Business Programs

Accounting Technician, Administrative Professional, Business Administration, Digital Marketing

2026-27 Student Handbook

LAND ACKNOWLEDGEMENT

NorQuest College respectfully acknowledges that we are on the traditional lands, referred to as Treaty 6 Territory and the homeland of Metis Region #4. This land is home to many diverse groups of Indigenous peoples including the Cree, Dene, Blackfoot, Saulteaux, Nakota Sioux, Inuit, and Métis. I also acknowledge that the City of Edmonton and all the people here are beneficiaries of Treaty No. 6. which encompasses the traditional territories of numerous western Canadian First Nations as well as the Métis people who have called these lands home since time immemorial. NorQuest acknowledges the treaty, the land and the territories of Indigenous peoples as a reminder of:

- Our responsibility and obligations to the land and to Indigenous peoples,
- Our accountability to addressing the ongoing impacts of colonization that are distinct to Indigenous peoples and communities,
- To work together in remembering the spirit and intent of the Treaty towards right relations.

LAND ACKNOWLEDGEMENT 2
MESSAGE FROM THE DEAN 5
NORQUEST'S PURPOSE AND SKILLS OF DISTINCTION 6
Purpose 6
Skills of Distinction 6
NORQUEST VISION, MISSION & VALUES 9
Vision 9
Mission 9
Values 9
OUR COMMITMENT 10
The NorQuest Learning Experience 10
Support at every step 10
THE STUDENT HANDBOOK 11
COLLEGE & CAMPUS INFORMATION 12
Safety and Emergencies 13
Transportation and Parking 13
Lockers 15
ACADEMIC & STUDENT SERVICES 16
ACADEMIC PROGRESS 25
STUDENT RIGHT AND RESPONSIBILITIES 26
Student rights 26
Student responsibilities 27
STUDENT REPRESENTATION 29
SANQC 29
Program Advisory Committee (PAC) 29
Program Evaluation & Feedback 29
WORK-INTEGRATED LEARNING 31

Administrative Professional and Accounting Technician programs 31
Business Administration program 35
Career Centre Statement 38
ACADEMIC SCHEDULE 39
MYQUEST 39
GRADUATION & CONVOCATION 39
OLSON CENTRE FOR HEALTH SIMULATION 41
BUSINESS PROGRAMS 42
PROGRAM TEAMS 42
Program requirements for success 43
Open Studies 44
Program Roles and Responsibilities 44
Program Information 46
Program Completion 46
Stay in Touch! 46

MESSAGE FROM THE DEAN

Dr. Jonathon Penny

Welcome to the Faculty of Arts and Sciences! We are delighted that you have chosen to join our learning community and begin this important stage of your academic journey. At NorQuest, we are committed to creating an environment where every learner feels welcomed, supported, and empowered to succeed. We believe that when students feel a sense of belonging and purpose, they are better positioned to achieve their goals.

Your program will challenge, stretch, and prepare you for future opportunities and lifelong learning. Through careful and dedicated study *in here*, you will come to **know**, **know how**, and **be** in ways that may surprise you and will serve you well as you work, create, build, and contribute *out there*.

Embrace the challenge to learn by engaging fully in classes and activities, working hard and with integrity on assignments and in preparation for exams, and looking for how your learning applies beyond the classroom, lab, or placement, you will build the skills and confidence needed to succeed in your chosen field, continue your education, or pursue new pathways. Be curious, be committed, and you will grow.

We'll support you every step of the way. Guided by NorQuest's commitment to Indigenization, decolonization, equity, inclusion, and diversity, faculty and staff strive to create learning experiences that reflect and respect the communities we serve.

This handbook will help you navigate your first term. It provides an overview of how to connect with the many resources available to support your success.

We wish you a rewarding year ahead and look forward to celebrating your achievements.

NORQUEST'S PURPOSE AND SKILLS OF DISTINCTION

Purpose

NorQuest's purpose inspires everyone, in all aspects of the college, to transform people's lives for the better. It challenges us to continually ask, with everything we choose to do: How will this change people's lives for the better?

Perhaps there is nowhere in the college where this purpose is more compelling than in the programs we provide, the opportunities we open, and the outcomes we strive to achieve for each and every learner who walks through our doors or connects with the college.

Skills of Distinction

A commitment to each and every learner

In Fall 2018, NorQuest took steps to review and renew our college-wide learning outcomes. This led us on a journey to reimagine *what* they mean, to *whom* and what *impact* they make. Since that time, the focus of the work has shifted to what we're now calling Skills of Distinction. We've also shifted

the intent of the Skills of Distinction to focus specifically on learners. That's not to suggest that continuous learning and development aren't important for people who work at the college or other stakeholders we engage. But the primary focus on learners is critical to ensure we're fulfilling NorQuest's purpose of transforming lives for the better.

To achieve that purpose, the college commits to a common set of outcomes we aspire to achieve with each and every learner. We call those Skills of Distinction because they prepare every learner for the challenges of a changing workforce and a changing world. They are the foundation for changing learners' lives for the better. They shape the learning outcomes expected for all programs offered at the college and also integrate specific skills essential for all learners such as human skills, creative problem solving, adaptability, and digital fluency.

