Health Care Aide

2024-25 Student Handbook

NORQUEST COLLEGE

LAND ACKNOWLEDGEMENT

NorQuest College respectfully acknowledges that we are on the traditional lands, referred to as Treaty 6 Territory and the homeland of Metis District 9. This land is home to many diverse groups of Indigenous peoples including the Cree, Dene, Blackfoot, Saulteaux, 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

Dean **Jennifer Mah**	jennifer.mah@norquest.ca	780-991-8826
Vice Dean	To be announced	N/A
Academic Program Manager **Anusha Udawatta**	anusha.udawatta@norquest.ca	780-644-6245
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WIL/Practicum Coordinator	HealthWIL@norquest.ca For To-Do-List inquiries: Healthtodolist@norquest.ca	780-644-6300
Program Advisor	HCAAcademicAdvisor@norquest.ca	N/A
Administrative Support(s)	HealthCareAide@norquest.ca	780-644-6300
Student Advisor(s)	student.advisor@norquest.ca	780-644-6130

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

MESSAGE FROM THE DEAN

Jennifer Mah, RN, MN

Welcome to the Faculty of Health Studies and the Health Care Aide Program. We are delighted to be part of your educational journey and help you launch into your chosen career.

Here, you will find highly qualified faculty, a current and workforce-relevant program curriculum, and a supportive learning environment. As a graduate of NorQuest College Health Care Aide Program, you will have excellent career opportunities with a skill set that is in high demand.

The instructional team looks forward to working with you as you embark on your educational journey. We encourage you to seek our assistance and support to help you achieve your goals. This student handbook is designed to provide you with Information to guide your success in the program.

MESSAGE FROM THE CHAIR

Sharon Duval, Acting Program Chair

We would like to personally welcome you to the Health Care Aide (HCA) program at NorQuest College. You will be joining a diverse and vibrant community of NorQuesters working towards a credential and work-force ready skills. We value the time and commitment you are taking to embark in this new academic journey in our program. We want to ensure you have all the necessary information to be successful and feel supported in your journey towards training to become an integral part of health care teams. We hope that your time here in our program is meaningful and transformative opening new pathways for you in the future.

HCAs are the backbone of our health care system and provide quality and compassionate care to our most vulnerable populations. You will learn to advocate for many of the clients that you will care for, and you will learn and practice the essential skills that HCAs perform daily. We are excited that you chose to become trained as a Health Care Aide, and we wish you every success towards a rewarding career in health care.

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:

- o   Resilience
- o   Inclusion
- o   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 wish you every success in achieving your career goals!

This handbook reviews general information relevant to all students in the Faculty of Health Studies (FHS), 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 and information about Work-Integrated Learning (or practicum).

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

[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.
[Campus Maps](#)	At the downtown campus, most campus services are housed in 2 main buildings: • Civic Employee Legacy Tower (CELT) - located at 10215-108 Street • Singhmar Centre for Learning (SCFL) - located at 10215-108 Street
[Emergency Response Procedures](#)	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 non-smoking and scent-free. No scented products are permitted in the classrooms, labs, or clinical settings.

Lockers	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.
MyQuest	MyQuest is NorQuest's online student services centre. Once you apply, you are issued your MyQuest username and password. • 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	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: • 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).
Parking	Click Parking Services for information about parking on and near campus.

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 below for more information about the services available for accommodated students at NorQuest.

Accessibility Services	Students with disabilities at NorQuest can receive accommodation after registering with Accessibility Services.
Duty to Accommodate Students with Disabilities Policy	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.
Testing and Exam Accommodations	If you have exam accommodations set up by Accessibility Services, you will write your exams with Testing Services. Please note that accommodations may not be permitted for any skills during practical labs that are considered essential for the workplace.

Academic & Student Services

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.
Centre for Growth and Harmony (Health and Wellness)	NorQuest College offers social work, counselling, and general health support for students. All services are professional, confidential, and at no cost to registered students.
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.
Convocation and Graduation	Once you complete all courses and other program requirements, you can 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. Whether or not you attend convocation, you must apply to graduate 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.
Financial Aid	Connect with a Student Financial 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.
International Student Services	The International Student Office offers a wide range of support programs and services committed to the unique need of our international students.
Learner Centre (Library)	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	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
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
OSJA (Office and Student Judicial Affairs)	The Office of Student Judicial Affairs coordinates the administration of Student Judicial Affairs Policy. The Office oversees student academic and non-academic conduct, student complaints, and provides a means for dispute resolution.
Prior Learning Assessment and Recognition	You can request an assessment once you are admitted or waitlisted. 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.
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

	accessible to members of all faiths in 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 with a variety of fun and exciting activities. SANQC provides many key services such as health insurance and campus Safewalk.
Service Desk	The Service Desk provides students with technical support for NorQuest applications including Outlook, Moodle, MyQuest, password resets, and wireless access, with additional resources like FAQ's and virtual agent assistance available on their website. In-person support and drop-in computer and printer resources are available for students during support hours. Location: SCFL 2-111 Phone: 780-644-6100 studenthelp.norquest.ca
Student Advisors	Advisors are your go-to people for everything from general inquiries to specific questions about your personal situation. If you need help or assistance navigating college services, policies, or processes, your advisor can point you in the right direction.

