

Practical Nurse

2024-25 Student Handbook



LAND ACKNOWLEDGEMENT

NorQuest College respectfully acknowledges that we are on the traditional lands, referred to as Treaty 6 Territory and the homeland of Metis District 9. This land is home to many diverse groups of Indigenous peoples including the Cree, Dene, Blackfoot, Saulteaux, Nakota Sioux, Inuit, and Métis. NorQuest College also acknowledges that the City of Edmonton and all the people here are beneficiaries of Treaty Number 6, which encompasses the traditional territories of numerous western Canadian First Nations as well as the Métis people who have called these lands home since time immemorial. NorQuest acknowledges the treaty, the land and the territories of Indigenous peoples as a reminder of:

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



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PROGRAM TEAM

Dean		
Jennifer Mah	jennifer.mah@norquest.ca	780-991-8826
Vice Dean	To be announced	N/A
Academic Program Manager	To be announced	N/A
Program Chair(s)		
Karyn Nickerson, Year 1	karyn.nickerson@norquest.ca	780-644-5841
Shelly Dugas, Year 2	shelly.dugas@norquest.ca	780-644-6356
Associate Chair(s)		
Cynthia Gawryliuk (Year 1 Clinical)	cynthia.gawryliuk@norquest.ca	780-644-6539
(Year 1 Lab)	To be announced	N/A
Katrina Urbi (Year 2 Clinical)	katrina.urbi@norquest.ca	780-644-6336
Nicole Stewart (Year 2 Lab)	nicole.stewart@norquest.ca	780-644-6309
Brittany Low (Wetaskiwin/Blended & Edmonton Blended)	brittany.low@norquest.ca	780-361-5814
WIL/Practicum Coordinator	HealthWIL@norquest.ca	780-644-6300

	For To-Do-List inquiries: Healthtodolist@norquest.ca	
Program Advisor	PracticalNurseStudentAdvisor@norquest.ca	780-644-6300
Administrative Support(s)	PracticalNurse@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	<i>For use only during Workplace-Integrated Learning (WIL) placements for injuries, accidents, and other emergencies. Call only, texts not monitored.</i>	780-419-4607

MESSAGE FROM THE DEAN

Jennifer Mah, RN, MN

Welcome to the Faculty of Health Studies and the Practical Nurse 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 Practical Nurse 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 PROGRAM CHAIRS

Karyn Nickerson, RN, BN MScN, MBA



Shelly Dugas, LPN, BAHSA



Congratulations on your decision to further your education and pursue a career in nursing. By joining the many Licensed Practical Nurses in Alberta, you are

stepping into a profession that addresses the increasing demands of Canada's healthcare system to better bridge the gap and provide essential care to those in need.

As a Practical Nurse, you will play a significant role in meeting the healthcare demands by providing safe, competent, ethical, and professional care. This program is comprised of theory, lab, and clinical experiences. You will learn not only the scientific aspects of nursing but also the art of compassionate care, which is especially crucial in times when patients and their families seek reassurance and empathy.

Your journey as a nursing student will be guided by exceptional instructors who are committed to your success. They understand the current challenges in the nursing workforce and will provide you with the necessary guidance and mentorship to navigate them successfully.

Wishing you success as you embark on your education journey to becoming a professional practical nurse. May your nursing education be both fulfilling and transformative, enabling you to make a meaningful difference in the lives of others.

NORQUEST'S PURPOSE AND SKILLS OF DISTINCTION

Purpose

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

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

Skills of Distinction

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

- Resilience
- Inclusion
- New ways of thinking

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



THE STUDENT HANDBOOK

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

We 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



<u>Academic Schedule</u>	<p>The Academic Schedule provides important dates, schedules, closures, and deadline information for the college. Log into MyQuest to see precise dates for your classes.</p>
<u>Campus Maps</u>	<p>At the downtown campus, most campus services are housed in 2 main buildings:</p> <ul style="list-style-type: none">• Civic Employee Legacy Tower (CELT) - located at 10215-108 Street• Singhmar Centre for Learning (SCFL) - located at 10215-108 Street
<u>Emergency Response Procedures</u>	<p>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).</p> <p>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.</p>

<u>Lockers</u>	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.
<u>MyQuest</u>	<p>MyQuest is NorQuest's online student services centre.</p> <p>Once you apply, you are issued your MyQuest username and password.</p> <ul style="list-style-type: none"> • You can access MyQuest anywhere there is internet. Regularly update the details on your MyQuest account, including your phone number and your home address. • This will ensure that we can reach you and that your official documents are sent to the correct address.
<u>MyMail</u>	<p>MyMail is the college e-mail used to communicate with you and is the official communication route for all student information. We encourage you to check MyMail daily. When communicating with the College:</p> <ul style="list-style-type: none"> • Include your name and student ID number in all your e-mails/voice messages to instructions and support team. • Send all e-mails to the College using your MyMail email address (your @norquest.ca email).
<u>Parking</u>	Click <u>Parking Services</u> 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.