Based on our review and conversations, the following three **Skills of Distinction** have been established.

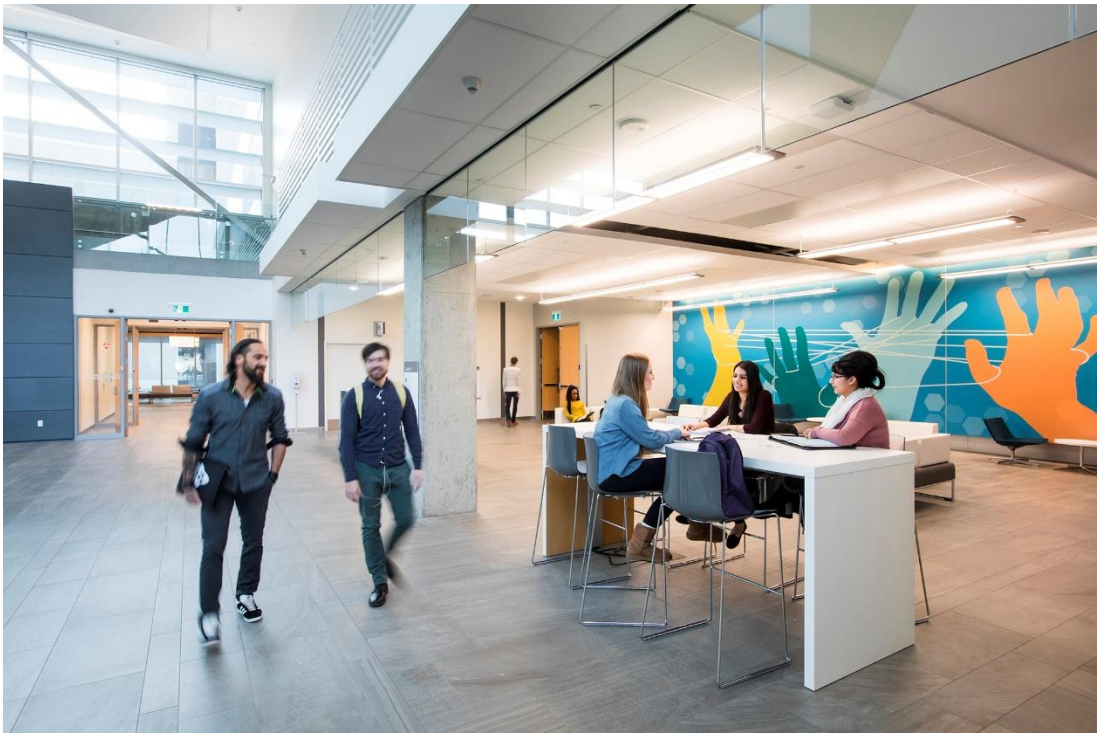
Resilience
Learners are courageous, healthy, and able to respond to or overcome challenges. Through their learning experiences at NorQuest, they become more aware and accountable for their actions.

Inclusion
Learners value diversity and individuality and base their actions on the principles of social justice. They strive to create safe environments, a sense of belonging and acceptance for themselves and others.

New ways of thinking
Learners embrace bold new ways of thinking. They are prepared to take risks, keep learning, be creative and take personal responsibility for adapting to changing situations.

These three Skills of Distinction provide the lens for all programs provided at the college and our commitment to every learner at the college. They reflect

so many aspects of the *NorQuest Difference*, especially our unique commitment that everything we do is about learning. We make inclusion a reality not through words but through actions. We connect to the communities we serve. And we're boldly focused on preparing people for whatever their futures might hold. Most importantly, by enabling every learner to achieve these three Skills of Distinction, we help fulfill the purpose of transforming people's lives for the better.



NORQUEST 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-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.

OUR COMMITMENT

The NorQuest Learning Experience

Your experience as a learner 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 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 or to continue your education.

Support at every step

You belong here. From your first day at NorQuest to the moment you cross the convocation stage and enter your career, you'll find what you need to learn and grow. With dedicated support for Indigenous students, newcomers, international learners, students with accessibility needs, and those seeking counselling or academic help, there's always a place for you and people ready to help you find your way.

THE STUDENT HANDBOOK

This handbook is designed to assist you in meeting your career goals and to help ensure that your learning experience at NorQuest College is a positive one.

We wish you every success in achieving your career goals!

This handbook reviews general information relevant to all students, including campus services, general information about various course policies, and strategies to support your success as a NorQuest College student. It also contains key information specific to your program.

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

COLLEGE & CAMPUS INFORMATION

The Edmonton campus has four buildings students should be familiar with:

Civic Employees Legacy Tower (CELT)
Monday - Friday: 7:00 am - 10:00 pm, Saturday: 8:00 am - 4:00 pm
Closed: Sunday and statutory holidays

Singhmar Centre for Learning (SCFL)
Monday - Friday: 7:00 am - 10:00 pm, Saturday: 8:00 am - 4:00 pm
Closed: Sunday and statutory holidays

Career Development Centre
Monday - Friday: 7:30 am - 4:30 pm
Closed: Saturday, Sunday, and statutory holidays

Jasper Avenue Tower
Monday - Friday: 7:00 am - 6:00 pm
Closed: Saturday, Sunday, and statutory holidays

You can find your way around the Edmonton Campus with our online **wayfinding map**, or explore campus spaces with our interactive **virtual tour**.

