behaviour, principles of adult education, business fundamentals, strategic planning, and inter-professional collaboration. Students will acquire advanced leadership skills that will assist them in being recognized as essential contributors to the overall operations of both private and public health care organizations.

## **PROGRAM ADVISORY COMMITTEE (PAC)**

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

## **STUDENTS' ASSOCIATION INVOLVEMENT**

Health Care Leadership students are encouraged to become involved and volunteer with the Student Association. You can volunteer for special events, or choose to be a part of the Student Council. Not only does this involvement provide valuable experience, it also is a great way to build your resume. Learn more about opportunities at: <http://www.sanqc.ca/get-involved/>

## **HEALTH CARE LEADERSHIP PROGRAM LEARNING OUTCOMES**

The primary outcomes of the Health Care Leadership Program at NorQuest College are to graduate a student eligible for:

1. Demonstrate effective and professional communication strategies within inter-professional teams.
2. Apply best practice strategies to lead and manage inter-professional teams.
3. Develop educational resources that follow best practices in adult education.
4. Demonstrate professionalism through intercultural and advanced critical thinking strategies that support creative, and innovative thinking.
5. Apply basic project management skills and change management strategies to actualize health care initiatives.
6. Examine government and organizational systems and policies that impact health care organizations
7. Analyze business fundamentals and practices in health care organizations, including quality improvement, risk management, change management, and project management.
8. Initiate and promote continuous improvement initiatives in health care organizations.

## **PROGRAM DELIVERY**

The Health Care Leadership program may be completed full time or part time. In Winter 2020, all term 1 courses will be available for registration. In Spring 2020, all term 2 courses will be available for enrolment. Starting Fall 2020, the Health Care Leadership program will be moving to a Fall start for Term 1 courses, followed by a Winter offering of Term 2 courses. HLTH 1200 will be offered in both Fall and Winter terms so that students start the program in either term, as HLTH 1200 is a co-requisite for all other courses.

This program has been designed to give you the best possible education. The courses provide instruction that will increase your knowledge and skills within this field, as well as general studies that enable you to enhance your interdisciplinary understanding and communication.

To graduate from the Health Care Leadership Program, you must successfully pass all courses. Upon graduation you will receive the following:

- A NorQuest College Diploma
- An official transcript

Although you may have transfer credit from other post-secondary work, please note that to graduate from this program, at least 50% of your coursework must be obtained at NorQuest College. There is no transfer credit yet for this program.

## GENERAL POLICIES AND PROCEDURES

### Dress Code

For on-campus classes, business casual dress is recommended. All clothing must be in good repair and have a conservative and professional-looking fit. It should be clean and free from wrinkles.

### Attitude

Students are expected to be prepared for classes (on-campus and online) and display a positive attitude at all times. Students must strive to be able to work competently in an independent capacity and must demonstrate a commitment to teamwork as well.

In addition, students are expected to respond maturely and positively to suggestions and constructive criticism by implementing actions to improve performance. As future health care professionals, it is expected that students will practice with patient and worker safety as top priorities.

It is expected that students work independently on all assignments unless otherwise indicated. Failure to work independently when expected to may be interpreted as academic dishonesty.

## COURSE OF STUDY

The Health Care Leadership Program is composed of 10 courses, 31 credits, and 465 hours. Students admitted to the Health Care Leadership Program complete the following courses:

Term	Course Code	Course Name	Credits	Hours	Passing Grade
<b>Term 1</b>	HLTH 1200	Introduction to Health Care Leadership and Management	3	45	C-
	COMM 1012	Leadership: Communication, Collaboration and Relationship Building	3	45	C-
	HLTH 1201	Fundamentals of Inclusive Leadership	3	45	C-
	HLTH 1202	Organizational Behaviour and Leadership	3	45	C-
	HLTH 1203	Business Fundamentals	3	45	C-
<b>Term 2</b>	HLTH 1204	Principles of Adult Education	3	45	C-
	HLTH 1205	Team Management	3	45	C-
	HLTH 1206	Strategic Planning in Health Care I	3	45	C-
	HLTH 1207	Health Care Quality, Safety and Innovation	3	45	C-
	HLTH 1208	Capstone Project	4	60	C-
		<b>TOTAL HOURS/CREDITS</b>	<b>31</b>	<b>465</b>	