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

Academic & Student Services

<u>Academic Council</u>	The Academic Council is a group of students, faculty, and administrators who come together once a month to exchange information and viewpoints on academic affairs. Elected by the Students' Association, ten students represent their peers on this council. For more information please see: <u>Academic Council</u>
<u>Alumni Association</u>	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.
<u>Centre for Growth and Harmony (Health and Wellness)</u>	NorQuest College offers social work, counselling, and general health support for students. All services are professional, confidential, and at no cost to registered students.
<u>Continuing Your Education</u>	<p>Perhaps you see your credential as a stepping-stone for other educational goals. A number of NorQuest College courses have credit transfer agreements in place with other institutions. In some cases, you will be able to access block transfer agreements that give credit for the entire program of study.</p> <p>Please visit <u>Transfer Alberta</u> or consult the College Calendar for the most current transfer agreement information.</p>
<u>Convocation and Graduation</u>	Once you complete all courses and other program requirements, you can apply to graduate and attend convocation.

	<p>Convocation is a ceremony celebrating the success of graduates from all programs. It takes place in May each year. Our instructional team looks forward to this event each year to recognize the hard work and success of our students.</p> <p>Whether or not you attend convocation, you must apply to graduate to receive your credential.</p> <p>Please monitor your student email and the NorQuest College website for important information about applying to graduate and planning for convocation. Please see: Applying to Graduate.</p>
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.

<u>Office of the Registrar</u>	<p>The OR is responsible for admission, advising prospective students, updating student information, maintaining student records, posting grades on PeopleSoft, managing course fees, and managing transfer credits and requests.</p> <p>To access forms and documents, including transcripts, please see: <u>Forms and Documents</u></p>
<u>Open Studies</u>	<p>Some courses are designated as “Open Studies” (O). These courses are available to students from other programs and Open Studies students. Students might choose to take Open Studies as a pathway to a credit program, for general interest, or as a visiting student</p>
<u>OSJA (Office and Student Judicial Affairs)</u>	<p>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.</p>
<u>Prior Learning Assessment and Recognition</u>	<p>You can request an assessment once you are admitted or waitlisted.</p> <p>NorQuest College has a <u>PLAR Policy</u> 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.</p>
<u>Reflection Room</u>	<p>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</p>

	accessible to members of all faiths in the College community.
<u>SANQC (Student's Association)</u>	All students are encouraged to get involved with your Students' Association. You can do this by running for a position on Students' Council to represent your fellow NorQuest students, getting involved in a student club or by signing up for SANQC's volunteer program to help with a variety of fun and exciting activities. SANQC provides many key services such as health insurance and campus Safewalk.
<u>Service Desk</u>	<p>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.</p> <p>Location: SCFL 2-111 Phone: 780-644-6100 <u>studenthelp.norquest.ca</u></p>
<u>Student Advisors</u>	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.

<u>Student Career and Employment Services</u>	<p>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.</p>
<u>The Core (Bookstore)</u>	<p>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.</p>
<u>The Intercultural Child & Family Centre</u>	<p>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.</p>
<u>Transfer Credit</u>	<p>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.</p> <p>You must be admitted to your program prior to requesting transfer credit, and it is recommended that you submit your <u>Transfer Credit Form</u> Request at least one month prior to the start of term.</p>

<u>Tutorial and Academic Coaching Services</u>	<p>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.</p>
<u>University Transfer</u>	<p>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.</p> <p>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.</p>

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	<ul style="list-style-type: none">• Adapt to new situations, people, procedures and ideas• Display a willingness to approach situations in different ways to achieve better outcomes
Allergies	<ul style="list-style-type: none">• Students with allergies should be aware that labs, demonstrations, field trips, and other experiential learning opportunities contain many types of materials.• Please be aware of your environment, ask for clarification as required, and inform the instructional team of any concerns.