Safety and Emergencies

NorQuest College is committed to providing a safe environment for students, staff, faculty, and visitors in a variety of situations such as (i.e. evacuation, lockdown, and threats of violence). Please note that all of our campuses are nonsmoking and scent-free. No scented products are permitted in the classrooms, labs, or clinical settings.

Be sure to review all our emergency procedures before you start your classes on campus!

Transportation and Parking

You can drive, bike, or take transit to NorQuest College.

Driving or biking to NorQuest?
NorQuest has several parking lots around the campus buildings, for a full overview of parking facilities and rates have a look at our website's parking section.

How to pay for parking

Parking payment will be contactless using the **HotSpot app**. Fast tap signs are in all NorQuest parking lots for quick mobile tap payments. Day passes are subject to HotSpot fees. When buying a day pass on the app, you can pick between $0.20 per transaction, $2.00 per month, or $20 per year.

Taking transit?

NorQuest College's **Edmonton campus** is conveniently located along major transit routes. The Corona Station LRT is located one block south of the Edmonton campus. Numerous bus routes are also close by.

U-Pass

The U-Pass is administered by the Students' Association of NorQuest College (SANQC). Contact SANQC for any questions or visit their **website**.
The U-Pass is mandatory for full- and part-time students who have been assessed the Students' Association fee and are taking classes within the Edmonton city limits and/or have an in person practicum.

Visit the Students' Association website for more information.
Click Parking Services for information about parking on and near campus.

Learn more about the transportation options available to you on our website

Lockers

You can rent a locker at Edmonton campus for **$45 per term or $15 per month**. The fee is non-refundable and used for locker administration and maintenance. Locker rentals are on a first-come, first-served basis.

How to rent a locker

- Log in to the **online locker rental system**. You will need your Moodle username and password to log in.
- You can pay by Visa, Visa Debit, or Mastercard.
- All lockers have a combination lock. Log in to the online locker rental system anytime during your rental period to get your combination. Do not remove the NorQuest lock from your locker. There is a $25 fee if it is removed.
- View the **Frequently asked questions** or email **thecore@norquest.ca** for more information.

ACADEMIC & STUDENT SERVICES

Accessibility Services	NorQuest College offers a wide range of online and in-person services to support students who experience disability. These include accessibility advising, assistive technology, academic coaching, accommodated exams, sign language interpretation, and more. More information about services can be found here
	
	Contact us:
	
	• Email: **accessibilityregistration@norquest.ca**
	• Phone: 587-596-1572
	
	• In-person drop-in:
	  ○ Hours: You can find our daily, up-to-date hours on our website
	  ○ Location: Assistive Technology Lab/Accessibility Services
	  Directions: back corner of the Learner Centre, Room 2-096. The Learner Centre houses the Library and Tutorial & Coaching Services and is found on the 2nd floor of the Singhmar Centre for Learning building (SCFL)

Student Health and Wellness (SHAW) Centre	The Student Health and Wellness (SHAW) team provides holistic mental health and wellness supports for all students. This includes counselling, social work, nursing, violence prevention & support, 2SLGBTQIA+ supports, and health and wellness programming/events. All services are free, confidential, and open to currently enrolled students.

Pride at NorQuest	NorQuest Pride offers supports, programming and community building opportunities to all 2SLGBTQIA+ NorQuesters and their allies. Pride Lounge is open Monday-Thursday, 11 am – 3 pm, to access resources, speak with the 2SLGBTQIA+ Program Advisor, or even just to study, socialize and relax in a calm, inclusive environment. We have books, games, crafts, as well as free safe sex and menstrual hygiene supplies.
Service Desk	Service Desk is responsible for assisting students who are having difficulties accessing the College Website, MyMail, MyQuest, Misiwe pehtâkwan, and more.
The Core (Bookstore)	You can purchase new and used books at The Core. Visit the website to learn more about the Core's buy-back program to sell back your used books.
Financial Aid	Connect with a Student Financial Aid Advisor who specializes in helping students identify their eligibility for several different financial resources that will assist with educational and/or living costs while they are attending NorQuest College.
Indigenous Student Services	NorQuest College provides learners with a complete education that attempts to balance strong academic foundations with Indigenous culture.

