Pharmacy Technician Diploma Program

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.

Table of Contents

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(s)	lily.kriese@norquest.ca	780-644-6319
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)	PharmacyTechnician@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 Pharmacy Technician 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 Pharmacy Technician 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

Lily Mauer (Kriese) BSc Pharm, RPh

It is my pleasure to welcome you to the Pharmacy Technician Diploma Program and the Faculty of Health Studies.

The program area has a highly skilled team of instructors and instructional assistants who are looking forward to supporting you through your diploma program. Our team is dedicated to working alongside you to prepare you for a successful future as a health professional working in a patient–centered and safety-minded environment.

On behalf of the Pharmacy Technician Instructional Team, we encourage you to collaborate and intentionally seek out guidance, support, and feedback throughout your studies.

Please review the information provided in this handbook, as it will be your guide throughout your program and referred to often.

We are excited to work with you and wish you all the best in the program!

NORQUEST'S PURPOSE AND SKILLS OF DISTINCTION

Purpose

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

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

Skills of Distinction

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

- 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 <u>fundamental rights and consequential responsibilities</u> 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

Pharmacy Technician Diploma Program

Program Mission, Vision, and Values

Mission

The Pharmacy Technician Diploma program prepares diverse learners to achieve their full potential as registered pharmacy technicians through innovative, learner-centered, competency and skills-based education in inclusive environments.

Vision

The Pharmacy Technician Diploma program delivers a comprehensive program that facilitates new ways of thinking and empowers learners to contribute to the profession, the communities they serve, and transform the system as healthcare professionals.

Values

The Pharmacy Technician Diploma program's deep purposes are to:

- Promote resilience

- Promote new ways of thinking

- Embrace equity, anti-racism, and inclusion

Program Outcomes

The primary outcomes of the Pharmacy Technician Diploma Program at NorQuest College are to graduate a student eligible for registration and competent for entry-to-practice as outlined by the National Association of Pharmacy Regulatory Authorities (NAPRA). More information can be found at: https://www.napra.ca/publication/pharmacy-technicians-scope-of-practice-in-canadian-jurisdictions/?audience=27

Specifically, the graduate will:

1. Integrate related theory, principles, and concepts into professional practice.

2. Use knowledge and skills to provide safe, competent, patient-centered services in a variety of settings.

3. Establish and maintain effective interpersonal relationships with individuals and groups.

4. Work collaboratively with the patient, patient's agent, family, and health care team.

5. Communicate effectively and demonstrate cultural competence, using written, verbal, and technological methods.

6. Work within the parameters of a pharmacy technician's scope in the pharmacy setting as defined by legislation and agency policy.

7. Accept ethical and legal responsibility and accountability for personal actions.

8. Apply critical thinking skills to make decisions, plan strategies, solve problems, and navigate resources in acting as a patient advocate.

9. Use self-evaluation and ongoing learning to demonstrate personal and professional growth and development.

10. Demonstrate leadership skills within the pharmacy technician scope of practice.

11. Apply pharmacy business operations principles to practice settings within the scope of practice of the pharmacy technician.

Program Roles and Responsibilities

Students in the Pharmacy Technician Diploma 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

Our nationally accredited Pharmacy Technician program thoroughly prepares graduates for this fast-paced and highly respected profession. As a regulated pharmacy technician, you will be responsible for dispensing prescriptions, preparing compounded medications and sterile products, repackaging pharmaceuticals, managing inventory, teaching patients to use medical devices, and providing patient-centered care.

Program Delivery

Full-time, in-person

The Pharmacy Technician Diploma Program is offered full-time, mostly in-person, at the Edmonton downtown campus. Students may have the opportunity to take some course online during their program if the course is offered as an online course. Most courses, and all labs, are face-to-face. Students should first consult with the Chair or Student Advisor is there is a need to deviate from the 2-year or evening/weekend (3 year) program schedule.

Students who choose to withdraw from certain courses to pursue part-time studies should be aware that the program is not offered in this format, and **enrolment in courses is first secured to full-time students**. This may delay program completion.

The 2-year program offering is completed with Year 1 (Fall, Winter, and Spring Terms) from September – June, and Year 2 is completed in September – April (Fall and Winter Terms only).

The evening/weekend program offering is completed with Years 1 and 2 (Fall, Winter, and Spring Terms) from September – June, and Year 3 is completed in September – April (Fall and Winter Terms only).

