

Educational Assistant

2025-26 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 District 9. This land is home to many diverse groups of Indigenous peoples including the Cree, Dene, Blackfoot, Saukteaux, Nakota Sioux, Inuit, and Métis. NorQuest College also acknowledges that the City of Edmonton and all the people here are beneficiaries of Treaty Number 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.



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PROGRAM TEAM

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WIL/Practicum Coordinator	careercentre@norquest.ca	780-644-6160
Academic Program Advisor	EducationalAssistant@norquest.ca	Book Appointment
Business Operation Support(s)	FOAS@norquest.ca	780-644-6390
Retention & Financial Aid Advisor(s)	student.advisor@norquest.ca financial.aid@norquest.ca	780-644-6130

International Student Advisor(s)	international@norquest.ca	780-655-6128 or 1-866-534-7218
WIL Emergency/After Hours	<i>For use only during Workplace-Integrated Learning (WIL) placements for injuries, accidents, and other emergencies. Call only; texts not monitored.</i>	780-419-4607

MESSAGE FROM THE DEAN

Jeannette LaBrie, BPA, MA (she/her)

Welcome to the Faculty of Arts and Sciences! We are honoured to have you join our faculty where you will find a team that prioritizes your learning experience, ensuring you have the skills and knowledge necessary for impactful careers and to provide opportunities to further your education.



During your time at NorQuest in the Educational Assistant program, you will have access to a curriculum and course options designed to prepare you to enter the workforce or create pathways to continue your education at various post-secondary institutions.

Our faculty team is highly qualified and committed to providing an inclusive and supportive educational experience aligning with NorQuest's commitment to Indigenization, decolonization, anti-racism, equity, diversity and inclusion. These values are reflected in our classrooms, curriculum, and practices.

At NorQuest, you will find a community eager to support you throughout your educational experience, empowering you to achieve your career and learning goals. This student handbook is one of the tools designed to provide you with information to guide your path to success in the program.

I wish you well as you begin this exciting academic journey and look forward to congratulating you at convocation.

MESSAGE FROM THE CHAIR

Program Chair - Mary Stewart ECE, BSc., DipEd. MA. (she/her)



Welcome to the Educational Assistant Program at NorQuest College!

Congratulations on choosing NorQuest as the starting point for your Educational Assistant career. Here you will find a highly qualified faculty, a current and workforce-relevant program curriculum, and a supportive learning environment.

As a graduate of the NorQuest College Educational Assistant program - you will have a skill set that is in high demand. To improve the lives of people, we recognize that we must learn about diversity and inclusion, recognize our own bias and develop a strong understanding of the field in which we study and plan to work.

When you graduate and become employed in the field, you will have an opportunity every day to make a difference in someone's life.

The Team looks forward to working with you as you embark on your journey to become a student with a goal of working with people. We encourage you to seek our assistance and support to help you achieve your goals. Together, we can reach our goals!

This manual is intended to provide you with information to guide your success in the program.

NORQUEST'S PURPOSE AND SKILLS OF DISTINCTION

Purpose

NorQuest's purpose inspires everyone, in all aspects of the college, to transform people's lives. 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 student who walks through our doors or connects with the college.

Skills of Distinction

NorQuest commits to a common set of outcomes we aspire to achieve with each and every student. We call these the Skills of Distinction:

- Resilience
- Inclusion
- New ways of thinking

For more information, please see: [Skills of Distinction](#).



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 would appreciate any feedback that you can provide to your instructional team about your learning experience and about the program. Your comments will help us continue to provide quality education for our students.

We wish you every success in achieving your career goals!

This handbook is divided into three sections.

The first section reviews general information relevant to all students in the Faculty of Arts and Sciences (FOAS), including campus services, general information about various course policies, and strategies to support your success as a NorQuest College student.

The second section contains key information specific to your program and the third contains information about Work-Integrated Learning (or field experience).

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



CAMPUS & COLLEGE INFORMATION



<p><u>Campus Maps</u></p>	<p>Current buildings at the downtown campus are:</p> <ul style="list-style-type: none"> • Civic Employee Legacy Tower (CELT) - located at 10215-108 Street • Singhmar Centre for Learning (SCFL) - located at 10215-108 Street • Jasper Avenue Tower (JAT) - located at 10830- Jasper Ave (Floors 8-11) • Career Development Centre (CDC) located at 10230-108 Street
<p><u>Emergency Response Procedures</u></p>	<p>NorQuest College is committed to providing a safe environment for students, staff, faculty, and visitors in a variety of situations such as: evacuation, lockdown, and threats of violence.</p> <p>Please note that all our campuses are non-smoking and scent-free. No scented products are permitted in the classrooms, labs, or clinical settings.</p>
<p><u>Lockers</u></p>	<p>There are a limited number of lockers on the Edmonton campus that can be rented. Locker rentals are on a first-come/first-serve basis.</p>

	For more information, please see: Lockers
Parking	See Parking Services for information about parking on and near campus.
MyQuest	<p>MyQuest is NorQuest's online student services centre.</p> <p>Once you apply, you are issued your MyQuest username and password.</p> <ul style="list-style-type: none"> You can access MyQuest anywhere there is internet. 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.
MyMail	<p>MyMail 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 MyMail daily. When communicating with the College:</p> <ul style="list-style-type: none"> Include your name and student ID number in all your e-mails/voice messages to instructions and support team. Send all e-mails to the College using your MyMail email address (your @norquest.ca email).
Academic Schedule	The Academic Schedule provides important dates, schedules, closures, and deadline information for the college. Log into MyQuest to see precise dates for your classes.