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## COURSE DESCRIPTIONS

Course	Description
<b>HLTH 1200</b>	This course will provide the learner with knowledge related to the fundamentals of leadership and management emphasizing leadership styles, power, self-reflection, decision making, communication styles, and the components of effective leadership. Students must take HLTH 1200 as their first course or as a co-requisite with another course (except HLTH 1208). <b>Prerequisite: Admission Requirements</b>
<b>COMM 1012</b>	In this course the learner will explore the fundamentals of communication and interpersonal relationships. Learners will examine the concepts related to effective communication, barriers to effective communication, and specific communication strategies that can improve interactions with others and enhance critical thinking skills that support relationship building. Learners will learn and apply concepts related to communication, climate, groups, teams, conflict management, and problem solving. There will be a focus on exploring and enhancing their emotional intelligence in relation to personal and social competence. <b>Co-requisite: HLTH 1200</b>
<b>HLTH 1201</b>	This course further builds on the leadership principles related to intercultural awareness, engagement, and managing family/client dynamics. Canada's ever increasing multicultural populations requires individuals in leadership roles to visualize leadership in the context of a globalized, diverse and multicultural society. <b>Co-requisite: HLTH 1200</b>
<b>HLTH 1202</b>	This course will review the importance of the nature of human resource management and the factors that affect all aspects of such planning within the health care structure. Such factors include governing and accreditation bodies, funding systems, professional associations, unions, as well as information management. <b>Co-requisite: HLTH 1200</b>
<b>HLTH 1203</b>	This course introduces learners to the fundamental tools and concepts related to financial and human resource management in health care organizations. Participants will learn the need to understand the cost of doing business. They will learn to read, analyze, and interpret financial information related to budgeting, funding, and accounting. They will gain an understanding of the principles of change and basic project management. <b>Co-requisite: HLTH 1200</b>
<b>HLTH 1204</b>	This course will focus on preparing learners for leadership roles where they will need to understand and apply the principles of adult education and teaching and learning strategies when assessing needs and developing educational materials/resources for adult learners. They will develop knowledge and skills related to facilitation and the creation of an optimal learning environment for adult learners. <b>Co-requisite: HLTH 1200</b>



Course	Description
<b>HLTH 1205</b>	<p>This course will explore the principles of team management related to team dynamics and team building within an interdisciplinary team environment. The learner will explore team roles and responsibilities in relation to delegation, conflict resolution, union regulations, and scopes of practice that will incorporate the importance of an evaluative feedback process.</p> <p><b>Co-requisite: HLTH 1200</b></p>
<b>HLTH 1206</b>	<p>In this course there will be a focus on strategic organizational planning that will include the key concepts of strategic thinking, creative strategizing, and implementation and evaluation of the strategy. Current and future trends in strategic planning initiatives in complex health care organizations will be explored.</p> <p><b>Co-requisite: HLTH 1200</b></p>
<b>HLTH 1207</b>	<p>This course develops leadership abilities to lead the implementation and evaluation of quality safety programs within a variety of settings. The role of leaders and advanced governance principles for quality and safety will be examined in relation to the promotion of holistic client centered care and the associated barriers. Participants will learn skills to build a culture of high performance, innovation, reform, and safety.</p> <p><b>Co-requisite: HLTH 1200</b></p>
<b>HLTH 1208</b>	<p>The Capstone project is designed to be a culmination of the overall leadership course work. It provides the learner with the opportunity to integrate knowledge and concepts learned during the program into a project that will showcase their leadership skills and their impact on individuals/organizations in a chosen environment. Topics may be taken from the learner's personal experience but can also focus on specific interests in health care, education, community or inter-professional organizations. This project promotes exploration of personal leadership styles and skills through assessment and critique of their chosen project.</p> <p><b>Prerequisite: HLTH 1200, COMM 1012, HLTH 1201, HLTH 1202, HLTH 1203, HLTH 1204, HLTH 1205, HLTH 1206, HLTH 1207</b></p>

## TRANSFER CREDIT

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

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

Some important notes regarding transfer credit:

- You must be admitted to your program prior to requesting transfer credit, and it is recommended that you submit your Transfer Credit Request form—found at: <https://www.norquest.ca/resources-services/college-services/office-of-the-registrar/forms/transfer-credit-request-form.aspx>—at least one month prior to the start of term.

- Official transcripts and full course outlines or syllabi are required for transfer credit—short descriptions from an institution’s calendar do not provide enough information.
- Transfer credit requests do not go directly to the Program Office; they are submitted to the Office of the Registrar.
- Transfer credit is subject to time limits, or a “shelf life” of the course previously taken—typically 5 years for discipline-specific courses, and 10 years for more general courses.
- The form you use to request transfer credit can be found at the link above.
- Please be aware that it can take 4–12 weeks to process transfer credit. An official decision will be communicated by the Office of the Registrar.