This program has been designed to give you the best possible education. The courses provide instruction that will increase your knowledge and skills within this field, as well as general studies that enable you to enhance your interdisciplinary understanding and communication. To graduate from the Pharmacy Technician Diploma Program, you must successfully pass all courses with a minimum overall GPA of 2.0.

Upon graduation, you will receive the following:

- A NorQuest College Diploma

- An official transcript

Although you may have transfer credit from other post-secondary work, please note that to graduate from this program, at least 50% of your coursework must be obtained at NorQuest College.

Evening/Weekend

Complete the program over three years. Courses are scheduled in the evenings or on weekends. This is a great option if you work during the day or have other daytime responsibilities. Complete most courses in person at our Edmonton campus with instructors and classmates with some courses (O – sections) offered online.

- Practicum courses (PHRM 2101 and PHRM 2102) are full time (and mostly daytime) over 9 weeks in the final term.

- Follow the program architecture to ensure pre- and co-requisite courses are completed in the correct order to complete the program in 3 years.

Alternate Pace

You must consult with your program's Chair to outline a plan to complete the program at an alternate pace. Note that as this is a small program, therefore, courses are offered only once per academic year. Studying at an alternate pace will result in extending the program by at least 1 year.

Course of Study by Terms

 Course descriptions are available on the NorQuest website by clicking on the desired course on the [Course listing webpage](#)

Full-time, in-person

Course	Course Name	Credits	Hours	Passing Grade
Fall (Year 1)				
ANPH 1000	Introduction to Anatomy and Physiology	3	45	D
COMM 1001	Introduction to Communications	3	45	D
ENGL 2510	Scientific and Technical Writing	3	45	D
PHRM 1000	Introduction to Pharmacy Practice	3	45	C-
PHRM 1001	Pharmaceutical Calculations	3	45	B+
PHRM 1011	Community Prescription Processing Lab	6	90	B
Winter (Year 1)				
PHRM 1002	Pharmacy Law and Ethics	3	45	B-
PHRM 1012	Pharmacotherapy I	3	45	C-
PHRM 1014	Pharmacotherapy II	3	45	C-
PHRM 1020	Community Pharmacy Practice	3	45	C-

PHRM 1030	Community Pharmacy Lab	6	90	P
PHRM 1041	Compounding Lab	4	60	P
Spring (Year 1)				
PHRM 1005	Professional Practice for Pharmacy Technicians	2	30	C-
PHRM 1015	Pharmacotherapy III	3	45	C-
PHRM 2010	Institutional Prescription Processing Lab	3	45	B
PHRM 2022	Institutional Pharmacy Practice	4	60	C-
Fall (Year 2)				
PHRM 2006	Medication Safety and Risk Management	3	45	C-
PHRM 2007	Integrated Skills for Pharmacy Technicians	3	45	P
PHRM 2008	Non-Prescription and Complementary Therapies	3	45	C-
PHRM 2030	Institutional Pharmacy Lab	4	60	P
PHRM 2050	Sterile Products Lab	4	60	P

	Winter (Year 2)			
PHRM 2101	Pharmacy Technician: Community Practicum	4	160	P
PHRM 2102	Pharmacy Technician: Institutional Practicum	4	200	P
TOTAL HOURS/CREDITS		**80**	**1440**	

Evening/Weekend

Course	Course Name	Credits	Hours	Passing Grade
	Fall (Year 1)			
COMM 1001	Introduction to Communications	3	45	D
ANPH 1000	Introduction to Anatomy and Physiology	3	45	D
PHRM 1000	Introduction to Pharmacy Practice	3	45	C-
	Winter (Year 1)			
PHRM 1001	Pharmaceutical Calculations	3	45	B+
PHRM 1011	Community Prescription Processing Lab	6	90	B

PHRM 1012	Pharmacotherapy I	3	45	C-
Spring (Year 1)				
PHRM 1002	Pharmacy Law and Ethics	3	45	B-
ENGL 2510	Scientific and Technical Writing	3	45	D
PHRM 1014	Pharmacotherapy II	3	45	C-
Fall (Year 2)				
PHRM 1041	Compounding Lab	4	60	P
PHRM 1015	Pharmacotherapy III	3	45	C-
PHRM 2006	Medication Safety and Risk Management	3	45	C-
Winter (Year 2)				
PHRM 1020	Community Pharmacy Practice	3	45	C-
PHRM 1030	Community Pharmacy Lab	6	90	P
Spring (Year 2)				