Academic & Student Services

<u>Centre for Growth and Harmony (Health and Wellness)</u>	NorQuest College offers social work, counselling, and general health support for students. All services are professional, confidential, and at no cost to registered students.
<u>Service Desk</u>	Service Desk is responsible for assisting students who are having difficulties accessing the College Website, MyMail, MyQuest, Misiwe pehtâkwan, and more.
<u>The Core (Bookstore)</u>	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.
<u>Financial Aid</u>	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.
<u>Indigenous Student Services</u>	NorQuest College provides learners with a complete education that attempts to balance strong academic foundations with Indigenous culture.
<u>Miyo-pimatisiwin Center</u>	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.

<u>International Student Services</u>	The International Student Office offers a wide range of support programs and services committed to the unique needs of our international students.
<u>Learner Centre (Library)</u>	NorQuest Library is dedicated to empowering students with strategies for finding, evaluating, and using research in their courses and in real life.
<u>Office of the Registrar (OR)</u>	<p>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.</p> <p>To access forms and documents, including transcripts, please see: Forms and Documents</p>
<u>SRIO (Student Resolution & Integrity Office, Formerly known as OSJA)</u>	<p>The Student Resolution & Integrity Office coordinates the administration of the Student Judicial Affairs Policy. The Office oversees student academic and non-academic conduct and student complaints and provides a means for dispute resolution. We provide dedicated office hours for students who want to reach out for guidance, advice, and information. All meetings are confidential</p> <ul style="list-style-type: none"> • Book a meeting (in person or virtual) • Send us an email – osja@norquest.ca • Give us a call – 780.644.6490

<u>Reflection Room</u>	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.
<u>SANQC (Student's Association)</u>	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.
<u>Retention & Financial Aid Advisors</u>	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.
<u>Tutorial and Academic Coaching Services</u>	Tutors and Academic Coaches work with you to review course content, guide you with homework and assignments, and build academic skills, such as time management and test-taking.
<u>The Intercultural Child & Family Centre (ICFC)</u>	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.

<u>Student Career and Employment Services.</u>	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.
<u>Transfer Credit</u>	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.
<u>Transfer Credit Form</u>	You must be admitted to your program prior to requesting transfer credit, and it is recommended that you submit your <u>Transfer Credit Form</u> Request at least one month prior to the start of term.
<u>Prior Learning Assessment and Recognition (PLAR) policy</u>	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.
<u>Prior learning assessment and recognition</u>	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.

<p><u>Continuing Your Education</u></p>	<p>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.</p> <p>Please visit Transfer Alberta or consult the College Calendar for the most current transfer agreement information.</p>
<p><u>Common Courses with Other Programs</u></p>	<p>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.</p> <p>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.</p>
<p><u>Open Studies</u></p>	<p>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</p>

<u>Academic Council</u>	<p>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: <u>Academic Council</u></p>
<u>Alumni Association</u>	<p>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.</p>
<u>Convocation</u>	<p>Once you complete all courses and other requirements of your program, you will have the opportunity to apply to graduate and attend convocation.</p> <p>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.</p>
<u>Graduation</u>	<p>Regardless of whether or not you attend convocation, you must apply to graduate in order to receive your credential.</p> <p>Please monitor your student email and the NorQuest College website for important information about applying to graduate and planning for convocation. Please see: <u>Applying to Graduate.</u></p>

Further contact information for College Services can be found here: [College Directory.](#)

ACCOMODATIONS FOR STUDENTS

NorQuest College offers a wide range of services to support students with disabilities. Support services including assistive technology, academic coaching, accommodated exams, sign language interpreters, and instructional assistants. Please visit the [Accessibility Guide](#) for more information about the services available for accommodated students at NorQuest.

<u>Accessibility Services</u>	Students with disabilities at NorQuest can receive accommodations after registering with Accessibility Services.
<u>Duty to Accommodate Students with Disabilities Policy</u>	Students are not required to disclose their disability to instructors. However, students are responsible for providing instructors with information about their individual accommodations. This includes classroom, exam, and WIL/placement accommodations.
<u>Testing and Exam Accommodations</u>	<p>If you have exam accommodations set up by Accessibility Services, you will write your exams with Testing Services.</p> <p>Please note that accommodations may not be permitted for any skills during practical labs that are considered essential for the workplace.</p>

OLSON CENTRE FOR HEALTH SIMULATION

As part of your learning, you may be participating in activities at the Olson Centre for Health Simulation. Read more about it here: [Olson Centre](#).



PLANNING FOR YOUR SUCCESS

The following practical tips for success will help you with your demanding, fast-paced program. The following expectations may apply to courses, labs, and other learning environments in your program. The purpose of these expectations is to foster a sense of professionalism while performing your duties as a student and prepare you for your success in the workplace.