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.
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.
The Intercultural Child & Family Centre	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. 64 spaces are available for children twelve months to five years old.
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. 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.

Tutorial and Academic Coaching Services	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.
University Transfer	Please note that certain courses are administered by the University Transfer department. These include but are not limited to English, Sociology, Psychology and Health Education courses. While taking these courses, you are subject to policies of the University Transfer department, which can be found on your course outlines for these courses. Any questions or concerns should be directed to your instructional team.

Further contact information for College Services can be found here: College Directory.

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.

Practical Tips

Adaptability	- Adapt to new situations, people, procedures and ideas - Display a willingness to approach situations in different ways to achieve better outcomes
Allergies	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	• 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 & Dress Code	• Comply with dress code, proactively discussing any concerns with instructor • Use proper hand and personal hygiene
Communication	• Respect confidentiality of classmates • Convey information in a clear, respectful and organized manner Develop positive working relationships with others • Use active communication skills that respect the learning environments • Proactively communicate concerns to your instructor about your success, or if you need additional resources. Email, drop in during online office hours, or make an appointment if you need additional support • If you need assistance navigating College services, please see your Program Advisor
Course Outlines	• 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	• Demonstrate honesty, integrity, and accountability • Inform instructor of any issues (equipment, academic integrity, inappropriate conduct)
Orientation	• 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 your program equipped with the right information and tools for success.
Personal Growth & Continued Competence	• 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

Problem Solving & Critical Thinking	• Identify problems and recognize risks to safety • Analyze situations and carry out solution-oriented actions • Demonstrate strong problem-solving and critical-thinking skills to work effectively in an independent capacity • Use available resources as appropriate to solve problems
Collaboration & Teamwork	• 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	• Respect and follow attendance, punctuality, and absence notification requirements for courses and assessments • Please treat your classroom as a workplace; tell your instructor if you cannot attend in advance and plan to complete any missed coursework. Vacations should be planned for scheduled College breaks such as term breaks. • It is always best to arrive to class on time and stay to the end of the class period. Leaving midway impacts your learning, and that of others, in negative ways.
Respectful Learning Environment	• 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. A NorQuest College education is inclusive, and our students are prepared to meet the needs of a diverse society.

Stay Informed	• 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 Moodle. As well, you will receive regular general communications by email from the program area.
Work Habits	• 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 NorQuest College and program specific 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 are balancing 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.

Technology Requirements for Success

NorQuest embeds technology throughout learners' experience. You will need to use technology to complete online learning activities 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 must 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 the 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 screen shots/snipping)

- basic keyboarding skills (i.e. type 30+ wpm – Words Per Minute). You can check your current speed at this website (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

- 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

- Moodle (learning management system) including specific activities in Moodle (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 Moodle) 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](#).

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.

Exam bookings are available on a first come, first served basis. You should book your exams as soon as possible 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 to 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 to avoid additional costs.*

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

Missed Examinations

If you are going to be absent for writing a scheduled examination, you must notify the program office before 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 exam periods. 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 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 student's responsibility to review the class schedule and determine priorities accordingly. Please discuss any issues with your instructor directly. **You are encouraged to plan your vacation around designated College breaks. Vacation should not be a reason for rescheduling exams.** 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 for Deferral – Examination" form online and provide documentation (e.g. medical note) if required to support your request. You can access the form in Moodle.

3. The instructor, with the Program Chair's approval, will decide 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 discuss 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 regarding 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 other students or sharing answers in any way is prohibited.

- You are expected to understand the [Academic Misconduct Policy.](#)

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](#)

  o 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 regarding your exam marks and an academic misconduct report.

ACADEMIC PROGRESS

Overview

- Students must receive a passing grade in each course to progress through the program. You must also meet all course pre-requisites.

- To remain in good academic standing, a minimum term grade point average (GPA) of 2.70 and a passing grade in all Pass/Fail courses (no WF or F) is required. The Academic Standing Policy and Procedure provide further details on the categories of academic standing, and the consequences and supports available if a student is not in good academic standing.

- A minimum cumulative grade point average (GPA) of 2.70 in the program's courses is required to qualify for graduation.

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, or an examination received in a class.

2. Within 5 days of receiving the grade, the student should meet with the instructor to discuss. 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 Program Advisor to help you book a meeting with the Program Chair.

The Office of Student Judicial Affairs (OSJA) 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 OSJA can accompany you to a meeting; however the OSJA is not able to advocate on your behalf. The OSJA 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.

Course Withdrawal

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

Please see Changes to Enrolment for additional information.

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 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 2.70and 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.