APA Format	<ul style="list-style-type: none"> • All work is to be referenced in APA format, unless otherwise indicated by the instructor. • The Learner Centre (Library) offers regular tutorials regarding APA. • For more information, please see: APA 7th edition
Appearance & Dress Code	<ul style="list-style-type: none"> • Comply with dress code, proactively discussing any concerns with instructor • Use proper hand and personal hygiene
Communication	<ul style="list-style-type: none"> • Respect confidentiality of classmates • Convey information in a clear, respectful 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	<ul style="list-style-type: none"> • Course outlines are provided for each course and contain valuable information about the learning outcomes, assessments, and expectations for that course. • Please review the outline carefully and consult with your instructor if you have any questions. • It is recommended to save your course outlines for future use when applying for

	transfer credits to another post-secondary institution.
Honesty & Integrity	<ul style="list-style-type: none"> • Demonstrate honesty, integrity, and accountability • Inform instructor of any issues (equipment, academic integrity, inappropriate conduct)
Orientation	<ul style="list-style-type: none"> • Please watch your @norquest.ca email for important details about your program orientation. • Orientation provides you with an opportunity to get valuable information about your program, meet other students, and get your initial questions answered. It is critical to start your program equipped with the right information and tools for success.
Personal Growth & Continued Competence	<ul style="list-style-type: none"> • Demonstrate reflective practice in both written and verbal forms • Actively engage in all activities • Implement actions to improve performance and skills based on feedback • Respond maturely and positively to suggestions and constructive criticism • Demonstrate self-confidence in course work, assessments, and other learning opportunities
Problem Solving & Critical Thinking	<ul style="list-style-type: none"> • Identify problems and recognize risks to safety • Analyze situations and carry out solution-oriented actions

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Engage in teamwork as an active, cooperative participant • Offer creative and appropriate ideas to further the goals of the team • Report relevant information to others, as appropriate, in a timely manner • Contribute equally to team learning activities • Manage interpersonal conflict effectively • Identify appropriate situations for collaboration • Provide constructive feedback to classmates and instructional team • Share College resources (supplies, equipment, etc.) fairly • Meet other students in your courses so that you have someone to ask for assistance if you are away. Your instructional team recommends forming study groups with other students as a study and support strategy. <p>It is important to note that collaborating on assessments that are assigned to be done individually could lead to an academic misconduct report.</p>

Attendance & Punctuality	<ul style="list-style-type: none"> • Respect and follow attendance, punctuality, and absence notification requirements for courses and assessments • Please treat your classroom as a workplace; 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	<ul style="list-style-type: none"> • You will discuss many controversial subjects and you are free to disagree with views presented by your instructor and fellow students; however, you must do so respectfully. • Hands-on practice in labs and clinical settings requires students to be prepared to work with people of all cultures, religions, gender identities, sexual orientations, socio-economic status, and physical and mental disabilities. A NorQuest College education is inclusive, and our students are prepared to meet the needs of a diverse society.
Stay Informed	<ul style="list-style-type: none"> • Please check your NorQuest email daily, as this is the only email address that your instructional team and College employees will use to contact you. • Check the student website at norquest.ca, check your MyQuest page for more information, and frequently check your course page on Moodle. As well, you will

	receive regular general communications by email from the program area.
Work Habits	<ul style="list-style-type: none"> • Demonstrate preparedness for classes and assessments. Each instructor will outline a plan for pre-reading, assignment preparation, and other ways to maximize your time in the classroom and/or lab. • Follow all 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](#)
 - 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	<p>NorQuest College is committed to maintaining high standards of non-academic conduct and academic performance and integrity, in order to foster a learning environment conducive to the personal, educational, and social development of its students.</p> <ul style="list-style-type: none"> • This commitment is founded upon the principles of fairness, trustworthiness, honesty, respect, and responsibility.
Student Responsibilities	<p>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.</p> <ul style="list-style-type: none"> • As members of this learning community, students have both fundamental rights and consequential responsibilities that NorQuest commits to protect and enforce for the benefit of the entire college community. • It is your responsibility to read and ensure you understand your program's and the College's rules regarding student conduct.
Academic Misconduct	<p>NorQuest College is committed to maintaining high standards of academic performance and integrity, in order that all students may benefit equally from the opportunity to pursue their education in a learning environment that is characterized by high levels of fairness, trustworthiness, honesty, respect, and responsibility.</p>

	<p>All members of the NorQuest community must uphold these standards by ensuring that they inform themselves and others of the fundamental importance of these standards.</p> <p>Academic misconduct occurs when an individual or group uses information dishonestly to improve their academic standing. Common examples include plagiarism and cheating.</p> <p>For more information, please see: Academic Misconduct</p>
Non-Academic Misconduct	<p>It is important that all members of the NorQuest community uphold high standards of conduct.</p> <p>Non-academic misconduct may be defined broadly as any behaviour that:</p> <ul style="list-style-type: none"> • negatively affects the learning of others or the college's educational mission • violates civil or criminal statutes • threatens the safety or well-being of members of the NorQuest community <p>For more information, please see: Non-Academic Misconduct.</p>
Student Complaint Procedure	<p>Occasionally, the values that sustain a healthy learning community fall out of alignment. In these instances, Students have a right to seek advice, guidance and support from the OSJA to rectify the alignment of values.</p> <ul style="list-style-type: none"> • Students may pursue the complaint process with the OSJA in relation to a college policy, an administrative process,