Adaptability	<ul style="list-style-type: none"> • Let your instructor know in advance if you cannot attend. You will need to plan to catch up on any missed learning. • Adapt to new situations, people, procedures and ideas. • Display a willingness to approach situations in different ways to achieve better outcomes.
Allergies	<ul style="list-style-type: none"> • Students with allergies should be aware that labs, demonstrations, field trips, and other experiential learning opportunities contain many types of materials. • Please be aware of your environment, ask for clarification as required, and inform the instructional team of any concerns.
APA Format	<ul style="list-style-type: none"> • All work is to be referenced in APA format, unless otherwise indicated by the instructor. • The Learner Centre (Library) offers regular tutorials regarding APA. • For more information, please see: APA 7th edition
Appearance & Personal Hygiene	<ul style="list-style-type: none"> • Comply with dress code, proactively discussing any concerns with instructor. • Use proper hand and personal hygiene.

Communication	<ul style="list-style-type: none"> • Respect confidentiality of classmates. • Convey information in a clear, respectful, professional, and organized manner. • Use active communication skills that respect the learning environments. • Respond professionally and positively to suggestions and constructive criticism. • If you need assistance navigating College services, please see your Academic Program Advisor.
Course Outlines	<ul style="list-style-type: none"> • Course outlines are provided for each course and contain valuable information about the learning outcomes, assessments, and expectations for that course. • Please review the outline carefully and consult with your instructor if you have any questions. • It is recommended to save your course outlines for future use when applying for transfer credits to another post-secondary institution.
Honesty & Integrity	<ul style="list-style-type: none"> • Demonstrate honesty, integrity, and accountability. • Inform instructor of any issues (equipment, academic integrity, inappropriate conduct)
Orientation	<ul style="list-style-type: none"> • Please watch your @norquest.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

	<p>your program equipped with the right information and tools for success.</p>
<p>Personal Growth & Continued Competence</p>	<ul style="list-style-type: none"> • Demonstrate reflective practice in both written and verbal forms. • Actively engage in all activities • Implement actions to improve performance and skills based on feedback. • Respond maturely and positively to suggestions and constructive criticism. • Demonstrate self-confidence in course work, assessments, and other learning opportunities.
<p>Problem Solving & Critical Thinking</p>	<ul style="list-style-type: none"> • Identify problems and recognize risks to safety. • Use available resources as appropriate to solve problems. • Analyze situations and carry out solution-oriented actions. • Demonstrate strong problem-solving and critical-thinking skills to work effectively in an independent capacity.

Collaboration & Teamwork	<ul style="list-style-type: none"> • Engage in teamwork as an active, cooperative participant. • Offer creative and appropriate ideas to further the goals of the team. • Report relevant information to others, as appropriate, in a timely manner. • Contribute equally to team learning activities. • Manage interpersonal conflict effectively. • Identify appropriate situations for collaboration. • Provide constructive feedback to classmates and instructional team. • Share College resources (supplies, equipment, etc.) fairly. • 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. • It is important to note that collaborating on assessments that are assigned to be done individually could lead to an academic misconduct report.
Attendance & Punctuality	<ul style="list-style-type: none"> • Respect and follow attendance, punctuality, and absence notification requirements for courses and assessments • Please treat your classroom as a workplace; let your instructor know if you cannot attend in advance and make a plan to complete missed coursework. Vacations should be planned for scheduled College breaks such as term break.

	<ul style="list-style-type: none"> It is always best to arrive at class on time and stay until the end of the class period. Leaving midway impacts your learning, and that of others, in negative ways.
Respectful Learning Environment	<ul style="list-style-type: none"> You will discuss many controversial subjects, and you are free to disagree with views presented by your instructor and fellow students; however, you must do so respectfully. Hands-on practice in labs and clinical settings requires students to be prepared to work with people of all cultures, religions, gender identities, sexual orientations, socio-economic status, and physical and mental disabilities. At NorQuest College, education is inclusive, and our students are prepared to meet the needs of a diverse society.
Stay Informed	<ul style="list-style-type: none"> Please check your NorQuest email daily, as this is the only email address that your instructional team and College employees will use to contact you. Check the student website at norquest.ca, check your MyQuest page for more information, and frequently check your course page on Misiwe pehtâkwan, as you will receive regular general communications by email from the program area.

<p>Work Habits</p>	<ul style="list-style-type: none"> • Demonstrate preparedness for classes and assessments. Each instructor will outline a plan for pre-reading, assignment preparation, and other ways to maximize your time in the classroom and/or lab. • Follow all relevant NorQuest Policies and Procedures. • Maintain a clean and safe working environment. • Bring required materials and textbooks. • Manage time effectively. Maintain an up-to-date calendar of due dates, and create a plan to study, review, and prepare for assignments. Ensure that you balance your studies with other aspects of your life to manage stress. It is not uncommon for post-secondary students to feel overwhelmed by workload, so seek assistance if required.
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Technology Requirements for Success

NorQuest embeds technology throughout the learner experience. You will be required to use technology to complete online learning activities in order to be successful in your studies. This includes learning about different hardware and software used to complete your courses and/or hardware and software related to your field of study. (NorQuest College offers a range of computer services to students, staff and faculty. More information can be found at [Computer Services and Technology](#))

Some courses 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. Chromebooks, MACs) are not currently supported and will require additional user skills and adaptations to use.*** Please refer to the technical requirements found on our [BYOD website](#) for complete information.