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 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 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 an 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	NorQuest College is committed to maintaining high standards of non-academic conduct and academic performance and integrity, in order to foster a learning environment conducive to the personal, educational, and social development of its students. • This commitment is founded upon the principles of fairness, trustworthiness, honesty, respect, and responsibility.
Student Responsibilities	NorQuest College expects that its students will be guided at all times by these principles in the work that they submit and the behaviour in which they engage. • As members of this learning community, students have both [fundamental rights and consequential responsibilities](#) that NorQuest commits to protect and enforce 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 | 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.

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.

Academic misconduct occurs when an individual or group uses information dishonestly to improve their academic standing. Common examples include plagiarism and cheating.

For more information, please see: [Academic Misconduct](#) |
| --- | --- |
| Non-Academic Misconduct | It is important that all members of the NorQuest community uphold high standards of conduct.

Non-academic misconduct may be defined broadly as any behaviour that:

- 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

For more information, please see: [Non-Academic Misconduct](#). |

Student Complaint Procedure	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 OSJA to rectify the alignment of values. • Students may pursue the complaint process with the OSJA in relation to a college policy, an administrative process, or a community member where unfair, biased, racist, disrespectful or discriminatory treatment is experienced. • The OSJA provides dedicated **office hours** for students to reach out for guidance, advice and information. • Confidential – we won't talk to anyone without your authorization. • Designed to provide support, advice, and guidance. • Office hours are: Monday to Friday, 9am to 4pm, CELT 1-205 • Students are encouraged to **Book an appointment with Student Judicial Affairs.** Appointment times can vary based on availability.

PROGRAM EVALUATION & FEEDBACK

It is important to NorQuest College that you receive quality programs and services and are able to 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 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.

PROGRAM-SPECIFIC INFORMATION

Health Care Aide

Program Roles and Responsibilities

Students in the Health Care Aide 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

Academic Program Manager

The Academic Program Manager is responsible for:

- Enrolment management

- Academic policy implementation and monitoring, maintenance of an effective learning environment

- Academic appeals

- Faculty recruitment and development

- Program and curriculum quality

Chair, Associate Chair, or designate

The Chair and/or Associate Chair is responsible for:

- Working with students to outline their program plan

- Providing information if:

    o You want to change course registration
    o You have failed, withdrawn, or need to take a break from the program
    o You would like to transfer to another delivery option

- Approving final course grades

Program Advisor

The program 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

Administrative Support

The Business Operations team provides support to students, instructors, and Program Chairs. When other areas of the College advise you to contact with anther program area, this team can assist you. You can reach them through e-mailing using 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 Overview

NorQuest College's Health Care Aide program is among the largest in Canada and prepares you to be a part of a health-care team in a variety of different settings, providing a high level of front-line care to clients in need of assistance. NorQuest College is licensed to deliver the Health Care Aide Government of Alberta Provincial Curriculum.

Program Outcomes

Health care aides work under the direct or indirect supervision of a regulated health professional, such as a nurse, in a variety of settings including:

- assisted living facilities

- home care

- long-term care

Health care aides provide basic health services, assistance and support with daily living activities for clients who have medical conditions or major functional limitations.

In Alberta, the health care aide profession is currently unregulated, moving to regulation in the near future. To ensure consistent training of the health care aide workforce in Alberta, the Government of Alberta Health Care Aide Provincial Curriculum is used by licensed post-secondary institutions. The curriculum is aligned with the Core Competency Profile for Alberta Health Care Aides.

Upon successful completion of the program, you will be prepared to work in continuing care institutions, home care agencies, group homes, assisted or supportive living facilities, day programs, specialized care centres and programs, acute care hospitals, and private care.

For more information on related careers, see:
- [ALIS OCCinfo occupational profiles](#)
- [ALIS WAGEinfo salary info](#)

Program Delivery

Students may choose to complete the program over 8 months or 12 months. Students remain on a full-time status in either of the options if they enroll into the correct sequencing of courses. The start for each course will be at the start of each Academic Term, in September, January, and May. Please note, students in the HCA workplace program will have a different delivery and should contact HCA.Workplace@norquest.ca for more information.

Courses are offered during the day Monday to Friday 0800-1600, Monday to Thursday evenings 1800- 2100, and online with labs on Fridays and Saturdays. Courses in this program must be taken in a certain sequence to match Government of Alberta requirements. Contact the program area or Student Advisor to discuss the order and availability of courses that can be taken in order to complete the program over three terms. Please note that some students are not able to maintain full-time status (11 credits per term) if they decide to take the program over a longer period of time past 3 terms.

Orientation

HCA Orientation: You can also access the HCA Orientation Course at https://myclass.norquest.ca/course/view.php?id=27908

Lab Requirements

Your instructional team will provide you with an orientation to lab requirements for your program. These may include expectations with respect to dress code, required materials to bring to the lab, strategies to prepare for lab experiences, and a code of conduct for the lab. Lab Skill kits are included in student fees and will be distributed on the first day . Inability to have your own supplies may risk in an incomplete for the lab skill/day and require you to attend a deferred lab to make up the skill.