	<p>or a community member where unfair, biased, racist, disrespectful or discriminatory treatment is experienced.</p> <ul style="list-style-type: none"> • 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 <u>Book an appointment with Student Judicial Affairs.</u> Appointment times can vary based on availability.
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PROGRAM EVALUATION & FEEDBACK

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

Practical Nurse Diploma

Program Roles and Responsibilities

Students in the Practical Nurse 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

The Chairs

The Chairs are responsible for:

- Managing day to day operations of the Practical Nurse program
- Coordinate the development and delivery of courses in the Practical Nurse program
- Developing a supportive culture focused on diversity and inclusion and valuing people.
- Meeting with students regarding student appeals and student complaints

Associate Chair Year 1

The Associate Chair is responsible for:

- The coordination and delivery of first year theory, lab, and clinical courses for the Edmonton face to face and online anytime deliveries
- This includes: ANPH 1001, ANPH 1002, HEAS 1000, NCOM 1000, PATH 1000, PHAR 1000, NFDN 1001, NFDN 1002, and NPRT 1001

Associate Chair Year 2

The Associate Chair is responsible for:

- The coordination and delivery of second year theory, lab, and clinical courses for Edmonton face to face and online anytime deliveries
- This includes: NFDN 2003, NFDN 2004, NFDN 2005, NFDN 2006, NFDN 2007, and NFDN 2008, NPRT 2101, NPRT 2102, NPRT 2200.

Associate Chair Wetaskiwin/Hybrid

The Associate Chair is responsible for:

- The coordination and delivery of practicum courses for Wetaskiwin face to face, Wetaskiwin Hybrid, and Edmonton Online real time/Evenings

- All theory, lab, and clinical courses for these deliveries

Academic Program Advisor

The Academic 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

Retention Advisors

The Retention Advisors are responsible for:

- Course planning
- Funding inquiries and referrals to financial advisors
- Student support referrals
- Graduation assistance
- GPA calculation

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 another 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

To meet Alberta's growing needs in health care, the demand for licensed practical nurses is increasing. NorQuest College's Practical Nurse program, one of the largest in Canada, will prepare you to become a professional practical nurse educated to give high-quality care to clients in a variety of health-care settings.

Student Success

Students are more likely to be successful in this program if they:

- are physically and emotionally able to manage workplace demands
- have access to a vehicle to travel to complete their clinical practice
- have access to a computer and Internet, and basic computer skills
- demonstrate professional and ethical behavior

Applicants are requested to assess their ability to fulfill the demands of the occupation of practical nurse. As a practical nurse, you must be able to:

- work shifts and weekends
- be on your feet for extended periods of time
- use your knees, back, and arms to move clients who have minimal body strength

- provide care to support people of various diverse ethnic and cultural backgrounds, gender identities, sexual orientations, socio-economic status, and physical and mental disabilities
- function effectively in stressful situations
- perform all skills independently

Students are required to travel to various locations to complete their clinical practice. Access to a vehicle may be required.

Refer to the [College of Licensed Practical Nurses of Alberta website](#) for more information about becoming a licensed practical nurse.

Program Outcomes

Upon successful completion of the program, students will be able to:

1. Use critical thinking, clinical judgment, and acquired knowledge and skills to provide safe, holistic, compassionate, competent nursing care.
2. Communicate appropriately, effectively, and accurately with clients, other health team members, communities, and health care organizations.
3. Demonstrate caring, advocacy and respect of client diversity and individual preferences.
4. Work in collaboration with clients and interdisciplinary health team to optimize client strengths, achieve expected health outcomes, and promote wellness.
5. Demonstrate ethical, legal, and moral responsibility and accountability for own actions.
6. Pursue further education and demonstrate commitment to lifelong learning for personal and professional growth.

7. Apply leadership concepts, skills, and decision making in provision of high-quality nursing care, healthcare team co-ordination and accountability.
8. Incorporate reliable evidence from credible sources to inform practice and make sound clinical judgements.
9. Contribute to a culture of safety as it applies to the role of the PN in the health care system.
10. Demonstrate cultural safety in the provision of nursing care.
11. Demonstrate skills in using client care technologies, information systems and communication devices that support safety and quality nursing practice.