Basic technology skills for success during your program are:

- File management skills (managing files and folders, searching/finding documents, naming a document, downloading/uploading files, taking screenshots/snipping).
- Basic keyboarding skills (i.e. type 30+ wpm – Words Per Minute). You can check your current speed at this [website \(Typing.com\)](https://www.typing.com/).
- Basic Windows skills (navigation, open/close software/windows, file management).
- Access and utilize email (must check daily).
- Access, create, and upload videos.
- Internet search skills and the ability to access other sites as required by your program.
- Able to properly reference online sources and materials as per course requirements.
- Find photos online for assignments.
- Basic understanding of word processing and presentation software.
- Able to print, scan and/or take pictures.

Some software and hardware that may be required for your program include:

Hardware

- A device that meets the basic standards listed on our [BYOD website](#) (Bring Your Own Device page).
- Peripheral devices such as a mouse, keyboard, camera, and microphone.
- A stable internet connection.

Software

- [Misiwe pehtâkwan](#) (formerly known as Moodle) (learning management system) including specific activities in Misiwe pehtâkwan (e.g. Assignments, Forums, Quizzes, VoiceThread, H5P, Kaltura, upload to Dropbox, follow instructions and links on assignments, understand icons and symbols).
- [MyQuest](#) (online registration system).
- [MyMail](#) (student email).
- Google Chrome (needed for Misiwe pehtâkwan) and other plugins as required.
- [MS Office 365](#) (Free for students and includes Word, Excel, PPT) and other sites online as required by your program.
- Specific course or program-related software (your program area will provide the necessary information). Some software may have additional costs.
- Any additional software that may be required for students with accommodations. Please consult [Accessibility Services](#) for further information.

Additional training and resources can be found in [Online Learning Resources](#).

DEAN'S STUDENT ADVISORY COUNCIL

Students in the Faculty of Arts and Sciences are welcome to join the Dean's Student Council, made up of student representatives for each Faculty of Arts and Sciences program. Interested students may apply to be the representative for their program. A selection process will take place if there are multiple students interested in acting as a representative.

The purpose of the Faculty of Arts and Sciences Dean's Student Advisory Council (DSAC) is to increase awareness and understanding of diverse

perspectives, challenges and opportunities within the Faculty of Arts and Sciences at NorQuest College, and to promote transparency, increased communication and feedback between staff and students within the Faculty. The Council's meetings serve as a forum for sharing ideas about improving academic programs and the overall NorQuest College learning experience.

The role of the council is to provide information, advice, and feedback to the Dean on important matters to students (including policies, practices, curriculum, and student engagement). Encourage and promote communication between the Dean and Faculty of Arts and Sciences learners. Take a solution-focused approach to ideas and issues brought forward.

PROGRAM ADVISORY COMMITTEE (PAC)

Each program in the Faculty of Arts and Sciences has an active Program Advisory Committee, made up of students, educators, practitioners, industry leaders, and alumni.

The purpose of this committee is to provide guidance to the program area to ensure the curriculum and its delivery is current and workforce relevant.

ASSIGNMENTS

Late Assignments

Assignments are due on the date/time specified by your instructor/course outline. Assignments received after the scheduled due date/time will be penalized with a 5% grade deduction per calendar day. Late assignments will not be accepted once the assignment set is marked and returned.

Pass/fail assignments not submitted by the scheduled due date/time will receive an automatic fail on that assignment.

Exceptions to the late assignment policy may be granted only in cases of extenuating circumstances, and appropriate documentation (e.g. medical note) may be requested.

Vacations are not considered an acceptable reason to hand in an assignment after the due date. Exams or assignments in other courses due at a similar time do not qualify as extenuating circumstances.

EXAMINATIONS

Overview

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

Booking Exams

Many courses require students to write an exam(s) to demonstrate that they have met the course outcomes.

Although not all exams are proctored (supervised), many exams must be. You must write your exam using the process determined by your instructor. In-person classes will have a predetermined date, time, and location set by your instructor and will be shared with the class. For other exams, you may need to book a date/time to write your exam. [Booking exams with Proctor U](#) information is found on our NorQuest [website](#).

Exam bookings are available on a first come, first served basis. You should book your exams as soon as possible in order to write on your preferred date/time. You are responsible for booking your exams well in advance (e.g. 1 month) of the exam due date and/or course end date. *Booking exams too close to the exam date may mean you are unable to write your exam and may also result in additional costs for you.*

If you are unable to attend the exam, please refer to the section entitled “Rescheduled Exams and Exam Deferrals”. You should try to cancel your exam

booking as far in advance as possible. *You will also need to notify the proctor in order to avoid additional costs to you.*

Please review your course outline for specific details about your exam and check with your instructor (or on Misiwe pehtâkwan) if you have any questions about how and when your learning will be assessed.

Missed Examinations

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**. It is important you make this notification to avoid receiving an exam grade of zero. Please see the section “Rescheduled Exams and Exam 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. It is important you make this notification to avoid receiving an exam grade of zero.

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 start the exam, 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:

1. 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.
2. Submit a request to defer the exam via email to your instructor and provide documentation (e.g. medical note) if required to support your request.
3. The instructor, with the Program Chair's approval, will make a decision about your deferral.
4. Once a deferral is approved, you have two working days to work with your instructor to reschedule the exam. You may need to re-write the exam through Testing Services, which your instructor will help arrange. Deferred exams must be written within 5 days of the originally scheduled date. Program Chair approval is required for longer deferrals.
5. 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.