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

Learning and following program lab requirements prepares students to succeed in labs and future practice.

Dress Code

For labs (HLTH 1031, HLTH 1033, HLTH 1034, HLTH 2016 and HLTH 2017), scrubs are required unless under specific unique exceptions on a case-by-case situation approved by the lab instructor. All clothing must be clean. Student identification will be used as a nametag (clinical ID), which must be worn at all times in lab and on practicum. Hats or head coverings are not permitted; head coverings for religious reasons are acceptable. Skirts are acceptable as long as the length is sufficient to allow the student to perform lab activities without exposing the upper thigh (approx. 2 inches above the knee) or undergarments.

Footwear

Shoes must be closed-toe and closed-heel to conform to safety and infection protocols. Walking shoes, casual shoes and runners are acceptable. Conservative colours and styles are preferred. Examples of unacceptable shoes include:

- Sandals or flip-flops

- Crocs

- Winter boots

Attitude

Students are expected to be prepared for lab and always display a positive attitude. Students must strive to be able to work competently in an

independent capacity and must demonstrate a commitment to teamwork as well.

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

Demeanor

Use of foul or disrespectful language in lab will not be tolerated. To prepare for their future work environment, it is expected students speak in English in the lab. All instruction in the program is in English. It is expected that students will arrive on time for labs. Chewing gum in lab is not acceptable. No food is permitted in lab. Students may bring a drink to lab if the container has a lid and are careful to keep it away from the computers and your work. Workspaces must be kept neat and tidy at all times. Cell phones, backpacks and personal items are not permitted in lab.

Any equipment, which is used, must be returned in the same working condition as when it was acquired by the student. Any deficiencies in equipment functioning must be reported to the laboratory instructor(s) immediately upon their discovery.

Common laboratory supplies, equipment, inventory, and reference materials SHALL NOT be removed from lab. In certain circumstances, instructional staff may grant permission to remove certain items from the lab. Prior written approval and documentation is required.

Late Assignments

A Pass/fail assignment 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.

Professionalism Expectations Document (PED)

A PED is a document that will be used when a student fails to meet the professionalism expectations for the program, which is based on the HCA competencies outlined in [Alberta Health Core Competencies for HCAs](#) and college student conduct policies. This document is a tool that assists the student and instructor in identifying unprofessional behaviour and working toward improving it prior to a deadline. It is not for an academic reason, but unprofessionalism can impact academic grades if not resolved in a timely manner.

Students who for a medical reason are unable to complete their lab or clinical requirements must notify their instructor and HCA program chair/designate as soon as possible. You may be asked to complete a medical clearance form/health status form to be able to continue in the lab/clinical. If your medical situation prevents you from completing these mandatory hours, you may be asked to withdraw from the course without academic penalty and will have to repeat the course once your medical situation has resolved.

Obtaining HCA Credentials

Once students have passed all of the required HCA courses, students must successfully pass the Health Care Aide Provincial exam to obtain the HCA certificate.

HCA Provincial Comprehensive Exam

This exam is administered by the HCA Directory, outside of NorQuest College. In order for students to write the exam, students must do the following:

1. Students must create an account in the HCA Directory in their first term of the program to be eligible to write the HCA provincial exam.
2. HCA students will be enrolled into HLTH 3000 (HCA Provincial Exam), a non-credit, no fee course by the college.
3. Students will need to also submit a consent form (available on Moodle in the HCA Orientation Course) to give the college permission to share

student specific information with the HCA Directory. More information about how these forms are collected will be provided during your student orientation.

4. The HCA Directory emails the student with information on how to book and pay for their exam with the Directory.

5. Once students pass their exam, the college will award an HCA Certificate.

The HCA Orientation Course contains all of the necessary forms, and outlines all of these steps in more detail.

Please contact the HCA Directory for questions about the exam. Their website is at https://www.albertahcadirectory.com/

HCA Pledge

I solemnly promise to myself, my team members, and the clients I care for to diligently provide consistent and supportive care under the supervision of a regulated health care professional while implementing the care values I have learned in regards to compassionate care, accurate observation, reporting and recording, and ensuring comfort, support, and safety in any and all care situations I am permitted to work.

- I will uphold the legislation that guides me in regards to restricted activities, assigned tasks, confidentiality, and client protection in the Province of Alberta.

- I pledge to aid regulated health care professionals and associated team members in their work, and devote myself to the welfare of those in my care, while respecting religious beliefs, nationality, race, and social standing of all.

- I will work within my role of care and refrain from performing any care that requires additional education or a professional nursing license.

- I promise to promote dignity, independence, personal choice, and privacy for those to whom I provide care.

- I promise to uphold and promote the standards of Health Care Aide practices at all times and remain committed to the care of all individuals under my keeping.