Miyo-pimatisiwin Center	Miyo-impatisiwin means ‘to live a good life’ in Cree. It is a welcoming space where Indigenous students, staff, and community outreach partners can gather to share meals, tell stories, and connect with resources, and participate in ceremonies.
International Student Services	The International Student Office offers a wide range of support programs and services committed to the unique needs of our international students.
Library Learner Centre	NorQuest Library is dedicated to empowering students with strategies for finding, evaluating, and using research in their courses and in real life.
Office of the Registrar (OR)	The OR is responsible for admission, advising prospective students, updating student information, maintaining student records, posting grades on PeopleSoft, managing course fees, and managing transfer credits and requests. To access forms and documents, including transcripts, please see: Forms and Documents

Students Resolution and Integrity Office (SRIO)	SRIO supports students who have questions or concerns about academic integrity, grade appeals, or harmful behaviour. We provide guidance, advice, and information. If something unfair happened and you want to make a complaint, SRIO will guide you through the student complaints process. There are formal and informal options. All meetings are confidential.
Reflection Room	NorQuest College is a vibrant, inclusive and diverse community that recognizes the spiritual and religious aspects of our learners and employees. We are committed to providing a neutral room that is accessible to members of all faiths within the College community.
SANQC (Student's Association)	All students are encouraged to get involved with your Students' Association. You can do this by running for a position on Students' Council to represent your fellow NorQuest students, getting involved in a student club or by signing up for SANQC's volunteer program to help out with a variety of fun and exciting activities.
Retention & Financial Aid Advisors	Retention and Financial Aid Advisors are your go-to people for everything from specific questions about your personal situation to general inquiries. If you need help or assistance navigating college services, policies, or processes, your advisor can point you in the right direction.

Testing Services	If you are receiving exam accommodations through Accessibility Services, you will write your exams with Testing Services. Accommodated Exam Services offers a distraction-reduced environment for writing exams, with your approved accommodations in place so you can focus on doing your best. Our welcoming team is committed to making your testing experience smooth, supportive, and stress-free from check-in to completion. For more information about accommodated exams, please visit the Student Guide to Accommodated Exams. If you are in an online or hyflex course that has proctored exams, you may be using NorQuest's eProctoring services, ProctorU. For more information about eProctoring, please visit the Student Guide to ProctorU (for online students) and the Student Guide to ProctorU (for hyflex students).
Tutorial and Academic Coaching Services	Learning support specialists are here to support you with understanding your homework and assignments, clarifying course content, preparing for exams, and much more! We are available in-person in the Learner Centre and online at norquest.ca/tutor to help you build confidence, strengthen habits for academic success and stay on track throughout your learning journey.
The Intercultural Child & Family Centre (ICFC)	The Intercultural Child & Family Centre opened in October 2017. The child care centre offers safe and accessible services to NorQuest students, employees, and the community. A total of 64 spaces are available for children who are twelve months to five years of age.

Student Career and Employment Services.	As you prepare to enter your chosen career, remember that our Work-Integrated Learning and Career Education Centre organizes a number of job fairs each year, and this is a valuable resource in preparing you for employment. Experts will review your resume, conduct mock job interviews with you, and assist you with effective job search techniques. This service is available to you free of charge for up to six months after you graduate from your program.
Transfer Credit	You 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. If you need assistance or support requesting transfer credit you can set up an appointment with your Academic Program Advisor.
Transfer Credit Form	You must be admitted to your program prior to requesting transfer credit, and it is recommended that you submit your Transfer Credit Form Request at least one month prior to the start of term.

Prior Learning Assessment and Recognition (PLAR) policy	NorQuest College has a PLAR Policy that can help you earn college credits based on your current skills, competencies, knowledge, work, and experience if you are able to show that they relate to the learning outcomes of your courses.
Prior learning assessment and recognition	You can request an assessment once you are admitted or waitlisted. If you need assistance or support requesting Prior learning assessment and recognition you can set up an appointment with your Academic Program Advisor.
Continuing Your Education	Perhaps you see your credential as a stepping-stone for other educational goals. A number of NorQuest College courses have credit transfer agreements in place with other institutions. In some cases, you will be able to access block transfer agreements that give credit for the entire program of study. Please visit Transfer Alberta or consult the College Calendar for the most current transfer agreement information.

Common Courses with Other Programs	Please note that certain courses are administered by other program areas or faculties. These include but are not limited to English, Sociology, Psychology and Health Education courses. While taking these courses, you are subject to the policies of the faculty or program area administering the section, which can be found on your course outlines. Any questions or concerns should be directed to your instructional team.
Open Studies	Some courses are designated as “Open Studies” (O). These courses are available to students from other programs and Open Studies students. Students might choose to take Open Studies as a pathway to a credit program, for general interest, or as a visiting student
Academic Council	The Academic Council is a group of students, faculty, and administrators who come together once a month to exchange information and viewpoints on academic affairs. Elected by the Students’ Association, ten students represent their peers on this council. For more information please see: Academic Council
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.

Convocation	Once you complete all courses and other requirements of your program, you will have the opportunity to apply to graduate and attend convocation. Convocation is a ceremony celebrating the success of graduates from all programs. It takes place in May each year. Our instructional team looks forward to this event each year to recognize the hard work and success of our students.
Graduation	Regardless of whether or not you attend convocation, you must apply to graduate in order to receive your credential. Please monitor your student email and the NorQuest College website for important information about applying to graduate and planning for convocation. Please see: Applying to Graduate.

ACADEMIC PROGRESS

Academic Standing is a student's academic status based on a calculation of Grade Point Average (GPA) at the end of each term and the completion of Pass/Fail (P/F) courses.