Writing Accommodated Exams

Instructions on how to book your exams and what to expect when writing exams with Testing Services can be found [here](#).

Release of Examination Marks

While each program may have specific guidelines regarding the release of examination marks, typically, your examination marks will be released within 10 business days of writing your exam.

Your instructor will advise you should there be a delay in the release of marks. Please contact your instructor about your exam results *only after* the marks have been released.

Individual exam results will be discussed with students *only after* all class exam marks are released.

Examination Review

You may request an exam review with your instructor within 5 business days of the exam marks being released. Exams may only be reviewed privately, between the instructor and the student, and outside of class time.

For exams written on paper in-class, you may request a meeting with your instructor to review the exam. The exam and all exam materials must remain with the instructor following the meeting; likewise, taking notes or pictures is prohibited. You may ask your instructor questions about the exam during the meeting.

For exams written online, you may request an exam review from your instructor that will consist of a discussion of overall performance. Exams will not be shared online, via screen-share, between instructor and students, in order to protect exam integrity. If it is possible to arrange a face-to-face meeting, online exams may be printed and reviewed as per the paper exam review procedure.

Each program may have further specific guidelines for exam review that may replace these guidelines. Please contact your program area for further information.

Exam-Writing Protocol

In addition to the following your program may have other policies and procedures with respect to exam writing. It is your responsibility to review and follow all rules and expectations. Please contact your instructor if you have questions about the rules and expectations.

Academic Honesty

- You are expected to work on your own during an examination.
- Communicating with others or sharing answers in any way is prohibited.

- You are expected to understand the [Academic Misconduct Policy](#).
- Information about [Academic Misconduct](#) can be found on our [website](#).

Asking Your Instructor a Question During an Exam

- Asking questions is discouraged as your proctor may not be your instructor or a subject matter expert.

Technology Use During an Exam

- Opening additional windows and/or programs is not permitted unless specified in your exam instructions.
- Calculator use is not permitted unless specified in your exam instructions.
- Cell phones are to be **turned off** and stored with the rest of your belongings.
- If you lose connectivity during the exam, log back into the exam as soon as possible and alert your proctor as soon as possible.
- Online activity during exams may be monitored.

E-Proctored Exams

- You are expected to follow the [Student Guide - ProctorU](#)
 - Note: If you are in a HyFlex courses, this is an opt-in, pay-as-you-go service. [More information is available here](#)

Washroom Breaks

- It is highly recommended that you remain in the room until you complete the examination.
- If you must leave the room to go to the washroom, you must obtain permission from the proctor. All examination materials must be left in the exam location.
- Please check with your proctor prior to writing the exam, especially if an existing medical condition exists affecting the need for washroom breaks.

Materials at Your Exam Location

- You are allowed writing materials (pen, pencil, eraser) and other materials only as specified in the exam instructions (i.e. a calculator may be permitted).
- Make sure to leave personal items in an area designated by the proctor or preferably, do not bring any items to an exam other than your ID and other items specifically specified in the exam instructions such as a calculator.
- Clear/transparent water bottles will be permitted during exams unless location-specific restrictions apply.
- Special considerations need to be discussed with your instructor prior to the exam (i.e. snack for a diabetic student).

Be sure you understand and follow examination policies and procedures to avoid severe penalties with respect to your exam marks as well as an academic misconduct report.

ACADEMIC PROGRESS



Overview

- You must successfully obtain credit by achieving the minimum passing grade for each course.
- In order to progress from one term to another, you must attain a minimum 2.0 (C) grade point average (GPA). You must also meet all course prerequisites.
- If you receive a grade of F or WF, you will be required to repeat the course. Students must receive a passing grade in each course to progress through the program.
- For assistance with planning your future progress through the program you may contact your Academic Program Advisor for assistance.
[Booking-FOAS Academic Program Advisor](#)

How to Calculate GPA

For information on how to calculate your GPA, and/or how to qualify for Honours distinction, please see here: [GPA](#).

Grade Appeals

Understanding the grade appeal process.

1. Student has reasonable cause to question a grade of an assignment, a test/quiz, an examination received in a class.
2. Within 5 working days of receiving the grade, the student should meet with the instructor to discuss the grade. The student may be accompanied by an attendant for any meeting.
3. You can appeal for 3 reasons:
 - error in calculation
 - inconsistency with syllabus
 - final grade does not contain all assignments
4. If the concern is unresolved:
 - Appeal to the Program Chair. **The decision of the program chair is final.**

If the grade appeal results in a changed grade, the instructor will initiate the grade change.

You can contact your Academic Program Advisor to help you book a meeting with the Program Chair.

The [Student Resolution & Integrity Office](#) can help you prepare an appeal, but it is up to you to bring the concern forward to the instructor and/or program chair.

A member of the SRIO can accompany you to a meeting: however, the SRIO is not able to advocate on your behalf. The SRIO has no position in a Grade Appeal. [Academic Grade Appeal Procedure](#) Information about appeals relating to admissions, transfer credit, enrolment and finances is provided by the [Office of the Registrar](#).