Program Delivery

Delivery Options:

The following are delivery options for the PND program:

When determining how and where you'd like to attend class or complete your program, consider how you learn best—if you're an international student that requires in-person instruction, or how flexible you need your school schedule to be.

Once you have applied for your program in a specific delivery option, it is expected that you will continue and complete your program in that chosen option. If an extenuating circumstance arises, you will be required to meet with a student program advisor and leadership to determine if it's possible to change your delivery method.

In person (2 years)

If you choose to apply for an in-person delivery method, all lectures, labs, and clinical courses will be delivered at your chosen campus (Edmonton or Wetaskiwin).

- Daytime: Monday to Friday (evening and weekend classes may be offered/required in certain courses)

- Evenings: Classes are delivered Monday to Friday after 5PM (weekend classes may be offered in certain courses)
- Weekends: Classes are delivered on weekends

Online anytime with in-person labs (3-4 years)

This option supports learners who are self-motivated, require flexibility, and have strong time-management skills. You won't have scheduled lectures, but you will receive course resources, learning tools, and instructor support throughout the course.

- Your assignments will be submitted online and may or may not have due dates
- The course will have a start and end date. It's important to make sure all assignments are submitted by the course end date
- You will be required to complete your labs and clinical components in person at your designated campus (Edmonton or Wetaskiwin)
- Labs will usually occur over 1-2 weeks

Online real-time with in-person labs (3-4 years)

If you choose this option, you will have real-time, scheduled lectures for your theory classes during specific dates and times. You may attend these lectures from anywhere and are not required to be on campus.

- A physical classroom is not provided
- You will be required to come to your designated campus for labs
- Depending on the lab, you could be on campus 1-3 days per week

Hyflex (for select courses only)

This option allows you to choose at any given time throughout the course your preferred method of participation by attending in person, online real-time, or online anytime through recorded video after the meeting time.

- If the course is designated as an "H" section, it is available as hyflex

- [Watch this video to learn more](#)

Blended (2 Years)

The blended option provides lectures and theory components in online real-time, online anytime, in person, and/or hyflex. All courses will be scheduled in the option that best suits the schedule.

- Labs and clinicals are delivered in person at your designated campus

How Enrolment Works

Your seat in the Practical Nurse Diploma program is reserved for you in the modality (face to face, online, evening/weekend, Wetaskiwin) that you applied for and were accepted into. There are a fixed number of seats available in each modality for each intake. If you wish to change your program modality, you must re-apply to the program.

We may be able to accommodate single course delivery changes if availability allows after the open studies enrolment date (typically one month before the class starts). This is not guaranteed and is accommodated on a case-by-case basis when possible. When a single course delivery is changed it does not change your delivery for the whole program, only that specific class. Please reach out to PracticalNurseStudentAdvisor@norquest.ca for assistance.

Block Enrolment

Practical Nurse students do not have access to self-enrolment. In-person, Blended and Online Realtime delivery will be block enrolled by the enrolment team according to each student's program plan. If a student is out of sync, retention advisors will submit an alternate plan to the enrolment team.

Online anytime students can submit requests to the retention advisors at student.advisor@norquest.ca. When submitting requests include the term, course, course section and number. i.e. Fall term – HEED 1000 - O01(21300).

Orientation

PND Orientation course: Please see your [NFDN 0000](#) Moodle course for more specific information regarding the Practical Nurse program. If this link is not working for you, please email: PracticalNurseStudentAdvisor@norquest.ca

Lab Requirements

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

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

Late Assignments

Assignments are due on the date/time specified by your instructor/course outline. Assignments received after the scheduled due date/time will be penalized with a **10% grade deduction** per calendar day. Late assignments will not be accepted once the assignment set is marked and returned.

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

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

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

Accreditation

The College of Licensed Practical Nurses of Alberta exists to protect the public by regulating the profession of practical nursing. <https://www.clpna.com/applicants/student-membership/>. Please see

the link below for information about the Education Standards Advisory Committee, administered by CLPNA for program accreditation: [ESAC](#)

Course of Study by Terms

Please see the link below for a detailed listing of the courses for a September and January program start. [Course Listing](#)

Please note that the below listing reflects only a full-time delivery at the downtown Edmonton campus. Other deliveries have a different number of courses per term from below and can take different lengths of time to complete.