PHRM 1005	Professional Practice for Pharmacy Technicians	2	30	C-
PHRM 2010	Institutional Prescription Processing Lab	3	45	B
PHRM 2022	Institutional Pharmacy Practice	4	60	C-
Fall (Year 3)				
PHRM 2007	Integrated Skills for Pharmacy Technicians	3	45	P
PHRM 2008	Non-Prescription and Complementary Therapies	3	45	C-
PHRM 2030	Institutional Pharmacy Lab	4	60	P
PHRM 2050	Sterile Products Lab	4	60	P
Winter (Year 3)				
PHRM 2101	Pharmacy Technician: Community Practicum	4	160	P
PHRM 2102	Pharmacy Technician: Institutional Practicum	4	200	P
TOTAL HOURS/CREDITS		**80**	**1440**	

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.

Hands-on practice in labs and clinical settings requires students to be prepared to work with people of all cultures, religions, and genders. A NorQuest College education is inclusive, and our students are supported and prepared to meet the needs of a diverse society with hands-on training with people from a variety of cultures, religions, and genders. In the PTD program, attendance is mandatory for all labs. Expectations, including code of conduct and dress code, will vary depending on the course and the type of skills being performed.

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

Sterile/Aseptic compounding requires compliance with NAPRA standards for compounding sterile preparations. These include restrictions for makeup, nail and eyelash adornment, jewelry including piercings, and tattoos which are in place in PHRM 2050 Sterile Products Lab and on practicums.

Any student with a concern about the restrictions should contact the program faculty or Chair.

Laboratory Professionalism Expectations

The following applies to all students participating in any practical lab course (PHRM 1030, PHRM 1041, PHRM 2030, and PHRM 2050) and may apply to any other PHRM course under certain circumstances, which will be outlined by your instructor. The purpose of these expectations is to foster a sense of professionalism while performing your duties as a pharmacy technician student. Appearance and demeanor are essential parts of professionalism. Patients must be confident in the care, commitment, and competency of the pharmacy staff. If pharmacy staff members do not

appear professional in dress, cleanliness, or attitude, a patient may quickly lose confidence in the pharmacy staff's ability to provide competent care. It is therefore very important that you are aware of your appearance and demeanor when conducting yourself in laboratory, practicum, and actual practice settings.

In addition, every practical lab course includes a Professionalism Assessment, and professionalism is a pass/fail component of each practical lab course as well as PHRM 2007.

Appearance In Labs

Students must have a neat and tidy appearance for lab.

Hair

Hair should be clean, and not interfere with lab activities. Long hair should be tied back when compounding (sterile and non-sterile) or dispensing. Facial hair is permitted but it must be kept neat and well groomed.

Nails

Nails must be kept short, clean and neat; excessively long nails and extreme nail art are not acceptable. For Sterile Products Lab (PHRM 2050), nail polish, or artificial nails of any kind are not permitted.

Jewelry and Piercings

Jewelry should be conservative and not interfere with lab activities. It should be noted that some work sites do not allow visible body piercings. For Sterile Products Lab (PHRM 2050) no visible jewellery of any kind is allowed; visible body piercings above the neck must be removed.

Make-up

If worn, make-up should project a professional image. No makeup of any kind is allowed in Sterile Products Lab (PHRM 2050).

Scents

NorQuest College is a scent-free institution as are many health care facilities. Steps should be taken to ensure good personal hygiene is maintained. Avoid scented products that may include but are not limited to:

1. Perfumes and colognes

2. Creams or lotions

3. Hair products

Dress Code

For practical labs (PHRM 1030, PHRM 1041, PHRM 2030), business casual dress is required. All clothing must be in good repair and have a conservative and professional-looking fit. It should be clean and free from wrinkles.

Dispensing Jacket and Identification

Students must wear the NorQuest College dispensing jacket when wearing business casual attire in lab. Student identification will be used as a nametag (clinical ID), which must be worn at all times in lab and on practicum.

Hats and Head Coverings

Hats or head coverings are not permitted; head coverings for religious reasons are acceptable.

Scrubs

Scrubs are recommended for Sterile Products Lab (PHRM 2050) and may be worn instead of business casual in Compounding Lab (PHRM 1041).