There are three categories of term, academic standing:

Good Standing — A term Grade Point Average (GPA) that is equal to or higher than the program's Graduation GPA and no failing grade (WF or F grade) in a Pass/Fail (P/F) course. A minimum GPA of 1.0 is required if the program does not have a Graduation GPA requirement.

Academic Warning — A term Grade Point Average (GPA) that is less than the program's Graduation GPA or a failed grade (WF or F grade) in a Pass/Fail (P/F) course. If the program does not have a Graduation GPA requirement, Academic Warning applies to a term GPA less than 1.0.

Students on Academic Warning should contact their **Academic Program Advisor** to develop a Learner Success Plan to best ensure their academic success in their next term of studies. Students will receive an email to their NorQuest email account with more information.

Required to Withdraw — A mandatory withdrawal after two subsequent terms of Academic Warning (AW) decisions or repeated failure (WF or F grades) of the same required Pass/Fail (P/F) course.

Students that are Required to Withdraw are strongly encouraged to contact their Program Advisor as soon as possible. They will work with students to develop a Learner Success Plan to return to good standing. Students will receive an email to their NorQuest email account with more information. Students who are Required to Withdraw (RTW) will be withdrawn for a minimum of one (1) mandatory term in their program.

Students who are RTW will not be allowed to take other courses during their withdrawal period, unless those courses have been identified by the program

advisor as key to demonstrating success (e.g., upgrading courses to support academic gaps).

Programs may require an extended withdrawal period and must communicate this at the time of the initial withdrawal.

If you would like to appeal a Required to Withdraw decision, click here.

WITHDRAWING

You may withdraw from any credit course any time before completion; however, academic and/or financial penalties may apply.

Please see Add, swap, drop, or withdraw from courses or Withdrawal Chart for more information on the NorQuest website.

STUDENT RIGHT AND RESPONSIBILITIES

NorQuest College is committed to maintaining high standards of non-academic conduct and academic performance and integrity, 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 behavior in which they engage. As members of this learning community, students have both fundamental rights and consequential responsibilities. 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.

Student 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, if they are lawful and do not interfere with the rights of others or with the effective operation of the college or violate college policy
- reasonable and legitimate access to college buildings and facilities
- membership in an independent students' association, and participation in its governance and activities, subject only to its bylaws
- timely and accurate information about the content and requirements of their courses and programs
- the availability of their instructors for help 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

Student responsibilities

Students have a responsibility to:

- help in making the college learning community respectful, safe, and inclusive by 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 take part in related procedures, as required
- familiarize themselves with academic regulations, including graduation and program completion requirements
- follow 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
- take part 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

STUDENT REPRESENTATION

SANQC

SANQC is the Students' Association of NorQuest College (SANQC), dedicated to serving and representing students.

Guided by a Students' Council — elected by you — we advocate on behalf of all students and work to ensure College policies remain student-centered.

We are here to be your voice, speaking up on the issues that affect the student community at NorQuest College.

Program Advisory Committee (PAC)

Program Advisory Committees (PACs) create meaningful dialogue between NorQuest College and its industry and community partners. Sharing ideas with and gaining input from PACs helps NorQuest plan for the future and address industry and provincial needs today. PACs support NorQuest College's three strategic priorities: workforce relevance, enhanced presence, and unique market position.

Program Evaluation & Feedback

It is important to NorQuest College that you receive quality programs and services and can find a career related to your education.
To determine if the College is successful in meeting both goals, you will have a number of opportunities to provide feedback on your time at NorQuest. This will primarily be done through surveys, but other formats may also be used. Survey information is used by the College to continually assess and improve the program. Individual faculty members do not see the individual responses of the surveys.
A summary of the results is compiled and provided to the Program Chair and to the instructor being surveyed.

Evaluation information is also collected for accreditation reporting purposes. This information is compiled with student names removed to ensure confidentiality.

WORK-INTEGRATED LEARNING

Work-Integrated Learning (WIL) connects your academic experience to the real world. Through WIL, learners deepen their knowledge, develop their network, and build a strong foundation to launch their careers.

The WIL component is vital to students' overall learning experience. It provides hands-on practice in your chosen discipline and meaningful opportunities for self-reflection and skill development.

A successful WIL experience is built on a strong partnership between the student, the College, and the employer-partner. Each student is supervised by a mentor or supervisor who provides informal and formal feedback, as well as NorQuest College Career Coach who supports the student's progress and offers ongoing guidance throughout the placement.

The requirements and conditions for WIL are not the same for all programs, ensure you read the section for your program beneath!

Administrative Professional and Accounting Technician programs

Requirements to Participate in WIL

1. Be in good academic standing. Successfully pass all prerequisite courses and obtain the minimum of at least a 2.0 GPA.
2. The WIL experience may require that you submit a clear Police Information Check (PIC) prior to attending WIL. Your PIC may be required to include a vulnerable sector check if you are older than 18 years of age. Any fees required to get a Police Information Check are your responsibility. For more information, please refer directly to your Career Coach or contact careercentre@norquest.ca
3. Sign a confidentiality agreement and WIL Student Agreement as per program requirements.
4. Complete any additional requirements as stipulated by your Career Coach.