## PRACTICAL TIPS FOR SUCCESS

You are responsible for your success in the program, and your instructional team is eager to partner with you in this endeavor. The Health Care Leadership Program is a fast-paced, demanding program to prepare you to enter a similar workplace. To succeed in the program, it is recommended that you:

- **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.
- **Attend class and participate online 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) are mandatory. Please treat your classroom as a workplace—let your instructor know if you cannot attend in advance and make a plan. 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.). In addition, online participation may be a graded component of your course and can impact your success.
- **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 the only email address that any College employee will use to contact you. Check the student website at [www.norquest.ca](http://www.norquest.ca). Check your MyQuest page for mark information, and frequently check your course page on Moodle. As well, you receive regular general communications by email from the program area.
- **Make a plan for success.** 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, see a Success Partner in Counselling Services

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in room 1-101 SCFL. 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.

## DISCLOSURE—ACCOMMODATIONS AND ALLERGIES

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

- **If the student requires an accommodation for classroom activities or exams**, it is his/her responsibility to discuss their needs with the instructor. 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. However, please note that it is the student's responsibility to book exams. Exams must be booked for the same time as the in-class exam. For more information:  
<http://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx>
- Please note that accommodations may not be permitted for any skills during practical labs that are considered essential for the workplace.
- **If a student's accommodation includes audio recording for lectures**, they must provide the instructor with the completed form: Agreement Regarding Audio Recording of Lectures, located on Moodle.
- **Students with allergies** should be aware that the pharmacy technician lab contains real medications and chemicals (vs. placebos) and they could interact/handle a variety of substances during learning activities. It is the student's responsibility to be aware of their environment, ask for clarification as required, and inform the instructor or Associate Chair about any concerns.

## SCHOLARSHIPS, BURSARIES, AND AWARDS

Health Care Leadership students are eligible for a variety of scholarship opportunities. You can review this information at:

<http://www.norquest.ca/resources-services/student-services/funding-your-education/scholarships,-bursaries-awards.aspx>

If you need assistance, you can consult with your Student Navigator.

## GRADING SCALE

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

Letter Grade (Post-secondary programs)	Grade Point Value (Post-secondary programs)	Percentage (Alberta Education courses/preparatory)	Descriptor
A+	4.0	95-100	Excellent
A	4.0	90-94	
A-	3.7	85-89	
B+	3.3	80-84	Very Good
B	3.0	75-79	
B-	2.7	70-74	
C+	2.3	67-69	Satisfactory/Pass
C	2.0	64-66	
C-	1.7	60-63	
D+	1.3	55-59	Fail
D	1.0	50-54	
F	0.0	0-49	

**Note:**

- Courses with a passing grade higher than a 1.7 will show all grades below the designated passing grade as an F.
- Some courses may be graded as Pass (P) or Fail (F)
- Passing grades for each course are found on the Course Outline on Moodle.

## HONORS 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- (3.7)
- Not have failed or repeated any courses

## ATTENDANCE

Attendance is important in developing a professional work culture that values responsibility, respect, and commitment to practice. Attendance demonstrates that students have participated in the entire educational process in addition to their academic performance.

Although you are an adult learner and can choose whether or not to attend class, some learning experiences (e.g. labs, exams, clinical, practicum, and Workplace Integrated Learning (WIL)) may be mandatory. In the case of mandatory attendance days, you will be required to provide adequate documentation (e.g. doctor's note, etc.) regarding absences. If you have questions regarding mandatory attendance days, please speak with your instructor or review the course outline.

In addition:

- Please treat your classroom as a workplace—let your Instructor know in advance if you cannot attend, and make a plan to complete missed coursework.
- Vacations should be planned for scheduled College breaks (e.g. Christmas, Reading Week, etc.)
- Please note that practicum hours need to be completed as described in the course outline.

## COURSE OUTLINES

You are provided with a course outline for each course. It contains valuable information about the learning outcomes, assessments, and expectations for the course. Please review it carefully and consult with your instructor if you have any questions. **Please save your course outlines in case you are applying for transfer credit at another post-secondary institution in the future.**

## ASSIGNMENTS

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

All assignments are to be submitted via Moodle. Follow the directions carefully, as this information varies assignment-to-assignment.

### Late Assignments

If you are unable to submit the assignment on the due date, you must request an extension **before** the due date. You will be expected to initiate a discussion with your instructor and provide documentation (e.g. medical note) to support your request for an extension. Only in extenuating circumstances may the instructor, with the Program Chair's approval, agree to allow a student to complete a supplemental assignment.