Accreditation

Following the release of the Health Care Aide Competency Profile 2018, the Government of Alberta Health Care Aide Provincial Curriculum was updated in 2019 for use in health care aide education programs across the province. NorQuest College is licensed to deliver the Health Care Aide Government of Alberta Provincial Curriculum.

Course of Study by Terms

Courses that must be successfully completed before the HLTH 1550 Clinical Placement I (can be taken concurrently, or in order):

Term 1 (8 Month Delivery, full-time student)	
Course	**Course Title**
HLTH 1031	Health Care Aide Roles and Responsibilities
HLTH 1032	The Human Body, Health and Chronic Illness
HLTH 1033	Communication and Documentation in the Health-Care Environment
HLTH 1034	Providing Person-Centred Care and Comfort
HLTH 1550	Health Care Aide Clinical Placement I (2 weeks, instructor-led)

Most courses have a lab component attached, with exception of clinicals and HLTH 1032. Courses HLTH 2016 and HLTH 2017 can only be started after the HLTH 1550 Clinical Placement and must be successfully completed before the HLTH 2550 and HLTH 2551 Clinical Placements.

Term 2	
Course	**Course Title**
HLTH 2016	Meeting Complex Care Needs
HLTH 2017	Special Activities for Clients with Various Health Conditions
HLTH 2550	Health Care Aide Clinical Placement II (4 weeks, instructor-led)
HLTH 2551	Health Care Aide Consolidated Clinical Placement (2 weeks, mentorship, instructor off site)

Provincial Comprehensive Exam must be completed after successful completion of HLTH 2551

HLTH 3000 (non-credit)   HCA Provincial Comprehensive Exam

Term 1 (12 Month Delivery, full-time student)	
Course	**Course Title**
HLTH 1031	Health Care Aide Roles and Responsibilities
HLTH 1032	The Human Body, Health and Chronic Illness
HLTH 1034	Providing Person-Centred Care and Comfort

Most courses have a lab component attached, with exception of clinicals and HLTH 1032. Courses HLTH 2016 and HLTH 2017 can only be started after the HLTH 1550 Clinical Placement and must be successfully completed before the HLTH 2550 and HLTH 2551 Clinical Placements.

Term 2	
Course	**Course Title**
HLTH 1033	Communication and Documentation in the Health-Care Environment
HLTH 1550	Health Care Aide Clinical Placement I (2 weeks, instructor-led)
HLTH 2016	Meeting Complex Care Needs

Term 3	
Course	**Course Title**
HLTH 2017	Special Activities for Clients with Various Health Conditions
HLTH 2550	Health Care Aide Clinical Placement II (4 weeks, instructor-led)
HLTH 2551	Health Care Aide Consolidated Clinical Placement (2 weeks, mentorship, instructor off site)

Provincial Comprehensive Exam must be completed after successful completion of HLTH 2551.

HLTH 3000 (non-credit)   HCA Provincial Comprehensive Exam HCA Course Listing

Students may take one term off in their program (not be enrolled in any classes in that term) and still remain an active student in the HCA program. Students are asked to notify the HCA Academic Advisor/Program Chair if they plan to take one term or more off. Students who are not enrolled in classes for two successive terms will risk being automatically withdrawn by the Office of Registrar and will have to reapply to the program.

Program Advisory Committee (PAC)

Each program in the Faculty of Health Studies 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.

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 2.70 is required to be considered in good academic standing and graduate with a Health Care Aide Diploma

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)/PRACTICUM

Overview

Work-Integrated Learning (WIL) involves work experience under the supervision of an experienced registered or licensed professional or qualified preceptor/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 placements.

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 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 to develop social responsibility.

- Develop and practice competencies in professional communication, collaboration, and conflict management.

- Build confidence and workforce readiness by identifying and utilizing transferable skills.

Requirements for WIL Participation

In order to participate in a WIL experience you must successfully pass all prerequisite courses and obtain the required grade and complete all To-Do List items as 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

This program requires you submit a clear Police Information Check (PIC) before attending WIL. 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.

Additional WIL Requirements for International Students

International students must have a Co-op Work Permit 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/ workshops, 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:

   - Clear Police Information check (with vulnerable sector check)

   - BLS/CPR certification

   - N95 Mask Fit Testing

   - Immunizations as outlined by the program and the affiliation agreement

   - It's Your Move certification (or Be Lite) (Proper body biomechanics certification)-completed within the program through HLTH 1034

   - WHIMIS Certification

   - HBPE (Blood Borne Pathogens Certification)

   - Confidentiality training (AHS & Covenant)

   Students must be able to produce copies or originals of these items in the event they are asked by the site to provide them.

   If due to religious or medical reasons students are unable to obtain immunizations or N95 mask fit testing please be aware that under certain circumstances, students may not be allowed to attend the WIL experience, or completion of WIL experience can be delayed.