Additional WIL Requirements for International Students
International students must have the required work authorization to participate in a work-integrated learning experience in the community. For more information about these requirements, please visit NorQuest's International Office or speak with an International Student Advisor.

WIL Information & Process
NorQuest's Career Centre supports students prior to, during and beyond their work-integrated learning (WIL) experience.

In the field experience, students will spend 150 hours working in an entry-level position in their field of study and will practice the skills learned in their program in a supported environment. Field experiences are generally unpaid and the work is done in a supervised setting.

For any questions about your upcoming work-integrated learning experiences, please contact NorQuest's Career Centre at careercentre@norquest.ca

WIL Handbook
As you approach your work-integrated learning (WIL) experience, you will receive a WIL Handbook outlining the roles and responsibilities of students, employer partners, and NorQuest College. The handbook also details WIL requirements—including attendance expectations, mandatory forms and assignments—along with information on site visits, WCB and health and safety, evaluation processes, and other essential guidelines.

WIL Limitations and Disclaimer
Please note the following:

1. NorQuest College is responsible for securing WIL placements and will contact potential sites on behalf of learners. Learners are asked not to reach out to WIL sites directly regarding placement opportunities.

2. Every effort is made to place learners within their requested area, but students may be placed in other areas, depending on the availability of sites.
3. Students are responsible for transportation to and from the WIL site and associated costs. Students may be expected to travel up to 90 minutes by public transit to reach their WIL site destination, if they do not have a personal vehicle. Learners are responsible for these associated costs.
4. Learners must ensure that they have adequate transportation and childcare for the duration of the WIL experience. Students are responsible for these costs.
5. Due to circumstances beyond our control, NorQuest College cannot guarantee learners a WIL experience.
6. If learners are unsuccessful in any course twice, including the WIL experience, the student will be withdrawn from the program and/or will face academic penalties as per academic and program policies. Please see the Academic Standing Policy here for more information.
7. Learners with an unclear Police Information Check are at risk of NOT being able proceed with the following:

a. acceptance for a WIL experience
b. completing the program
c. finding employment
d. registering with their professional regulatory body. Please see further information regarding Unclear PIC here.

8. Learners must have permission to complete their WIL experience at their place of work.
9. In rare circumstances, learners may receive permission to complete their WIL experience at the same location where a relative works.
10. Learners under the age of 18 may not be able to be placed in a WIL experience due to the requirements and regulations and the ability to obtain a Police Information Check.
11. College and program policies will apply throughout the WIL experience. The student is also governed by the policies of the site during the time the learner is engaged in the WIL experience. Please find our Work-Integrated Learning Procedure here.

Fitness to Practice and Work-Integrated Learning Placements

Students participating in Work-Integrated Learning (WIL) activities, including practicums, clinical placements, field experiences, and other placement-based learning, must be able to participate safely, professionally, and effectively in the placement environment.

Fitness to practice means being able to meet the essential requirements of a placement, with reasonable accommodations where appropriate, while following professional, ethical, and safety expectations.

NorQuest College is committed to supporting students and accommodations in accordance with the college's Duty to Accommodate Students with Disabilities Policy. Students who may require, or believe they may require, accommodations during a placement are expected to contact Accessibility Services as early as possible - before placement planning begins, to discuss potential needs, barriers, and available supports.

Health conditions, disabilities, and accessibility needs can change during a placement. If this happens, students are expected to contact their instructor, WIL Coach, or Accessibility Services as soon as possible so that supports and accommodations can be reviewed and any concerns related to fitness to practice can be addressed.

Students are responsible for requesting accommodations from Accessibility Services in a timely manner so that reasonable supports can be explored and implemented where possible. It's best to register with Accessibility Services early– preferably in the first few weeks of your program- so we have enough time to explore and set-up supports for your placement. We recommend registering and/or discussing WIL needs at least three months before your placement starts. If you apply late or need more complex supports, your WIL start date may need to be moved.

If concerns arise about your ability to meet the essential requirements of a placement safely or professionally, NorQuest College may require you

to participate in a fitness-to-practice review or assessment and will work with you throughout that process.

Business Administration program

Requirements to Participate in WIL

1. Be in good academic standing. Successfully pass all prerequisite courses and obtain the minimum of at least a 2.0 GPA.

2. The WIL experience may require that you submit a clear Police Information Check (PIC) prior to attending WIL. Your PIC may be required to include a vulnerable sector check if you are older than 18 years of age. Any fees required to get a Police Information Check are your responsibility. For more information, please refer directly to your Career Coach or contact careercentre@norquest.ca

3. Sign a confidentiality agreement and WIL Student Agreement as per program requirements.

4. Complete any additional requirements as stipulated by your Career Coach.

Additional WIL Requirements for International Students

International students must have the required work authorization to participate in a work-integrated learning experience in the community. For more information about these requirements, please visit NorQuest's International Office or speak with an International Student Advisor.

WIL Information & Process

For co-op, students will apply and compete for potential placements and work full-time. Students will be required to complete BUSD 1011: Prep for Employment to prepare them for the Co-op and work with their Career Coach over the course of two terms prior to the work experience.
Your Career Coach will support you in preparing for your co-op experience. During this time, they will meet with you to discuss your career

goals and assist you in developing the skills and tools needed to pursue co-op opportunities.