**If your assignment is late, you will receive a penalty of 10% off per day, up until the day that the class' assignments are returned to the class with a grade. At this point, no late assignments will be accepted and you will receive a grade of zero.**

## EXAMINATIONS

Examinations are used to assess mastery of course outcomes in all theory 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. Please see the section titled Examination Protocol for more information.

Some exams you write may be written on paper (multiple-choice or short answer). Other exams are practical exams, or automated assessments on Moodle.

## Missed Examination

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

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

## 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.

## Rescheduled Exams and Exam Deferrals

**A rescheduled exam** is a **planned request** due to non-emergency situations. It is the responsibility of the student to review the class schedule and determine priorities accordingly. Please discuss any issues with your instructor directly. If you have a need to reschedule an exam, you should note that vacations should be planned for designated College breaks and are not a reason for rescheduling. Academic penalties may apply if students choose not to attend exams.

**An exam deferral** is an **emergency or unplanned request** that causes a student to be unable to write an exam on the scheduled date. Steps for exam deferral include:

- a. Notify your instructor and exam proctor (if different) by email as soon as possible if you are going to be unable to write the exam as scheduled.
- b. Submit a "Request for Deferral—Examination" form and provide documentation (e.g. medical note) if required to support your request.
- c. The instructor, with the Program Chair's approval, will make a decision about your deferral.
- d. Once a deferral is approved, you have two working days to contact your instructor to reschedule the exam. Deferred exams must be written within 5 days of the originally scheduled date. Program Chair approval is required for longer deferrals.
- e. Please note that if you have already viewed the exam, it is considered an attempt at the exam and the exam has been written, as per the examination policy.

## What can be on your desk during exams

- You must present **picture identification** in order to write your examination. If you do not present identification, and your identity cannot be verified by faculty or staff, the examination supervisor will ask the individual to leave the examination room.

- You must place your College identification on the right corner of your desk and write your student identification number on the examination sheet. If you have forgotten your College identification, you may use other photo identification (e.g. driver's license).
- **No cell phones**, or personal devices are allowed during an exam. Ensure these are turned off prior to storing them for the exam. If your cell phone rings and disturbs the class writing the exam, you may be removed from the exam.
- You are allowed **writing materials** (pen, pencil, eraser) and other materials only as permitted (i.e. a calculator may be permitted)
- **All personal items** must be left in a locker or placed at the front of the room.
- Water bottles may be permitted during exams at the instructor's discretion.

## Release of Examination Marks

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

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

## Examination Reviews

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

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

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

## Protocol for Writing Examinations

- **Academic Honesty**

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

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

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

**If you are writing an exam on Moodle, you are not allowed to open any additional windows on the computer.** Instructors will be monitoring your online activity during exams.

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

- **Asking a Question**

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

- **Personal Belongings**

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

- **Technology**

Cellphones and all other communication devices are to be turned off and stored in a backpack, or locker.

If you are expecting a call regarding an emergency situation, please inform your proctor. Your proctor will monitor your communication device while you write the examination.

If a calculator is being used during an examination, it will be provided to you by the program area. You cannot use the calculator on your cell phone or personal device.

- **Washroom Break**

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

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

**Failure to respect examination policies and procedures may result in severe penalties on your exam marks and in an academic misconduct report.**

## **STUDENT RIGHTS AND 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.

## Students Rights

Students have the right to:

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

## Students Responsibilities

Students have a responsibility to:

- Assist in making the college learning community respectful, safe, and inclusive by personally refraining from (and discouraging in others) conduct that threatens or endangers the health, safety, well-being, or dignity of any person(s).
- Exercise their rights and freedoms with integrity, respect for the rights of others, and acceptance of accountability for their words and actions, whether acting individually or as a member of a group.

- Abide by all relevant college policies and participate in related procedures, as required.
- Familiarize themselves with academic regulations, including graduation and program completion requirements.
- Comply with the policies of any employer or host organization where the student is involved in a work placement, site visit, practicum, or clinical placement.
- Respect the property of others, including the college's buildings and facilities.
- Conduct themselves honestly in their academic work and responsibly in their non-academic behaviour.
- Comply with all requirements set out in course outlines, assignments, tests, and examinations.
- Adhere to class attendance policies and notify instructors in a timely manner of unavoidable absences.
- Participate in class activities, as instructed.
- Respect the instructor's right to determine course content, instructional methodology, and evaluation.
- Respect the instructor's right to manage the classroom and to set norms for acceptable behaviour.
- Maintain timely and respectful communication with appropriate college offices and personnel, whether in-person or through electronic means.