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

Non-Academic Grade Appeal Procedure

Information about appeals relating to admissions, transfer credit, enrolment and finances is provided by the [Office of the Registrar](#).

Course Withdrawal

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

Please see [Changes to Enrolment](#) for additional information.

Failing a Course and/or Practicum

Students who are unsuccessful in four courses, or unsuccessful twice in the same course, may not be allowed to continue in the program. Students may need to meet with the Chair/ Associate Chair in order to plan for successful program completion.

Open Studies students who fail program courses and later apply to the program may need to meet with the Program Chair or designate to plan their program completion.

Repeating a Course

If you are unsuccessful in a course, you will be required to repeat all parts of the course. This includes all examinations, assignments, or lab assessments required for that course.

In subsequent attempts of the course, you cannot re-use assignments from previous attempts. Students are only permitted to attempt a course three (3) times as per the [Repeat Course Procedure](#). Additional attempts require program authorization.

Students who are required to repeat a course must pay the tuition for that course. You may only enroll in other courses if you have met all of the pre/co-requisites.

Academic Standing

As outlined in the [Academic Standing Policy](#), academic standing is a learner'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.

To remain in good academic standing in the program, a minimum term grade point average (GPA) of 2.0 and a passing grade in all Pass/Fail courses (no WF or F) is required.

For information on how to calculate your GPA, please see here: [GPA](#)

Please refer to the [Academic Standing Procedure](#) for more information, including details on:

- the 4 categories of academic standing,
- the college's response to a student's academic standing,
- the appeal processes, and
- returning to the program after withdrawal due to poor academic performance.

Academic Warning

After the term is graded, if you do not meet the requirements for Good Standing in the program, you will receive an Academic Warning (AW) status.

The Office of the Registrar communicates the AW status in writing before the add/drop deadline of the subsequent term. Students with an AW status will be given the option to co-develop an individualized Learner Success Plan with their Academic Program Advisor.

Please see the [Academic Standing Procedure](#) for additional details.

Program Withdrawal

Program withdrawals may be initiated by the student, the program, or the College. Please see [Changes to Enrolment](#) for additional information.

If you are initiating a program withdrawal for any reason, you are advised to discuss this decision with the [Academic Program Advisor](#) 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.

Required to Withdraw from Program

Students who receive an Academic Warning (AW) status in two subsequent graded terms or repeated failure (WF or F grades) of the same required Pass/Fail (P/F) course will be Required to Withdraw (RTW) due to unsatisfactory academic performance.

The Office of the Registrar communicates the RTW decision in writing before the add/drop deadline of the subsequent term and will record the RTW decision on the student transcript.

Students who meet the RTW criteria may appeal the withdrawal within five (5) business days of receiving the RTW notification from the Office of the Registrar.

Please see the [Academic Standing Procedure](#) for more details.

Re-admission Following Program Withdrawal

Students wishing to return to the program after a Required to Withdraw (RTW) decision must submit a new application. If 12 months have passed since the withdrawal decision, the student is required to meet the program's current admission requirements.

Please see the [Academic Standing Procedure](#) for more details.

STUDENT RIGHTS & RESPONSIBILITIES

Student Rights	<p>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.</p> <ul style="list-style-type: none">• This commitment is founded upon the principles of fairness, trustworthiness, honesty, respect, and responsibility.
Student Responsibilities	<p>Students are expected that they will be guided at all times by these principles in the work that they submit and the behaviour in which they engage.</p>

	<ul style="list-style-type: none"> • As members of this learning community, students have both fundamental rights and consequential responsibilities that NorQuest commits to protect and enforce for the benefit of the entire college community. • It is your responsibility to read and ensure you understand your program's and the College's rules regarding student conduct.
Academic Misconduct	<p>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.</p> <p>All members of the NorQuest community must uphold these standards by ensuring that they inform themselves and others of the fundamental importance of these standards.</p> <p>Academic misconduct occurs when an individual or group uses information dishonestly in order to improve their own academic standing. Common examples include, but are not limited to, plagiarism and cheating.</p> <p>For more information, please see: Academic Misconduct</p>

<p>Non-Academic Misconduct</p>	<p>It is important that all members of the NorQuest community uphold high standards of non-academic misconduct.</p> <p>Non-academic misconduct may be defined broadly as any behaviour that:</p> <ul style="list-style-type: none"> • negatively affects the learning of others or the college’s educational mission • violates civil or criminal statutes • threatens the safety or well-being of members of the NorQuest community <p>For more information, please see: Non-Academic Misconduct.</p>
<p>Student Complaint Procedure</p>	<p>Occasionally, the values that sustain a healthy learning community fall out of alignment. In these instances, Students have a right to seek advice, guidance and support from the SRIO to rectify the alignment of values.</p> <ul style="list-style-type: none"> • Students may pursue the complaint process with the SRIO in relation to a college policy, an administrative process, or a community member where unfair, biased, racist, disrespectful or discriminatory treatment is experienced. • The SRIO provides dedicated office hours for students to reach out for guidance, advice and information. Office hours are: Confidential – we won’t talk to anyone without your authorization. • Designed to provide support, advice, and guidance.

	<ul style="list-style-type: none">• <u>Book an appointment with the SRIO.</u> Appointment times can vary based on availability
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PROGRAM EVALUATION & FEEDBACK

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 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 to 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.