Shirts

Conservatively styled blouses, shirts or T-shirts are acceptable. Shoulders, excessive cleavage, and midriffs must be covered. Examples of unacceptable shirts include:

1. Denim shirts of any colour

2. Tank tops or halter tops

3. Crop tops or midriff tops

4. Shirts with logos, slogans, or inappropriate terms

5. Sweatshirts or hoodies

Long-sleeved shirts are not permitted in Sterile Products Lab (PHRM 2050) as they interfere with proper hand hygiene performance; short sleeves are appropriate. Armpits need to be covered.

Pants

Dress pants made from wool, cotton, or synthetic material are acceptable. Examples of unacceptable pants include:

1. Denim pants of any colour

2. Pants made from material resembling denim of any colour

3. Athletic wear including sweatpants or spandex

4. Leggings (acceptable only if worn in place of nylons)

5. Cargo pants

6. Pajama pants

For Sterile Products Lab (PHRM 2050) students must wear pants that fully cover legs. Socks must be high enough to prevent exposure of skin when pants shift while seated.

Skirts or Dresses

Skirts or dresses are acceptable if 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. Bare legs are not acceptable,

nylons or leggings must be worn. Examples of unacceptable skirts or dresses include:

1. Denim skirts or dresses of any colour

2. Skirts or dresses made from any material resembling denim

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:

1. Sandals or flip-flops

2. Crocs

3. Winter boots

Attitude and Demeanor

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.

Use of foul or disrespectful language in lab will not be tolerated.

Additional Lab Expectations:

- 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.

Laboratory assignments, 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.

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

Basic Laboratory Safety

An integral responsibility of the pharmacy technician is to ensure safety within the practice setting. Following proper safety precautions is every pharmacy technician's professional, ethical, and legal responsibility. Pharmacy technicians must work in accordance with safety requirements outlined in standards of practice, legislated acts, statutes, and regulations. Unsafe work habits may negatively affect you, your colleagues, and patients. The following outlines the safety practices that must be adhered to when participating in PTD labs. Failure to adhere to these policies may result in deduction of marks in lab, documentation and potentially failing the professionalism assessment portion of a course, or expulsion from the lab or program. In actual practice, failure to adhere to workplace safety policies may result in termination of employment.

Health and Safety Training

Students must have completed the Workplace Hazardous Materials Information System (WHMIS) course within the last 12 months prior to participating in dispensing and compounding labs and move on to practicums. The WHMIS course provides students with an overview of standardized labelling of chemical agents and highlights the purpose of Safety Data Sheets (SDS). In the PTD lab, SDS are maintained for all chemical substances used in compounding. Prior to working with any unfamiliar chemical or drug substance, it is good practice to consult a reference source, such as the SDS, and take the necessary precautions outlined in the reference material prior to handling the substance.

Hand Hygiene and Prevention of Infectious Disease

It is the role of every health care professional to take the appropriate routine precautions to prevent the spread of infectious disease to patients, other health professionals, and themselves. Infection prevention and control (IPC) has been identified as a core competency for health care workers. The Community and Hospital Infection Control Agency – Canada (CHICA) is an organization devoted to promoting best practices in infection control. Routine precautions include following proper hand hygiene and donning appropriate personal protective equipment (PPE). Hand hygiene is the most important mechanism to reduce the spread of infectious pathogens in hospital and community. In an actual practice setting, hand washing should occur before and after contact with patients, prior to and at the end of each shift, and after eating or using the washroom. Gloves do not eliminate the need for hand washing; hands must be washed prior to gloving and after gloves are removed. Sterile product preparation requires that extra care and attention be given to hand washing, gloving, and gowning.

It is expected that students perform proper hand washing technique at the beginning and end of each lab. For safety reasons, hands should also be washed after skin exposure to any drug or chemical products.

In Sterile Products Lab (PHRM 2050), the proper technique for hand washing and donning PPE prior to aseptic preparation will be taught and evaluated. The precautions for sterile product preparation are additional to those required for non-sterile preparation due to the route of administration of the product.

In a pharmacy practice setting, exposure to biological materials (blood, saliva, etc.) can occur. All biological materials should be considered infectious and appropriate precautions must be adhered to (donning gloves, proper hand hygiene). All sharps, even those that have not come into contact with biological materials, must be disposed of in an appropriate biohazardous sharps container.