2. Complete a WIL/Practicum Information Survey (MS Forms) 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 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 this handbook and/or the Moodle WIL/practicum course including the course outline, prior to starting the WIL experience. Review Moodle 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. The HSPNet consent form must be completed and upload it using the self-serve Student Document Attachment tab on your MyQuest Student Homepage. Upload Instructions here

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/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 as per program requirements. Complete the online [Alberta Health Services Information and Privacy Training module](#) and complete the form at the end of the course upload it using the self-serve Student Document Attachment tab on your MyQuest Student Homepage. [Upload instructions here](#)

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.

Fitness to Practice

To participate in the WIL experience, students are expected to meet bona fide occupational requirements. Students who are unable to meet the occupational requirements may be removed from the WIL experience and asked to provide proof of fitness to practice or other documentation from a physician or other licensed professional.

For more information about occupational requirements please contact the program area.

WIL Hours

Hours will be assigned according to the policy for each site, in addition to College and Employment Standards. The student will work the same shifts as the preceptor/instructor, but may be supervised by another person in that role. Students may be required to work weekends, evenings, nights, holidays, or a combination of shifts. Note that statutory holidays do not need to be made up and will be factored into the hour requirements. The site may be responsible for choosing one or more WIL preceptor/instructor(s).

When calculating hours, do not deduct time for breaks or lunch. For example, working 0700-1900 would be a 12-hour shift and recorded as such. Round time to the nearest 15 minutes.

Students will complete WIL experiences (practicums) with the following number of hours:

1. Practicum I – 80 hours
2. Practicum II – 160 hours
3. Practicum III- 80 hours

WIL Assignments and Evaluations

All WIL assignments should be submitted in Moodle by the deadline indicated. Failure to do so may result in a grade of zero.

It is the **student's responsibility** to submit the final evaluation (and hour log) <u>by the deadline indicated by the program</u>. Students will submit the documentation as per the program instructions. See instructions on Moodle and in the course outline. Failure to submit the required documents on time may cause the student to fail the WIL experience, regardless of the final evaluation results and hour log total.

Please ensure all pages in the WIL experience Final Evaluation are filled in completely and initialled where indicated. The final page must be signed and dated by both the student and the preceptor/instructor to be valid.

The hour log must also be signed and dated by both the preceptor/instructor and the student to be valid.

Scanned copies of the documents are accepted. Multiple individual files, or pictures will not be accepted. Please ensure all pages are complete and visible in the scan.

WIL Evaluation

The WIL Evaluation provides feedback to the student regarding their performance throughout a WIL experience and helps College staff assess the student's overall competency in the course. WIL site feedback is solicited for the purpose of obtaining information that the student can use in future WIL experiences or other self-development opportunities.

When to Complete

The WIL evaluation will be completed by the midpoint and the end of the WIL experience. The purpose of the midpoint evaluation is to ensure that the applicable skills are being covered and that any areas in need of further development are identified. A final evaluation is completed at the end of the practicum experience.

Who Completes the Evaluation

The preceptor/instructor that supervised the student for the most hours should complete the midpoint and final evaluation. All evaluators must initial and sign the evaluation where indicated. It is recommended that the evaluation is discussed and completed with the student. The student is also to complete their own self-evaluation for midpoint and final prior to the meeting with the preceptor/instructor, these self-evaluations should be used to guide discussions with preceptor/instructors. The student is responsible for submitting the midpoint and final evaluations (self-evaluation and preceptor/instructor evaluation) to their instructor in Moodle. If a therapy assistant was the main preceptor/instructor, the lead therapist must also sign off on the evaluation.

What information should be provided

The preceptor/instructor will evaluate the student's overall performance against specific performance objectives using the following rating scale:

The program scale is defined by Alberta Health and the student will have access to this form when they start their clinical on the first day.

Exceeds Expectations (E)	Able to meet all learning outcomes consistently, skilfully, and with early progression to independence
Satisfactory Performance (S)	Able to meet all clinical learning outcomes with limited guidance
In Development (ID)	Applies principles for safe practice, but requires further development of skill only possible for mid-term evaluation further training and/or experience to be competent in this area.

Unsatisfactory Performance (U)	Unable to inconsistently meet clinical objectives • Unsatisfactory performance in any learning outcome at mid-term results in a performance improvement plan. • Unsatisfactory performance in any learning outcome at final evaluation results in a failing course grade.
Not Applicable (N/A)	Assessed criteria not applicable to the learner/situation/clinical setting

Specific examples should be provided if a performance objective is rated at a performance objective is not met or requires more experience. If there are any concerns regarding the student's skills or progress, the preceptor/instructor should notify the site supervisor and designated NorQuest staff as soon as possible.

WIL Site Visits

Designated NorQuest staff may visit sites during the WIL experience to support student success and to ensure the relationship continues to be mutually beneficial. Site visits ensure the student performance is satisfactory and can meet the program outcomes. Site visits may be conducted in person or via telephone.

Students are encouraged to report any health and safety concerns they have about their site to their NorQuest instructor or Program Chair as soon as possible. See the Program Team chart at the front of this handbook for contact information.