SECTION TWO: PROGRAM-SPECIFIC INFORMATION

Educational Assistant Program

[Educational Assistant | NorQuest College - Edmonton, Alberta](#)

Program Roles and Responsibilities

Students in the Educational Assistant Program will work with the following instructional team members:

Instructors

Instructors are responsible for:

- Distributing course outlines, schedules, materials, assignments, and exams
- Monitoring and recording student progress
- Grading student assignments and providing feedback to the student

The Chair, Associate Chair, or designate

The Chair and/or Associate Chair is responsible for:

- Approving final course grades
- Receiving Academic Misconduct reports, student complaints and grade appeals
- Guiding and managing program curriculum
- Working collaboratively with instructors and NorQuest staff
- Working with the Academic Program Advisor to support students

The Academic Program Advisor

The Academic Program Advisor is responsible for:

- Working with students to outline their program plan
 - [Booking-FOAS Program Student Advisor](#)
- Providing information if:
 - You want to change course registration
 - You have failed, withdrawn, or need to take a break from the program
 - You would like to transfer to another delivery option

Business Operations Support

Business Operations team provides support to students, instructors, and Program Chairs. When other areas of the College advise you to contact a program area, this team can support you. You can reach them by e-mailing the program specific inbox listed in this handbook.

Business Operation team members work closely with program areas. Some of their responsibilities include:

- Responding to student inquiries
- Booking appointments to see the Associate Chair or Program Chair
- 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 Inbox: EducationalAssistant@norquest.ca

Program Overview

[Educational Assistant | NorQuest College - Edmonton, Alberta](#)

Program Outcomes

Graduates from the Educational Assistant program will:

- Build and maintain respectful relationships (children, teachers, peers, community agencies and services if applicable) through using interpersonal and written communication skills.
- Apply foundational skills and knowledge utilizing technology.
- Demonstrate professional skills and behaviours in working in an educational setting.
- Demonstrate an understanding of and describe the complexity of the role of the educational assistant within the context of the classroom in relation to the teacher,
- students and other colleagues within the educational setting.
- Connect the principles of development to supporting student learning in educational settings.
- Apply knowledge of key concepts, processes and instructional methods in literacy and numeracy when implementing strategies, materials, and activities to support learners.
- Identify and apply the components of a positive behaviour support plan.

Program Delivery

[Educational Assistant | NorQuest College - Edmonton, Alberta](#)

Program-Specific Information

The Educational Assistant program is a one-year certificate program that prepares students to work in educational and community settings. The program focuses on diversity and inclusion, training students to support

children and youth with a variety of learning needs and helping them to reach their potential.

Graduates will have the knowledge, interpersonal and practical skills to support students both one-on-one and in small group environments.

Course of Study by Terms

The Educational Assistant certificate is comprised of 9 3-credit courses and 1 7-credit field experience. Course descriptions are found at the following link:

[Educational Assistant | NorQuest College - Edmonton, Alberta](#)

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) of 2.0 is required to be considered in good academic standing and graduate with an Educational Assistant certificate.

Stay in Touch!

Your instructional team have 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 to speak about your experience in the program at a recruitment event or participate in a focus group.

WORK-INTEGRATED LEARNING (WIL)

Overview

Work-Integrated Learning (WIL) involves work experience under the supervision of either an experienced registered or licensed professional or a qualified preceptor/supervisor/instructor in any discipline that requires practice-based work experience for professional licensure or certification or for program completion. WIL experiences are generally unpaid and the work is done in a supervised setting. WIL is also sometimes referred to as practicums or field experiences.

The WIL component of the program is vital to your overall learning experience. The experience allows for hands-on practice in your chosen discipline and provides opportunities for self-reflection. A successful WIL experience includes a strong partnership between the student, the College, and the WIL site.

Each student is supervised by a preceptor/supervisor or instructor at the site, who will provide informal and formal feedback and a NorQuest instructor/college representative who monitors the student progress.

WIL Experience Outcomes

Upon successful completion of the WIL Experience students will be able to:

- Demonstrate the program outcomes listed above.
- Demonstrate critical thinking through innovative application of theory, reflective practice, and decision-making.
- Recognize expectations, workplace culture, and professional accountability while experiencing and participating in diverse workplaces.
- Reflect on future goals in relation to personal values, educational interests, and previous experience in order to develop social responsibility.

- Build confidence and workforce readiness by identifying and utilizing transferable skills.
- Develop and practice employability skills and competencies in adaptability, critical thinking, problem solving, communication, professionalism, inclusion, resilience, and new ways of thinking.

Requirements for WIL Participation

In order to participate in a WIL experience, you must successfully pass all prerequisite courses, obtain the required grade, be in good academic standing, and complete all To-Do List items listed on MyQuest. For detailed information about each program's To-Do-List, please see: [Work, practicum, and clinical requirements](#). More details are also included below about specific program requirements. Police Information Check with Vulnerable Sector Check, Intervention Record Checks and Co-op Work Permit are all due no later than 45 days prior to the start of the WIL term.

Police Information Check

This program requires that you submit a clear Police Information Check (PIC) prior to attending WIL. Vulnerable Sector Check is required as a part of the Police Information Check. All fees required to obtain a Police Information Check are your responsibility. For more information, please see: [Police Information Check](#).