Students must register for the course at least 8 months prior to the course start date. Students are responsible for seeking out and securing their own co-op opportunities. NorQuest College's Career Centre provides support throughout this process by helping learners develop effective job search and application skills. This includes guidance on using application tools and strategies, as well as support in applying for positions through NorQuest's student job board, the CareerQuest Hub.
For any questions about your upcoming work-integrated learning experiences, please contact NorQuest's Career Centre at careercentre@norquest.ca

WIL Handbook
As you approach your work-integrated learning (WIL) experience, you will receive a WIL Handbook outlining the roles and responsibilities of students, employer partners, and NorQuest College. The handbook also details WIL requirements—including attendance expectations, mandatory forms and assignments—along with information on site visits, WCB and health and safety, evaluation processes, and other essential guidelines.

WIL Limitations and Disclaimer
Please note the following:

1. Students are responsible for transportation to and from the WIL site. Learners are responsible for these associated costs.
2. Learners must ensure that they have adequate transportation and childcare for the duration of the WIL experience. Students are responsible for these costs.
3. Students are required to take primary responsibility for finding and securing their co-op placement. A student's success in securing a work-integrated learning placement is based on the effort and initiative they demonstrate in the search process.
4. If learners are unsuccessful in any course twice, including the WIL experience, the student will be withdrawn from the program and/or will

face academic penalties as per academic and program policies. Please see the Academic Standing Policy here for more information.

5. Learners with an unclear Police Information Check are at risk of NOT being able proceed with the following:

a. acceptance for a WIL experience
b. completing the program
c. finding employment
d. registering with their professional regulatory body. Please see further information regarding Unclear PIC here.

6. Learners must have permission to complete their WIL experience at their place of work.
7. In rare circumstances, learners may receive permission to complete their WIL experience at the same location where a relative works.
8. Learners under the age of 18 may not be able to be placed in a WIL experience due to the requirements and regulations and the ability to obtain a Police Information Check.
9. College and program policies will apply throughout the WIL experience. The student is also governed by the policies of the site during the time the learner is engaged in the WIL experience. Please find our Work-Integrated Learning Procedure here.

Fitness to Practice and Work-Integrated Learning Placements

Students participating in Work-Integrated Learning (WIL) activities, including practicums, clinical placements, field experiences, and other placement-based learning, must be able to participate safely, professionally, and effectively in the placement environment.

Fitness to practice means being able to meet the essential requirements of a placement, with reasonable accommodations where appropriate, while following professional, ethical, and safety expectations.

NorQuest College is committed to supporting students and accommodations in accordance with the college's Duty to Accommodate Students with Disabilities Policy. Students who may require, or believe they may require, accommodations during a placement are expected to contact Accessibility Services as early as possible - before

placement planning begins, to discuss potential needs, barriers, and available supports.

Health conditions, disabilities, and accessibility needs can change during a placement. If this happens, students are expected to contact their instructor, WIL Coach, or Accessibility Services as soon as possible so that supports and accommodations can be reviewed and any concerns related to fitness to practice can be addressed.

Students are responsible for requesting accommodations from Accessibility Services in a timely manner so that reasonable supports can be explored and implemented where possible. It's best to register with Accessibility Services early– preferably in the first few weeks of your program- so we have enough time to explore and set-up supports for your placement. We recommend registering and/or discussing WIL needs at least three months before your placement starts. If you apply late or need more complex supports, your WIL start date may need to be moved.

If concerns arise about your ability to meet the essential requirements of a placement safely or professionally, NorQuest College may require you to participate in a fitness-to-practice review or assessment and will work with you throughout that process.

Career Centre Statement

The Career Centre is here to help you prepare for jobs and future careers. You can access no-cost, one-on-one career coaching, workshops and events, and CareerQuest Hub (the online job board) at any point during your studies. After you graduate, Career Centre services remain available for up to six months.

Learn more by visiting **norquest.ca/careercentre.**

ACADEMIC SCHEDULE

- The academic schedule provides important dates, schedules, closures, and deadline information.
- Individual classes which do not follow the regular 16-week schedule will have different associated dates as a result.
- Log in to MyQuest to see precise dates and deadlines for your classes.

MYQUEST

Once you apply to a NorQuest program, you are issued your lifetime MyQuest username and password.

You can access MyQuest anywhere there is Internet. You should regularly update the details on your MyQuest account including your phone number and your home address. This will ensure that we can reach you and that your official documents are sent to the correct address.

Outlook is the college e-mail used to communicate with you and is the official communication route for all student information. We encourage you to check Outlook daily.

When communicating with the College:

- Include your name and student ID number in your e-mail/voice messages to instructors and support team.
- Send all e-mails to the College using your Outlook email address (your@norquest.ca email).

GRADUATION & CONVOCATION

Once you complete all courses and other requirements of your program, you will have the opportunity to apply to graduate and attend convocation.

Convocation is a ceremony celebrating the success of graduates from all programs. It takes place in May each year. Our instructional team looks forward to this event each year to recognize the hard work and success of our students.