WIL Performance Concerns

If there are any performance concerns with a student, these should be identified by the preceptor/instructor and discussed with the student and NorQuest staff as soon as possible. Whenever possible, students should be given an opportunity to improve their performance through detailed action plans.

If needed, a site meeting may be conducted between designated NorQuest staff and the preceptor/instructor for the WIL experience to discuss any next steps, required supports, and timelines. Students may be asked to sign a learning improvement plan.

At any time, please contact designated NorQuest staff (listed in the front of the handbook) should you have any questions or concerns.

The site should contact Norquest College if the student:

- is absent without notification or is consistently late.

- disobeys or ignores site rules or policies.

- has a problem that is interfering with WIL performance.

- is not considered to be an appropriate WIL participant.

A site may request the immediate removal of a student from the WIL experience site upon notice to NorQuest College. The student is not to contact the site should this situation occur.

Attendance During WIL

All scheduled work experience days/practicum are compulsory. Student absence may jeopardize meeting WIL hour requirements and being able to demonstrate competencies. If a student does miss time at a WIL site, there may be non-academic penalties as stipulated by the program area up to and including withdrawal from the WIL experience. Students who miss time from their WIL experience may meet with the Chair or Associate Chair before continuing.

Depending on specific program requirements, students may be required to make up/reschedule the time missed. However, students cannot work more than what the site allows within Labour Standards and students cannot work without supervision.

In some circumstances students may also be required to provide medical documentation to support their absence.

Reporting an Absence during WIL

If you will be absent from a scheduled work experience day, you are required to notify your preceptor/instructor by phone or email (depending on the agreed upon method) at least 1 hour prior to the start of your shift. Refer to your Moodle course instructions for more details.

You must also share the following information with **BOTH the WIL site and NorQuest program**:

- Student Name

- Student ID

- Program/Course

- Facility/Unit

- Instructor/Preceptor's Name

Students will email their program to report absences to NorQuest College.

Students should use the process and the contact information provided by the WIL site to report absences to the site.

Students will email their placement instructor to report absences to the College. For preceptor-led placements, students should email both the preceptor and instructor.

WIL Health and Safety

NorQuest strives to provide safe WIL opportunities for students. Sites participating in WIL experiences must meet safety standards and have adequate supervision as well as policies related to health and safety.

Should there be an incident that requires emergency care, call 911.

During the first day of your WIL experience, students should be informed with regards to emergency procedures for the facility and what actions to take in case of a fire or other emergency.

WCB Coverage

NorQuest College is responsible under the Worker's Compensation Act for determining a students' WCB eligibility prior to the WIL experience and for informing the student if eligibility is not available.

Review the information found on NorQuest's website about Worker's Compensation Board coverage for students participating in WIL and how to report incidents or injuries.

In addition to following NorQuest's process for injury listed above, students should check with their preceptor/instructor regarding any other site requirements for injury reporting (e.g. needle stick injury or twisted ankle) and report the incident/injury to the program area as soon as possible, and/or call the emergency/after-hours phone: 780-419-4607.

Mental Health & Support

Student health and wellness is very important during practicum. Students are encouraged to contact the Centre for Growth and Harmony at wellness@norquest.ca if they require support or resources relating to mental health needs or previously defined accommodations.

Resources are also available at: Centre for Growth and Harmony

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/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 required course twice, including the WIL experience, the student will be withdrawn from the program as per the Academic Standing Policy and Procedure.

8. Students with an unclear Police Information Check are at risk of **NOT** being able proceed with the following:

   o acceptance for a WIL experience

   o completing the program

   o finding employment

   o registering with their professional regulatory body

9. International students must have a valid Co-op Work Permit to participate in a WIL experience outside of NorQuest College property.

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!

Appendix I: HCA Student Professionalism Expectations Document (PED)

Professionalism Expectations for the Health Care Aide Program	
BEHAVIOURS	**EXAMPLES OF OBSERVABLE BEHAVIOURS THAT MEET EXPECTATIONS**
Adaptability	• Adapt to new situations, people, procedures and ideas • Display a willingness to approach situations in different ways to achieve better outcomes
Appearance & Dress Code	• Comply with lab dress code, proactively discussing any concerns with instructor • Use proper hand and personal hygiene
Communication	• Respect confidentiality of classmates • Convey information in a clear, respectful and organized manner • Demonstrate respect for the feelings and opinions of others • Develop positive working relationships with others • Use active communication skills that respect the learning environments • Proactively communicate concerns to instructor
Honesty & Integrity	• Demonstrate honesty, integrity, and accountability • Inform instructor of any issues (equipment, academic integrity, inappropriate conduct)
Personal Growth & Continued Competence	• Demonstrate reflective practice in both written and verbal forms • Actively engage in lab activities • Implement actions to improve performance and skills based on feedback • Respond maturely and positively to suggestions and constructive feedback • Demonstrate self-confidence in labs, assessments, and other learning opportunities
Problem Solving & Critical Thinking	• Identify problems and recognize risks to safety • Analyze situations and carry out solution-oriented actions • Demonstrate strong problem-solving and critical-thinking skills to work effectively in an independent capacity • Use available resources as appropriate to solve problems
Collaboration & Teamwork	• Engage in teamwork as an active, cooperative participant • Offer creative and appropriate ideas to further the goals of the team • Report pertinent 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
Attendance & Punctuality	• Adhere to attendance, punctuality, and absence notification requirements for labs, assessments