September Start:

Course	Course Title	Credit
Term 1-16 weeks		
ANPH1001 (O)	Anatomy and Physiology I	3
ANPH1002 (O)	Anatomy and Physiology II	3
ENGL2550 (O)	Introduction to Composition	3
HEAS1000	Health Assessment	4
HEED1000	Health Education: Individual Health and Wellness	3
NCOM1000	Communications for Nursing	3
NFDN1001	Nursing Foundations I: Introduction to Nursing	4
Term 2 - 16 weeks		
PATH1000	Pathophysiology for Health-Care Professions	3
PHAR1000	Basic Pharmacotherapeutics	3
NFDN1002	Nursing Foundations II: Basic Nursing	7
NFDN2003	Nursing Foundations III: Medical-Surgical Nursing	9
Term 3 - 8 weeks		
NPRT1001	Nursing Practice I: Continuing Care Practice	5
PSYC1060 (O)	Principles of Psychology	3

Term 4 - 16 weeks		
NFDN2004	Nursing Foundations IV: Maternity Nursing	3
NFDN2005	Nursing Foundations V: Pediatric Nursing	3
SOCI1000 (O)	Introduction to the Study of Society	3
NPRT2101	Nursing Practice II: Acute Care Practice - Medicine	4
NPRT2102	Nursing Practice III: Acute Care Practice - Surgery	4
Term 5 - 16 weeks		
NFDN2006	Nursing Foundations VI: Community Nursing	3
NFDN2007	Nursing Foundations VII: Mental Health Nursing	3
NFDN2008	Nursing Foundations VIII: Transition to Graduate Nursing	3
NPRT2200	Nursing Practice IV: Comprehensive Practice	7

January Start:

Course	Course Title	Credit
Term 1 - 16 weeks		
ANPH1001 (O)	Anatomy and Physiology I	3
ANPH1002 (O)	Anatomy and Physiology II	3
ENGL2550 (O)	Introduction to Composition	3
HEED1000 (O)	Health Education: Individual Health and Wellness	3
HEAS1000	Health Assessment	4
NCOM1000	Communications for Nursing	3
NFDN1001	Nursing Foundations I: Introduction to Nursing	4
Term 2 - 8 weeks		
PHAR1000	Basic Pharmacotherapeutics	3
NFDN1002	Nursing Foundations II: Basic Nursing	7
Term 3 - 16 weeks		
NPRT1001	Nursing Practice I: Continuing Care Practice	5

PATH1000	Pathophysiology for Health-Care Professions	3
PSYC1060 (O)	Principles of Psychology	3
NFDN2003	Nursing Foundations III: Medical-Surgical Nursing	9
Term 4 - 16 weeks		
NFDN2004	Nursing Foundations IV: Maternity Nursing	3
NFDN2005	Nursing Foundations V: Pediatric Nursing	3
SOCI1000 (O)	Introduction to the Study of Society	3
NPRT2101	Nursing Practice II: Acute Care Practice - Medicine	4
NPRT2102	Nursing Practice III: Acute Care Practice - Surgery	4
Term 5 - 16 weeks		
NFDN2006	Nursing Foundations VI: Community Nursing	3
NFDN2007	Nursing Foundations VII: Mental Health Nursing	3
NFDN2008	Nursing Foundations VIII: Transition to Graduate Nursing	3
NPRT2200	Nursing Practice IV: Comprehensive Practice	7

Additional note: Courses marked with (O) are available through [Open Studies](#). As of Fall 2024, PATH 1000 is no longer offered through Open Studies. It is a PND class only.

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 Practical Nurse Diploma and be eligible to write the CPNRE.

Please note, practical nurse specific courses have a 5-year shelf life. The program must be completed in a maximum of 5 years.

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](#).
<https://www.norquest.ca/programs-and-courses/open-studies>

The Process

Potential WIL sites are contacted and coordinated by the College.

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

The steps are as follows:

1. Complete the [To-Do-List items](#) and submit all required documentation by the due dates:
 - Clear Police Information check (with vulnerable sector check)
 - BLS certification
 - N95 Mask Fit Testing
 - Immunizations as outlined by the program and the affiliation agreement
 - It's Your Move certification (or Be Lite) (Proper body biomechanics certification)
 - WHMIS Certification
 - HBPE (Blood Borne Pathogens Certification)
 - Confidentiality training (AHS & Covenant)
 - Connect Care or other training required for their role
 - Respectful Workplaces and Prevention of Harassment and Violence Policy course