Handling of Drug Products and Chemicals

Pharmacy technicians may be exposed to thousands of chemical substances, some of which are more hazardous than others. No drug product or chemical should be handled without donning the appropriate personal protective equipment (PPE). In a community setting, the appropriate PPE may be as simple as a dispensing jacket. When preparing cytotoxic parenteral products, as encountered in cancer care centers, much more elaborate PPE is used, which includes gowns, gloves, and full-face respirators.

At a minimum, buttoned up dispensing jackets must be worn by all students and instructional staff while in dispensing and compounding labs. Students are required to consult the SDS to determine if they need additional PPE and discuss with instructional staff if they are unsure.

For both hygiene and safety reasons, no drug product should be directly handled with bare hands. Drugs can be absorbed transdermally into systemic circulation, and this can present a hazard in certain situations. Tweezers shall be used if an individual tablet must be picked up, as is when preparing compliance packing. For safety reasons, hands should be washed after skin exposure to any drug or chemical products and students must notify instructional staff immediately.

If the eyes are exposed to chemicals, immediately inform the instructional staff. An eyewash is available and instructional staff will assist the affected individual in flushing the eye. Instructional staff will assess the situation, consult the SDS, and if appropriate, prompt medical attention will be sought.

If students have a drug allergy, it is their responsibility to be aware of possible allergens in lab and take the necessary precautions to protect themselves. If a student is unsure, he/she is to ask instructional staff.

Disposal of Drugs and Chemicals

Drugs must never be disposed of in a way that could harm the environment, human, or animal populations. Drugs that require disposal must be placed in a dead drug bin. The instructional staff will inform students where the bin is located.

Instructional staff must be immediately informed if a drug product is identified as unsuitable for use. Note that the majority of drug and chemical products in lab are expired as they are being used for educational purposes only. In actual practice, expired drugs must be promptly removed from the drug inventory and stored separately from other drugs until they are sent for destruction.

Responding to Chemical Spills, Injury, and Fire

- Instructional staff must be informed immediately in the event of a chemical spill. Instructional staff will consult the SDS as necessary and give direction to the student on how to manage the spill and the appropriate first aid response if necessary.

- Students shall report any injury, incident, or near miss, which occurs in the lab to instructional staff immediately upon their occurrence/discovery. Instructional staff will assess the situation and determine what level of care is required. Instructional staff is responsible for ensuring the appropriate forms have been completed. Depending on the nature and severity of the injury, consultation with the College nurse should be considered.

- Orientation to the lab shall include overview on the location and use of the eyewash station and first aid kit. The first aid kit must be maintained in accordance with College policy and Occupational Health and Safety (OHS).

- In the event of a medical emergency, instructional staff is responsible for assessing and taking control of the scene. It is mandatory that at least one of the instructional staff in lab have current First Aid/CPR. Students may be required to contact 911 on behalf of the instructional staff. The College nurse must also be contacted.

- In the case of a fire or lockdown, NorQuest College emergency procedures must be followed.

Disclosure - Accommodations and Allergies

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

- **If the student requires an accommodation for classroom activities or exams**, it is his/her responsibility to discuss their needs with the instructor. Accommodations are assessed through Student Services.   If exams are to be written outside of the classroom, please inform your instructor in advance so that the program area can arrange for the exam to be ready for you. However, please note that it is the student's responsibility to book exams. Exams must be booked within the time window posted on Moodle in each course. For more information:

http://www.norquest.ca/resources-services/student-services/services-for-students-with-disabilities.aspx.

- Please note that accommodation may not be permitted for any skills during practical labs that are considered essential for the workplace.

- **If a student's accommodation includes audio recording for lectures**, they must provide the instructor with the completed form: Agreement Regarding Audio Recording of Lectures, located on Moodle.

- **Students with allergies** should be aware that the pharmacy technician lab contains real medications and chemicals (vs. placebos) and they could interact/handle a variety of substances during learning activities. It is the student's responsibility to be aware of their environment, ask for clarification as required, and inform the instructor or Chair about any concerns.

Commitment to Professionalism for Pharmacy Technician Students

Professionalism expectations are regularly assessed in the program. Students are required to self-reflect regularly on their perceptions of their performance in various aspects of professionalism. Instructors will also provide feedback on these aspects, and this is reviewed during regular meetings during the student's course of study.

Expectations are set so that a student's level of professionalism meets expectations by the time the student enters practicum.