Regardless of whether or not you attend convocation, you must apply to graduate in order to receive your credential.

Please monitor your student email and the NorQuest College website for important information about applying to graduate and planning for convocation. Please see: Applying to Graduate.

OLSON CENTRE FOR HEALTH SIMULATION

The Olson Centre for Health Simulation uses simulation training to improve patient safety, quality of care, health care, and human services education.

Simulation-based health education bridges classroom learning to clinical practice. You'll take part in structured, realistic simulation experiences and apply your knowledge and practice technical skills, communication, and clinical judgment in real time. These learning experiences take place within a controlled and psychologically safe setting. After each simulated experience, guided debriefing sessions will help you critically reflect on your experience, connect theory to practice, and build professional skills and judgement.

If you are required to use the Olson Centre during your studies, more information about the Centre, activities and lab requirements will be shared with you by your instructors.

BUSINESS PROGRAMS

This handbook covers the programs; Accounting Technician, Administrative Professional, Business Administration, and Digital Marketing.

Each of these programs are unique but share similarities, instructors, classrooms, and some courses. It is important you understand who to contact for your specific program.

PROGRAM TEAMS

Faculty Dean, Dr. Jonathon Penny	Jonathon.Penny@norquest.ca	
Associate Dean Morgan Gauthier	morgan.gauthier@norquest.ca	
Program Chair Ben Antifaiff (Accounting Technician, Administrative Professional programs)	ben.antifaiff@norquest.ca	
Program Chair Ben Antifaiff (Business Administration programs)	ben.antifaiff@norquest.ca	
Chair, Digital Marketing Ben Antifaiff	ben.antifaiff@norquest.ca	
Academic Advisor Drenushe Bislimi/ Sandeep Singh	student.advisor@norquest.ca	780-644-6000
International Student Advisor(s)	international@norquest.ca	1-866-534-7218
WIL Emergency/After Hours	*For use only during Workplace-Integrated Learning (WIL) placements*	780-419-4607

	for injuries, accidents, and other emergencies. Call only; texts not monitored.	

Program requirements for success

All Business Programs are designated as BYOD (Bring Your Own Device) where you will be required to bring a compatible device to class. Please note that certain devices (e.g. Chromebook, MACs) are currently not supported and will require additional user skills and adaptations to use. Please refer to the technical requirements found on our website for complete information.

For more information please see: Bring Your Own Device

Open Studies

Some program courses are designated as “Open Studies” (OP). These courses are available to students from other programs and Open Studies students. Students might choose to take Open Studies as a pathway to a credit program, for general interest, or as a visiting student.

For more information, please see Open Studies on our website or reach out to a student advisor. During your studies in the Business courses, you will receive assistance with questions, concerns and with registering into your program.

Students may also pursue the Open Admissions Pathway for Business (OAPB) via Open Studies. OAPB was established to overcome barriers to entry for students who may not meet existing program requirements (due to grades, missing courses, etc.). With this program, students can begin their studies, earn credits towards their certificate or diploma, and earn entry into the business program of their choice.

For more information, please see: Open Admissions Pathway for Business

Program Roles and Responsibilities

Students in Business programs will work with following team members:

Instructors

Instructors are responsible for:

- Facilitating learning, communicating course information, and answering questions related to course content
- Providing up-to-date course resources and assessments such as course outlines, schedules, learning materials, assignments, and exams
- Monitoring and recording student progress
- Grading student assignments and providing feedback to the student

Chair, Associate Chair, or Designate

The Chair and/or Associate Chair is responsible for:

- Collaborating with the program advisor to support students with alternate program completion plans, and learner success plans.
- Approving final course grades
- Program operations and administration
- Liaise and communicate with external and internal partners and affected parties for program quality and feedback
- Academic appeals
- Faculty recruitment and development
- Program and curriculum quality
- Coordinate student representative committees

The Student Advisor is responsible for:

- Meeting with students in-person or virtually regarding academic progression and program inquiries
- Coaching, ongoing monitoring, support, follow-up regarding academic progression
- Program student support and referrals
- Providing information if:
    - Student wants to change course registration
    - Student has failed, withdrawn, or need to take a break from the program
    - Student would like to transfer to another delivery option

The Program Admin team provides support to students, instructors, and Program Chairs. When other areas of the College advise you to contact another program area, this team can assist you. You can reach them through e-mailing using the program specific inbox listed at the start of the handbook.

Program Admin team members work closely with program areas. Some of their responsibilities include:

- Responding to student inquiries
- Supporting organization of events, including orientation
- Issuing permission numbers granted by program areas

- Coordinating communication with students (sending newsletters, updates on behalf of the program, etc.)

Program Information

- Business Administration (BADP)
- Accounting Technician (ATEC)
- Administrative Professional (ADP)
- Digital Marketing

Program Completion

Students must attain a pass grade in each course to progress through the program. Students must pass all courses to qualify for graduation. A minimum grade point average (GPA) is required to be considered in good academic standing and graduate. Please contact your instructors if you are unsure of the requirements for your program.

Stay in Touch!

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