Health Care Leadership

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 **Marlene Phillips**	marlene.phillips@norquest.ca	780-644-6191
Program Chair **Becky Kelley**	becky.kelley@norquest.ca	780-644-5923
WIL/Practicum Coordinator	HealthWIL@norquest.ca For To-Do-List inquiries: Healthtodolist@norquest.ca	780-644-6300
Program Advisor	Health.ProgramAdvisor@norquest.ca	N/A
Administrative Support(s)	facultyofhealth@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 Leadership 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 Leadership Program, you will have excellent career opportunities with a skill set that is in high demand.

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

MESSAGE FROM THE CHAIR

Becky Kelley, BSc, MA

Welcome to the Health Care Leadership Program In the Post-diploma department In the Faculty of Health! The post-diploma team will support you throughout your program. I encourage you to reach out to your instructors for support during your program and refer to this handbook for key information. You may always reach out to me If you have questions or need guidance in finding support or answers.

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

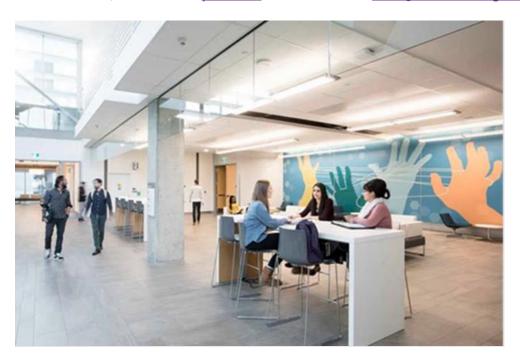For more information, please see: [Skills of Distinction.](#)

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 2.00 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 2.00 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 2.00 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.

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 Leadership Post-Diploma Certificate

Program Roles and Responsibilities

Students in the Health Care Leadership 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:

  - 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

- 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

The Health Care Leadership post-diploma certificate program will be offered using a student-centered, classroom and online hybrid-based approach to prepare graduates for leadership roles within a variety of health care settings. It would benefit individuals with a previous health care diploma or degree who wish to enhance their career opportunities by gaining higher level competencies related to leadership and management. The program will deliver theoretical knowledge and skills assessment related to leadership and management and focus on: leadership development, cultural sensitivity, communication, organizational behaviour, principles of adult education, business fundamentals, strategic planning, and inter-professional collaboration. Students in this program will acquire advanced leadership skills that will assist them in being recognized as key and essential contributors to the overall operations of both private and public health organizations.

Program Outcomes

1. Demonstrate effective and professional communication strategies within inter-professional teams.

2. Apply best practice strategies to lead and manage inter-professional teams.

3. Develop educational resources that follow best practices in adult education.

4. Demonstrate professionalism through intercultural and advanced critical thinking strategies that support creative and innovative thinking.

5. Apply basic project management skills and change management strategies to actualize health care initiatives.

6. Examine government and organizational systems and policies that impact health organizations

7. Analyze business fundamentals and practices in health care organizations, including quality improvement, risk management, change management, and project management.

8. Initiate and promote continuous improvement initiatives in health care organizations.

Program Delivery

The program is considered full time, if taking all courses, for the purpose of student funding. Students have the option of taking the program over more than one year if needed, as long as all courses are completed within the specified time frame. Courses are offered in-person at the Edmonton campus.

The Health Care Leadership Program runs each year from September to April.

Courses may only be offered once each academic year, so It Is important to ensure you are registered in all required courses.

Lab Requirements

Your instructional team will provide you with an orientation to lab requirements for your program. These may include expectations regarding dress code, required materials to bring to the lab, strategies to prepare for lab experiences, and a Code of Conduct for the labs.

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

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.

Course of Study by Terms

Term 1
HLTH 1200: Introduction to Health Leadership and Management
COMM 1012: Leadership: Communication, Collaboration and Relationship Building
HLTH 1201: Fundamentals of Inclusive Leadership
HLTH 1202: Organizational Behaviour and Leadership
HLTH 1203: Business Fundamentals
Term 2
HLTH 1204: Principles of Adult Education
HLTH 1205: Team Management
HLTH 1206: Strategic Planning in Health Care
HLTH 1207: Health Care Quality, Safety and Innovation
HLTH 1208: Capstone Project

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 2.0 is required to be considered in good academic standing and graduate with a Health Care Leadership 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.

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!