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

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

2. Complete a WIL/Practicum Information Survey (MS Forms) to indicate your preferences for placement. **Please note: there is no guarantee for specific sites or locations.** Please reach out to your instructor/program if you are not sure where to find the survey.
3. You will be notified of the WIL site that you have been assigned to once the arrangements have been finalized.
4. Read all information found in this handbook and/or the Moodle WIL/practicum course including the course outline, prior to starting the WIL experience. Review Moodle information regularly throughout as per program requirements.
5. Continue to check MyMail regularly.
6. Complete an information release form as required by the college to allow information to be released by College staff to facilitate the WIL experience. The HSPNet consent form must be completed and upload it using the self-serve Student Document Attachment tab on your MyQuest Student Homepage. [Upload Instructions here](#)
7. Attend all WIL meetings as requested.
 - In instructor led clinicals clinical mentors will actively participate in clinical shifts to support instructors and students.
 - In Preceptorship students are expected to meet weekly with the monitoring instructor. This may be a site visit, telephone call, or a virtual meeting.
8. Demonstrate professional expectations as outlined by the regulatory/professional body in the designated field of study.
9. Display appropriate professional behaviour during the WIL experience, including good attendance, punctuality, appropriate attire and grooming. Except where required by the preceptor/instructor, use of

personal cell phones during placement hours is strictly prohibited, as is use of worksite computers or other office equipment for anything other than assigned duties (i.e. social media, internet sites, apps).

10. Immediately inform NorQuest College staff of any accidents, incidents/injuries, sudden illness, or unusual occurrence according to the requirements of the college/program. See the WIL Health and Safety section for more information.
11. Sign a confidentiality agreement as per program requirements. Complete the online [Alberta Health Services Information and Privacy Training module](#) and complete the form at the end of the course. Upload it using the self-serve Student Document Attachment tab on your MyQuest Student Homepage. [Upload instructions here](#)
12. Attend the provided WIL site; regardless of location, student is responsible for transportation and associated cost.
13. Participate in evaluative WIL surveys if requested.
14. Track hours, follow the attendance policy, and complete evaluation forms and any required assignments during your WIL experience according to stated deadlines.

Fitness to Practice

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

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

WIL Hours

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

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

Practical Nurse

1. Nursing Practice I – Continuing Care Practice - NPRT 1001 - 145 hours
2. Nursing Practice II – Acute Care Practice – Medicine - NPRT 2101 - 145 hours
3. Nursing Practice III – Acute Care Practice – Surgery - NPRT 2102 - 145 hours
4. Nursing Practice IV – Comprehensive Practice - NPRT 2200 - 245 Hours

WIL Assignments and Evaluations

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

It is the **student's responsibility** to submit the final evaluation (and hour log) by the deadline indicated by the program. Completed evaluation forms are submitted on Moodle. Failure to submit the required documents on time may cause the student to fail the WIL experience, regardless of the final evaluation results and hour log total.

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

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

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

WIL Evaluation

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

When to Complete

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

Who Completes the Evaluation

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

What information should be provided

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

Meets Expectations (M)	The student consistently, skilfully, and with progressive independence is able to meet the course objective at a novice level.
Progressing (P)	The student is progressing to meeting required objective. Requires occasional written or verbal direction. At Final Evaluation a progressing in any objective will result in a failing grade for the course.
Does not Meet Expectations (DNM)	The student is not meeting the course objectives. Requires frequent cues and displays unsafe practice. A does not meet expectations in any objective at midterm will result in a performance improvement plan . At Final Evaluation a does not meet expectations in any objective will result in a failing grade for the course.
Not Applicable (N/A)	For use when the criteria being assessed is not applicable to the student/situation.

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:

- acceptance for a WIL experience
 - completing the program
 - finding employment
 - registering with their professional regulatory body
9. International students must have a [valid Co-op Work Permit](#) to participate in a WIL experience outside of NorQuest College property.
10. Students must have permission from the program area to complete their WIL experience at their place of work.
11. In rare circumstances, students **may** receive permission from the program area to complete their WIL experience at the same location where a relative works.
12. Students under the age of 18 may not be able to be placed in a WIL experience due to the requirements and regulations and the ability to obtain a Police Information Check.
13. A WIL experience is generally unpaid.
14. College and program policies will apply throughout the WIL experience. The student is also governed by the policies of the site during the time the student is engaged in the WIL experience.

QUESTIONS?

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

Have a great term!

APPENDIX 1 – Student Dress Code for Labs & Clinicals

Objective

Our appearance reflects the professional image of oneself and reflects on NorQuest as you are a NorQuest representative. Instructors will stress the importance of professional appearance and can provide guidance on appropriate attire. If appearance does not meet minimum standards, there may be actions taken (i.e. verbal or written warnings).

If you are attending a clinical practicum, you may be sent away until the dress code concern is rectified. The dress code standards of the lab setting are very similar to that of the clinical setting to help you prepare for the level of professionalism expected in clinical practice.

Individual considerations including but not limited to religious and cultural practices are to be addressed with the applicable Associate Chair. Accommodations that provide consideration for the needs of the student and align with infection prevention and control practices while protecting the student and client from potential harm will be explored.