In addition to these rights and responsibilities, students must familiarize themselves with the college's overarching Code of Conduct, which applies to all members of the college community. Please see: <https://www.norquest.ca/resources-services/student-life/student-policies/student-conduct.aspx>

## COLLABORATION AND A RESPECTFUL LEARNING ENVIRONMENT

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, faculty, 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.

**As well, hands-on practice in labs and clinical settings requires students to be prepared to work with people of all cultures, religions, and genders.** A NorQuest college education is inclusive and our students are supported and prepared to meet the needs of a diverse society with hands-on training with people from a variety of cultures, religions, and genders.

**It is the student's responsibility to ask for clarification and initiate discussions with the instructor if expectations are not clear.** For example, talk to your instructor if you are unsure whether a learning activity is meant to be collaborative (e.g. group work) or individual (e.g. a reflective practice journal). If you have concerns regarding participation, please consult with your instructor.

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**It is important to note that collaborating on assessments that are to be done individually could lead to an academic misconduct report.**

## **AWARENESS OF POLICIES**

**Again, it is your responsibility to read and ensure you understand the standard practices for your program area and the college.** These include those on the College website, this manual, and information provided to you by your instructor, Associate Chair, or Chair.

**You will have to accept any consequences associated with not following the policies even if you do not read them.**

## **ACADEMIC MISCONDUCT**

Please review the following information provided by the Office of Student Judicial Affairs:  
<https://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs/academic-misconduct.aspx>

NorQuest College is committed to maintaining high standards of academic performance and integrity in order that all students may benefit equally from the opportunity to pursue their education in a learning environment that is characterized by high levels of fairness, trustworthiness, honesty, respect, and responsibility.

It is incumbent upon all members of the NorQuest community to uphold these standards by ensuring that they inform themselves and others of the fundamental importance of these standards.

### **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.

### **Examples of Academic Misconduct**

**Plagiarism** is a form of academic misconduct that occurs when someone presents that has been created by another as his or her own work. 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 such as other students or notes in the course of completing an assignment, test, or examination
- Being in unauthorized possession of evaluation materials in advance of their administration
- Collaborating on any project, assignment, or examination without prior permission

#### **Related Information**

- [Download the Academic Misconduct Procedure \(171k pdf\)](#)
- [Misconduct Report Form \(112k pdf\)](#)

For more information on this procedure, contact [OSJA@norquest.ca](mailto:OSJA@norquest.ca)

## **USING APA**

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

The Learner Centre offers regular tutorials regarding APA, and more information can be found at: <http://libguides.norquest.ca/apa6>

As well, the Bookstore sells a beneficial guide: **Clearly APA: The NorQuest Guide to APA Style**

The Writing Centre is there to support you in using APA. Please access them in the Learner Centre for specific assignment assistance.

## **ACADEMIC PROGRESS**

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

Students must successfully obtain credit by achieving the minimum passing grade for each course, meeting the pre-requisites for each course, and maintain a GPA of 2.0 (C) in order to progress through the program. Lab courses include professionalism expectations, which must be met in order to pass the course.

Students must successfully complete all courses prior to practicum.

Students must complete all Diploma requirements within four years from admission, as per accreditation standards.

### **Auditing a Course:**

If you are interested in auditing a course (taking the course not for credit, with no assignments, exams, grades, evaluation, or progress reports), you must receive permission from the Program Chair or Associate Chair.

### **If You Are Unsuccessful In A Course (Grade of F Or WF):**

- You will be required to repeat the course.
- If you are repeating a course, you must complete all components of the course and may not submit any previously completed work.
- If you are repeating a lab course, be aware that students attempting the course for the first time are given priority if class capacity is an issue.
- You may register in other courses only if you meet the prerequisite and co-requisite requirements for those courses.
- You may attempt a course in the program only two times.
- Another delivery option may be available. Please discuss with the Chair/Associate Chair.