In the Pharmacy Technician program:
- Graded feedback is provided in PHRM 1030 and PHRM 1041
- Graded feedback is provided in PHRM 2030, and PHRM 2050

Student Name:

Course:

Final: • **Pass**   • **Fail**

Student ID:

Program: PTD

Term in program:

Instructor:

PASS Benchmarks at Final per Course:
PHRM 1030/1041: 0 F; 2 BE
PHRM 2007/2030/2050: 0 F; 0 BE

Grading Scale	Descriptor
Above Expectations (AE)	Meets or exceeds standards of practicing 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

	Examples of Observable Behaviors that Meet Expectations	Student Self-reflection: please provide examples of how you demonstrate the professional behavior and/or what you need to improve.		Grade	Instructor comments (specific examples of behaviors)	
Adaptability	• Adapt to new situations, people, procedures and ideas • Display a willingness to approach situations in different ways to achieve better outcomes	**Midpoint**			**Midpoint**	
		Final			**Final**	
Appearance & Dress Code	• Comply with lab dress code, proactively discussing any concerns with instructor • Use proper hand and personal hygiene	**Midpoint**			**Midpoint**	
		Final			**Final**	

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	**Midpoint** **Final**			**Midpoint** **Final**	
Honesty & Integrity	• Demonstrate honesty, integrity, and accountability • Inform instructor of any issues	**Midpoint** **Final**			**Midpoint** **Final**	

	(equipment, academic integrity, inappropriate conduct)					

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 **15% 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.

Accreditation

The Pharmacy Technician diploma program of NorQuest College is accredited has been awarded the highest level of accreditation by the Canadian Council for Accreditation of Pharmacy Programs for a five-year term, from July 1, 2022 – June 30, 2027.

This accreditation standard means that graduates are eligible to sit for the entry-to-practice Pharmacy Examining Board of Canada Qualifying Examination and may go on to become regulated technicians under the Alberta College of Pharmacy.

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 Pharmacy Technician Certificate.

Stay in Touch!

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

WORK-INTEGRATED LEARNING (WIL)/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)

   - Immunizations as outlined by the program and the affiliation agreement

   - Confidentiality training (AHS)

   - Connect Care or other training required for their role

   - N95 mask fit test

   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. Attend all WIL meetings as requested. Students will have several meetings regarding practicums starting in Fall Term and continuing through until the December prior to practicum start.

7. Demonstrate professional expectations as outlined by the regulatory/professional body in the designated field of study.

8. 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).

9. 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.

10. Attend the provided WIL site; regardless of location, student is responsible for transportation and associated cost.

11. Participate in evaluative WIL surveys if requested.

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

Practicums

You will be provided with detailed information, including a Practicum (WIL) Manual and meetings, as you prepare for your practicum. A successful placement includes a strong partnership between the student, the College, and the practicum site. Each student is assigned a preceptor at the site, who will provide informal and formal feedback; and an instructor from the college, who monitors the student progress through phone calls, email, reviewing learning journals, seminars, and site visits. The instructor uses feedback from the preceptor's evaluation to determine a grade of P (PASS) or F (FAIL) for the practicum course.

In your program, you complete two practicum courses:

- **PHRM 2101:** Community Practicum (4 credits, 160 hours)
- **PHRM 2102:** Institutional Practicum (4 credits, 200 hours)

Please note the following:

- **You will need to pay tuition for your practicum, as any other course**. Tuition is calculated by credit value, so ensure you are informed of the practicum course tuitions by contacting the Office of the Registrar, or reviewing the Tuition and Fees Estimator at: http://www.norquest.ca/resources-services/student-services/funding-your-education/tuition-fees-estimator.aspx.

- **Practicums are only available during Winter Term**.

- Students may be required to travel or relocate anywhere in Alberta to complete their practicum due to site availability and are responsible for the associated costs. Access to a vehicle may be required. Within the time frame of the program, every effort is made to accommodate student preferences in practicum placements. In extreme circumstances, NorQuest College may need to delay a student's practicum until a placement becomes available.

  You will work the same hours as the supervising preceptor and this may **include day, evening, and weekend shifts**. You must complete the full number of hours in each course.

Requirements to Begin Practicum:

- **All coursework must be successfully completed.** If you are at risk for failing or not completing any course on time in the term prior to placement, as determined by the Program Chair thirty days prior to practicum beginning, the placement will be cancelled.