Work Habits	- Demonstrate preparedness for labs, assessments - Follow all NorQuest College and program specific policies and procedures - Maintain a clean and safe working environment - Plan and organize to successfully complete work for labs, assessments - Bring required materials & textbooks - Manage lab time effectively

The HCA Competencies outlined in [Alberta Health's Core Competency Profile](#) for HCAs can also be referenced.

Student Name: _____   **Student ID#:** _____

Program: ___Health Care Aide___   **Program Section:** _____

Instructor 1: _____   **Instructor 2:** _____

*Instructor refers to theory or lab instructors in the program.

Instructions: Instructor to fill out the behavior(s) type in section A by selecting from table on pg. 1 and/or referring to an HCA competency.
Then Instructor to describe the specific example that occurred where a student demonstrated unprofessionalism in column B and list an action student can take to improve on this specific behavior in section C. Student will be given a copy of this document to reflect on the behavior and fill out Section D by the final evaluation. Both student and instructor to discuss the behavior by final evaluation and if student has met the professionalism expectation. Multiple unprofessional behaviours can be stated in one Document. A PED can remain open for the entire program if required.

Grading Scale	Description
Above Expectations (AE)	Meets or exceeds standards of practicing HCA health professional
Meets Expectations (ME)	Meets standards for this level of student, consistently demonstrates behavior
Below Expectations (BE)	Does not meet standards expected for this level of student, insufficient improvement in spite of feedback
Fail (F)	Fail – poor performance, no improvement in spite of feedback, or formal misconduct report, resulting in automatic fail at course endpoint

A. Behaviour Issue Type From List on Page 1	Date Issue Noted (dd-mm-yy)	B. Instructor Comments Regarding Issue

		C. Action student to take:

Behaviour Issue Type List on Page 1	Date Issue Noted (dd-mm-yy)	D. Student Self-reflection: please provide examples of how you demonstrate the professional behavior and/or what you need to improve.
		From

Behaviour Issue Type From List on Page 1	Date Issue Noted (dd-mm-yy)	Instructor Comments Regarding Issue
Action student to take:		

Behaviour Issue Type From List on Page 1	Date Issue Noted (dd-mm-yy)	Student Self-reflection: please provide examples of how you demonstrate the professional behavior and/or what you need to improve.

Behaviour Issue Type From List on Page 1	Date Issue Noted (dd-mm-yy)	Instructor Comments Regarding Issue
Action student to take:		

Behaviour Issue Type From List on Page 1	Date Issue Noted (dd-mm-yy)	Student Self-reflection: please provide examples of how you demonstrate the professional behavior and/or what you need to improve.

Date this form is completed: _____

Student Signature: _____

Instructor Signature: _____

Date Improvement Expected: _____

OUTCOME

❑ **Pass**   ❑ **Fail (Minimum of ME to pass)**

Appendix II: Health Care Aide Learning Improvement Plan (LIP)

Student Name: Click or tap here to enter text.**Student ID:** Click or tap here to enter text.

Purpose of this form: Students to be placed on an LIP for gaps in knowledge, skills and abilities related to safety concerns or not meeting HCA competencies. Please place student on a Professionalism Expectations Document if it is related to a professionalism concern/issue.

Area(s) of Concern **Knowledge/Skill Gaps and/or not meeting HCA competencies related to Safety concerns**	• Does not demonstrate knowledge required to complete HCA skills and this poses a safety risk • Does not follow IPC/employer policies • Lacks the ability to integrate foundational HCA skills

Click or tap to enter a date.   Click or tap here to enter text.
Date Initiated   Instructor Name

Delivery: Choose an item.   Specific information_____Click or tap here to enter text. __

Course: Choose an item.   Other: __Click or tap here to enter text._____

Date Issue Noted: Click or tap to enter a date.	**Expected Standard/Learning Outcome: unsafe use of Medi lift** _____
Area of concern **Professionalism**	**Instructor Comments Regarding Issue:**
Student Comments:	

Date this form is completed:	Click or tap to enter a date.
Student Signature:	Click or tap here to enter text.
Instructor Signature:	Click or tap here to enter text.

Date Improvement Expected: Click or tap to enter a date.

OUTCOME
☐**Pass** (Meets Expectations/outcomes)   ☐**Fail** (Meets Expectations/outcomes)

Plan for Student Success:
Choose an item.   Other ____Click or tap here to enter text._____

Possible Consequences for not meeting expected Standard/Learning Outcome:

Select one: Choose an item.   Other ____Click or tap here to enter text._____