### **How to Calculate GPA**

A grade point average (GPA) is a weighted average of a student's grades. GPA is calculated according to the formula using the credits assigned to each course and the grade points received. The calculations used in recording a student's grades are:

- $\text{Grade Points} = \text{Credits} \times \text{Grade Point Value}$  if 4.0 grade scale is used, or percentage grade if Percentage Grade Scale is used
- $\text{GPA} = \frac{\text{Total Grade Points}}{\text{Total Credits taken}}$

More information can be found at: <https://www.norquest.ca/about-us/policies-procedures/academic/assessment-and-grading-policy/assessment-and-grading-for-credit-courses-procedur.aspx>

## **ACADEMIC PROBATION**

Academic Probation is a means of identifying students at risk of not being successful in the program. When a student has failed two courses (or received a mark of WF) or failed to maintain a GPA of 2.0 (64%), they are placed on academic probation for their next 5 courses. While on academic probation, the student must pass all courses and maintain a 2.0 GPA. If the student fails a course (or receives a mark of WF) or is unable to meet the requirement of 64% (2.0) GPA in their next 5 courses, the student may not be able to continue in the program.

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

- The student is re-admitted to the program after being required to withdraw
- The student commits an act of academic dishonesty but is allowed to remain in the program

- The student fails two courses (receiving a mark of F or WF) while in the program
- The student's GPA falls below 2.0 (64%) in any term

Once a student has successfully completed the next 5 courses while on academic probation, they will be returned to status as a student in good standing.

**Please note:** there may be additional requirements that need to be met while on academic probation. These will be outlined for you by the Chair/Associate Chair. Students on academic probation will also be unable to register in future courses until meeting with the Chair/Associate Chair.

### **Withdrawal from the Program**

Program and Course withdrawals may be initiated by the student or the program.

If a student is initiating a withdrawal for any reason, they are advised to discuss this decision with the Chair/Associate Chair to map out a plan prior to completing the withdrawal forms. Students who withdraw from the program need to re-apply and meet the current admission requirements for the program.

The Program Chair/Associate Chair will withdraw a student from the program if they:

- Are unsuccessful in their second attempt of a course (F or WF)
- Are unsuccessful in a total of 3 courses (F or WF)
- Are unsuccessful in a course while on academic probation (F or WF)
- Achieve a GPA below 2.0 (64%) while on academic probation
- Have taken more than 4 years to complete the diploma credential
- Do not attend the first two weeks of term
- Demonstrate a lack of academic progress (not enrolling in courses for more than one term)

When the program initiates a withdrawal, conditions for re-entry to the program will be outlined. These may include:

- Volunteer hours or work experience in the field
- Coursework as an open studies student (not in the program)
- Remedial work or workshops
- Evidence of self-reflection and growth (essays, reference letters)
- Evidence of supports in place for future success in the program

### **Exceptions**

Exceptions regarding academic progress or withdrawals in the program may be determined at the discretion of the Program Chair/Associate Chair.

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## ACADEMIC GRADE APPEALS AND STUDENTS COMPLAINTS

Should you disagree with a decision, you have the right to appeal. **If you disagree with a grade, you are asked to first speak with your instructor. If you have concerns about your experience in the program, please discuss with your Associate Chair or Chair.**

Processes regarding appeals and complaints are found at:

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

The Student Complaint Report Form, used for grade appeals and complaints, is found at:

<https://www.norquest.ca/NorquestCollege/media/pdf/Judicial%20Affairs/student-complaint-report-form.pdf>

If you need assistance in this process, you may contact:

- The Office of Student Judicial Affairs at: [OSJA@norquest.ca](mailto:OSJA@norquest.ca)
- Your Student Navigator at [student.navigator@norquest.ca](mailto:student.navigator@norquest.ca)

## 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 Pharmacy Technician Diploma Program. Requests for feedback will usually be in survey form, although periodically you may be asked to participate in an in-person focus group.

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

1. **Class Pulse Checks:** These are instructor-led questionnaires to determine how students' needs are being met in the classroom, and what could be done to improve the learner experience. These are typically done before the halfway point of the course.
2. **Impromptu Feedback:** The Program Chair may make an impromptu visit to your classroom to do a brief survey on your experience in the program so far.
3. **Program Instructor Student Feedback Questionnaire:** This is a formal survey that will determine your satisfaction with each of your 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.

Survey information is used by the College to continually assess and improve the program. Evaluation information is also collected for accreditation reporting purposes. This information is compiled with student names removed to ensure confidentiality.

## APPLYING TO GRADUATE & CONVOCATION

You must initiate the graduation process by applying to graduate.

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

## STUDENT CAREER AND EMPLOYMENT SERVICES

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

## ALUMNI ASSOCIATION

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



## **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 or Associate 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.

**\*\*\* Please note that students are responsible for awareness of information in this manual, and of all policies listed on the NorQuest College website:**

<https://www.norquest.ca/home.aspx>

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