- You must have completed all of the **clinical requirements** outlined for your program prior to requesting your practicum. These are outlined on your "To Do" list on MyQuest.

Practicum Timeline:

Timeline	Who	Task
Prior to Start of Practicum		
1 month prior	NorQuest Faculty	Provide preceptor electronic copy: • *Practicum Assessment Form* • *Practicum Assessment Guidance Document* • *Practicum Hour Log* • *Practicum Activity Checklist* Provide student printed and electronic copy: • *Practicum Assessment Forms* • *Practicum Assessment Guidance Document* • *Practicum Hour Logs* • *Practicum Activity Checklists*
1-4 weeks prior	Preceptor	Create schedule for practicum

3-4 weeks prior	Student	Contact preceptor to introduce self, discuss schedule, and address questions
1 week prior	NorQuest Faculty	Contact preceptor to introduce self and address questions or concerns
During Practicum		
End of Week 1	NorQuest Faculty	Touch base by phone/email with both student and preceptor to address concerns/questions and set up mid-point site visit
End of Week 1	Student	**Week 1 Self-Reflection DUE Sunday by 4 pm**
Within 3 business days	NorQuest Faculty	Review and provide feedback on self-reflection
Mid-Point	Preceptor	Complete **mid-point assessment** and review **activity checklist** and discuss with student
Mid-Point	NorQuest Faculty	Mid-point **site visit/contact**
Mid-Point	NorQuest Faculty/Student	Participate in **mid-point seminar** facilitated by instructor

End of Week 2	Student	**Week 2 Self-Reflection DUE Sunday by 4 pm**
Within 3 business days	NorQuest Faculty	Review and provide feedback on self-reflection
End of Week 3	NorQuest Faculty	Touch base with student and/or preceptor if needed based on previously-raised concerns
End of Week 3	Student	**Week 3 Self-Reflection DUE Sunday by 4 pm**
Within 3 business days	NorQuest Faculty	Review and provide feedback on self-reflection
Week 4	NorQuest Faculty/Student	Participate in end-point seminar facilitated by instructor.
End of Week 4 (community)	Preceptor	Complete **final assessment and activity checklist** and discuss with student
Week 4 (community) Week 5 (institutional)	NorQuest Faculty/Student	Participate in End-point seminar facilitated by instructor
End of Week 5 (institutional)	Preceptor	Complete **final assessment and activity checklist** and discuss with student

After Practicum		
End of Practicum	Student	Ensure signed and completed **final assessment, activity checklist, and hour log** are submitted by uploading to Moodle ASAP
End of Week 4 (community)/Week 5 (institutional)	Student	**Final Self-Reflection DUE by 4 pm within 3 days of practicum completion**
Within 5 business days	NorQuest Faculty	Review final assessment, activity checklist, and hour log and address any outstanding issues. Review and provide feedback on self-reflection. Submit final grade.

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 two (2) WIL experiences (practicums) with the following number of hours:

1. PHRM 2201 Community Practicum - 160 hours (8 hours per day for 20 days)

2. PHRM 2202 Institutional Practicum – 200 hours (8 hours per day for 25 days)

If a **statutory holiday** falls during the practicum time period, the student can work that day or must make up those hours, as the requirement to fulfill the number of hours is set by the Canadian Council for Accreditation of Pharmacy Programs and the Alberta College of Pharmacy.

The student will be given a *Practicum Hour Log* on which they must enter the hours worked daily. At the end of the practicum, the log must be submitted with the *Practicum Assessment Form*.

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) by the deadline indicated by the program. Students will submit the documentation as per the program instructions which is **within 3 days** of the last day of the practicum. 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 Practicum Activity Checklist and Practicum 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 2 times - 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:

4	**The student is able to perform this task competently or demonstrates this behaviour consistently; the student is able to work independently.**
3	The student meets expectations in this area but requires more experience and/or confidence. The student sometimes requires assistance or direction, but commonly shows skill in this area.
2	The student consistently performs below expectations in this area and/or requires significant support to complete the task or demonstrate the behaviour. The student requires further training and/or experience to be competent in this area.
1	The student has not learned or attempted to learn the skills required for this task or behaviour. The student requires significant further training/experience and is _not_ workplace-ready in this area.
n/a	This task or behaviour does not apply to this area.
No opportunity	An opportunity for this task or behaviour was not available during the practicum.

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!