Lab Setting

For lab, you must wear the following:

- Clean, wrinkle-free, and in good condition uniform
 - It does not need to be a NorQuest-branded uniform.
 - Uniform pants must be full length and not drag on the floor.
 - Uniform skirts that are knee-high or longer may also be worn.
 - Long sleeve shirts may be worn under scrubs however, sleeves must be able to be rolled away from the wrist, up to the elbow when performing direct care.
 - A light sweater may be worn when not providing care.

- Shoes must have closed toes and closed backs, and be quiet, non-slip, washable, and flat.
 - Socks are worn with shoes.
 - Winter boots are not to be brought into the lab due to water and dirt being brought in.
- Clinical ID badge
 - [Click here](#) for information on how to obtain a clinical ID badge.
- Religious head covers are to be fastened securely and non-dangling while providing patient care. This prevents cross-contamination during procedures and limits personal safety risks when working with individuals who might pose safety concerns.

Clinical Setting

- Clean wrinkle-free NorQuest uniform with clinical ID badge
 - NorQuest uniform can be purchased from The CORE.
 - You may also purchase used NorQuest uniforms that are in good condition, correct colour, and size.
- All other attire requirements are identical to the lab dress code requirements listed above.

Accessories (Lab & Clinical)

- Necklaces should be long enough to be tucked into your shirt or removed.
- Bracelets should be removed.
- Rings - only plain and flat bands are permitted.
- A watch with a second-hand is part of the dress uniform and may be worn on the uniform, or wrist.

- If worn on the wrist, the wristwatch should be removed prior to giving direct client care.
- SMART watches are acceptable if notifications are turned off during lab time, and the second hand is visible for 60 seconds or longer.
- Small, conservative, plain earrings are acceptable. Spacers in ears must be plugged.
- Facial piercings are acceptable but should be limited to studs.

Hygiene (Lab & Clinical)

- Personal hygiene must be practiced.
- Student must be fragrance-free at all times and body odor must be controlled.
- Natural nails are required to be short, clean, and trimmed. No artificial nails. Clear or light pink nail polish is acceptable as long as polish is intact.
- Hair must be clean, well-groomed, and off the face. Long hair should be styled in a manner that will prevent it from falling into or coming into contact with persons or objects.
- Facial hair must be clean and neatly trimmed. If N95 masks are required in clinical site, facial hair must meet the N95 standards.

Personal Protective Equipment

The lab setting reflects the current practices of the clinical healthcare setting. As such the rules and requirements regarding personal protective equipment (i.e. masks, gowns, and face shields) in labs are subject to change based on public safety considerations followed by Alberta Healthcare Services.

In the clinical setting, students are expected to follow agency policies regarding the use of PPE.

This dress code strives to be in compliance with [Alberta Human Rights Commission](#) and the Alberta [Occupational Health and Safety Code](#), and takes [Alberta Health Services](#) requirements into consideration. *If you have concerns regarding the dress code, please speak to your instructor or Applicable Associate chair.*

Related Information

- Alberta. (2021). Occupational health and safety code. <https://search-ohs-laws.alberta.ca/legislation/occupational-health-and-safety-code/>
- Alberta Human Rights Commission. (2017). Appearance and dress codes: Information sheet. <https://albertahumanrights.ab.ca/media/hurcavzd/appearance-and-dress-codes.pdf>
- Alberta Health Services. (2023). Tips for wearing PPE with religious and cultural attire. Alberta Health Services: Infection Prevention & Control. <https://www.albertahealthservices.ca/assets/healthinfo/ipc/hi-ipc-wearing-ppe-religious-attire-z0-tips.pdf>
- Alberta Health Services. (2020). Healthcare attire: Scrubs and uniforms. Alberta Health Services: Infection Prevention & Control. <https://www.albertahealthservices.ca/assets/healthinfo/ipc/hi-ipc-hlthcare-attire-scrubs-uniforms-info-sht-z0-bpr-pt-care.pdf>
- University of Calgary. (2018). Attire for students in the practice setting (Calgary campus – Undergraduate programs. Faculty of Nursing. https://nursing.ucalgary.ca/sites/default/files/teams/6/attire_for_students_in_the_practice_setting.nsg_council.approved.apr17-18.pdf
- York University. (2021). Professional appearance and dress code. School of Nursing Undergraduate Programs. <https://www.yorku.ca/health/nursing/wp->

[content/uploads/sites/402/2021/10/ProfessionalAppearanceDressCodePolicy-Final-2021.pdf](#)

- Lakehead University. (2021). School of nursing uniform policy. Student Policies.

[https://www.lakeheadu.ca/programs/departments/nursing/student-policies/school-of-nursing-uniform-policy](#)

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