After you submit your Police Information Check, you must report any changes (e.g. criminal convictions or charges) to your program area immediately. Any change to your PIC may affect your ability to attend your WIL experience. [See this webpage](#) for more information about the process to support learners with an unclear PIC.

Intervention Record Check

This program requires that you obtain and submit an Intervention Record Check. All fees required to obtain an Intervention Record Check are your responsibility.

For more information, please see: [Intervention Record Check](#).

Additional WIL Requirements for International Students

International students are required to have a Co-op Work Permit in order to participate in their WIL experience in the community. Students are responsible for ensuring that they have a valid Co-op Work Permit prior to the WIL experience start date. This permit must be valid for the duration of the WIL experience. Further information is available from [NorQuest International](#).

The Process

Potential WIL sites are contacted and coordinated by the College.

You will be provided with detailed information, including an orientation/ meetings/ workshop, as you prepare for your WIL experience.

The steps are as follows:

1. Complete the [To-Do-List items](#) and submit all required documentation by the due dates. You can find your personal 'To Do' list and due dates in [MyQuest](#). Learn more about 'To Do' lists [here](#).

Students must bring copies or originals of these items with them to the site in case they are asked to provide them.

2. Complete a WIL (Practicum/Field Experience) Digital Information Survey to indicate your preferences for placement. **Please note: there is no guarantee for specific sites or locations.** Please reach out to your instructor/program if you are not sure where to find the Qualtrics Survey.
3. You will be notified of the WIL site that you have been assigned to once the arrangements have been finalized.
4. Read all information found in the WIL handbook found in your [CareerQuest website](#), and/or the Misiwe pehtâkwan WIL/practicum

course including the course outline, prior to starting the WIL experience. Review Misiwe pehtâkwâ information regularly throughout as per program requirements.

5. Continue to check MyMail regularly.
6. Complete an information release form as required by the college to allow information to be released by College staff to facilitate the WIL experience.
7. Attend all WIL meetings as requested.
8. Demonstrate professional expectations as outlined by the regulatory/professional body in the designated field of study.
9. Display appropriate professional behaviour during the WIL experience, including good attendance, punctuality, appropriate attire and grooming. Except where required by the preceptor/supervisor/instructor, use of personal cell phones during placement hours is strictly prohibited, as is use of worksite computers or other office equipment for anything other than assigned duties (i.e. social media, internet sites, apps).
10. Immediately inform NorQuest College staff of any accidents, incidents/injuries, sudden illness, or unusual occurrence according to the requirements of the college/program. See the WIL Health and Safety section for more information.
11. Sign a confidentiality agreement and WIL Student Agreement as per program requirements.
12. Attend the provided WIL site; regardless of location, student is responsible for transportation and associated cost.
13. Participate in evaluative WIL surveys if requested.

14. Track hours, follow the attendance policy, and complete evaluation forms and any required assignments during your WIL experience according to stated deadlines.

WIL Handbook

Each program has its own WIL handbook which is updated yearly. This section of the Student Handbook is only for general information and only covers general information regarding beginning the process to join WIL for your program.

For full details regarding your WIL experience please review your program WIL Handbook located in the resource section of the [CareerQuest Hub](#). For any questions, please contact careercentre@norquest.ca

WIL LIMITATIONS AND DISCLAIMER

Please note the following:

1. Due to circumstances beyond our control, **NorQuest College cannot guarantee students a WIL experience.**
2. Every effort is made to place students within their requested area, but **students may be placed in other areas, depending on the availability of sites. Students may be required to travel or relocate for their WIL experience up to 100km.** Students are responsible for these associated costs.
3. Students in mentorship/preceptorship will work the same hours as the supervising preceptor/supervisor/instructor and this **may include day, early morning, evening, nights, weekend, split shifts and holidays. Shifts will vary in length.** Students in group placements **may work days, evenings or weekends.**
4. Students must ensure that they have adequate transportation and childcare for the duration of the WIL experience. Students are responsible for these costs.
5. Students are **not to contact** potential WIL sites, as these **must** be arranged by the College.

6. Students must complete To-Do-List items by the deadline indicated by the program. Students who do not complete the To-Do-List items by the deadline may not attend the WIL experience. Students are responsible for associated fees in obtaining To-Do-List items.
7. If students 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.
8. Students with an unclear Police Information Check are at risk of **NOT** being able proceed with the following:
 - acceptance for a WIL experience
 - completing the program
 - finding employment
 - registering with their professional regulatory bodyPlease see further information regarding Unclear PIC [here](#).
9. International students must have a valid Co-op Work Permit to participate in a WIL experience outside of NorQuest College property. Please see further information on Co-op Work Permits [here](#).
10. Students must have permission from the program area to complete their WIL experience at their place of work.
11. In rare circumstances, students **may** receive permission from the program area to complete their WIL experience at the same location where a relative works.
12. Students 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.
13. A WIL experience is generally unpaid.

14. 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 student is engaged in the WIL experience.

QUESTIONS?

Please feel free to contact any of your instructors, the Chair, or other College staff listed in the Program Team chart at the beginning of this handbook for help with any question or need you have.

Have a great term!

Developed by the **Educational Assistant Program**, NorQuest College. Last revised June 2025

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