

LEARNING AND DEVELOPMENT PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional Category:	Human Resources
Parent Policy:	Employee Development Policy
Approval Date:	December 1, 2021
Effective Date:	December 1, 2021
Procedure Owner:	Vice President, People and Culture
Procedure Administrator:	Director, Culture and Development

Overview:

Authority to establish this procedure is derived from the [NorQuest College Board of Governors Policy No. 5](#) which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

This procedure focuses on guidelines and processes for all Professional Development (PD) at NorQuest College, including:

- work time to participate in professional development,
- PD Spending Account funding,
- Tuition Waiver,
- Business Critical funding, and
- Learning and Development (L&D) Fund.

NorQuest College is an organization that supports ongoing learning.

The growth and advancement of NorQuest College is a shared responsibility. Encouraging the growth of employees through learning and development contributes to NorQuest's collective impact, learning agility, and adaptability. When every member of our organization invests focus and effort into learning consciously, continuously and courageously, we advance our strategic goals and our purpose.

Together, NorQuest College and NorQuest employees co-invest in learning and development. Leaders support and encourage team members to learn continuously. Adopting a "growth and disruptive mindset" allows us all to contribute more fully to NorQuest's future.

Principles of NorQuest College's Approach to Learning and Development:

1. Access

- All employees have access to learning and development opportunities while working at NorQuest College.
- The Learning and Development Fund (L&D Fund) is a college-wide fund established to distribute a set amount of funds each fiscal year for employees with Permanent or Term status.
- Additional sources of investment and funding (i.e. Individual PD Spending Accounts; Tuition Waiver; Business Critical Training).

2. Collaborative Decision Making

- Learning and development aims to include opportunities that are both personally relevant and align with college priorities.
- Employees and leaders work closely to establish priorities for learning and

development, and to engage in ongoing conversations about it.

3. Shared Responsibility

- All employees take responsibility for investing in ongoing learning and development, to stay current and to develop personally and professionally.
- Leaders have the responsibility to encourage and support ongoing learning and development with each person who reports to them.
- Sharing learning accelerates our growth. Employees are asked to share key learnings from their learning and development with relevant NorQuesters and/or via relevant channels (e.g. MS Teams, etc.).
- All employees develop a Learning and Development plan each (fiscal) year, adapting and sharing the plan throughout the year in conversations with their leader.

Learning and development is ongoing, and occurs informally and formally:

Category	Examples
In the flow of day-to-day work, while living the Qs	<ul style="list-style-type: none"> • While fulfilling our roles and responsibilities (Qs: Be dependable; Find ways forward). • In carrying out projects and assignments that stretch us (Qs: Find ways forward; Be boldly curious and intentionally courageous). • In regular performance conversations and checkpoints between employees and their leaders (Qs: We > They; Have honest conversations). • In taking initiative and action to fix, improve, iterate and reimagine processes and experiences (Qs: Lead from where you are; Start small AND think big). • In completing Compliance requirements such as digital security, Code of Conduct, OH&S training, etc. (Qs: Be dependable; Lead from where you are). • In staying current with NorQuest happenings (via NQ Unscripted, In the Loop e-newsletter, The Q stories, etc.) (Qs: Lead from where you are; We > They).
Individual L&D	<ul style="list-style-type: none"> • Independent (e.g. self-initiated and self-guided reading, podcasts or audiobooks, research, webinars, etc.) • Group or Community of Practice (e.g. Conversation Circles; Action Labs; etc.)
Internal L&D	<ul style="list-style-type: none"> • Internal offerings (e.g. Learning Days, LRN Offerings, Speaker Series, etc.) • NorQuest’s Internal Opportunities Career Portal (e.g. short-term bursts within NorQuest College to gain new skills and perspectives).
External L&D	<ul style="list-style-type: none"> • Courses (credit and non-credit via post-secondary institutions). • Conferences, workshops offered by external organizations (courses that may lead to a certificate or accreditation).
<p>As a guideline, all employees are asked to invest in their learning and development by completing three (3) or more days of learning and development each fiscal year from the Individual, Internal and/or External categories.</p> <p>Apply for L&D Funding or document Individual PD Spending Account claims in the Learning and Development Hub.</p> <p>Complete a Tuition Waiver Request Form if applying for NorQuest courses within our Faculties or Continuing Education.</p>	

Procedures:

Sources of Funding Available to Support Learning and Development

	Learning and Development Fund L&D Fund	Professional Development Spending Account (Individual) PD Spending Account	Tuition Waiver
What it is	A college-wide fund established each fiscal year to support post-secondary course-based credit and non-credit learning, and conference/workshop registration fees.	An individual spending account (for employees only) to invest in ongoing learning and development.	Employees access NorQuest College credit and non-credit courses, including for audit, and have college tuition and mandatory fees waived.
Available to whom	Permanent and Term Employees	Permanent Employees	Employees with 6 months of continuous service.
What it can cover	<p>Role-aligned learning and development opportunities.</p> <p>Tuition fees only for credit and non-credit <u>coursework</u> at post-secondary institutions.</p> <p>(maximum \$2500 per fiscal year)</p> <p>Registration fees for conferences, seminars, training, or workshops by any provider, including post-secondary institutions.</p> <p>(maximum \$500 per fiscal year)</p>	<p>Post-secondary course or program fees (tuition, application/registration, student fees).</p> <p>Registration fee (conference, seminar, training, workshop).</p> <p>Course books and materials for professional courses/conferences or for self-directed professional learning (<u>not</u> including technology hardware).</p> <p>Travel costs (transportation, accommodation, meals) for formal learning events.</p> <p>Professional memberships and accreditation costs related to current role.</p>	<p>NorQuest College courses including credit courses, non-credit courses within Faculty and Continuing Education and Partner Solutions programs.</p> <p>Note: Some non-credit cost recovery courses may not be available for tuition waiver.</p>
Maximums per fiscal year July 1 – June 30	Cap of \$2500 total per employee from the Learning & Development Fund.	Individual Contributors \$500 per fiscal year; can bank for up to 5 years. Managers I, II, III and Sr Managers \$1000 per fiscal year;	Maximum of one, credit or noncredit course per term. Subject to space availability. These exceptions will require supervisor support and role

		<p>can bank for up to 3 years.</p> <p>Deans and Directors \$1500 per fiscal year; can bank for up to 3 years.</p>	<p>alignment:</p> <ul style="list-style-type: none"> To waive the 6 month service requirement To take more than one course in a term. <p>Process: Supervisor must email Procedure Administrator two or more weeks before start of term with the exception request.</p> <p>If approved by the Procedure Administrator, the email is attached to the Tuition Waiver form when submitted to enrolment@norquest.ca.</p>
How to access it	Apply and manage L&D Fund applications and PD Spending Account info via the Learning and Development Hub (in SharePoint; must authenticate).		<p>Complete and sign the Tuition Waiver Request Form. Supervisor will determine if the:</p> <ul style="list-style-type: none"> employee is eligible, and course is not disruptive to normal operations.
	<p>Preferably, do the application prior to the learning: Add a "New Item" on the Learning and Development Hub, detailing the plans to your learning event. Attach a fee schedule, invoice or receipt showing the itemized tuition fee and or registration fee.</p>	<p>Before claiming on Alberta Blue Cross: Add a "New Item" on the Learning and Development Hub, detailing your plans to access your PD Spending Account.</p>	
	<p>Leaders will receive notification of details submitted. Please review and when details are aligned, click "Supervisor Awareness" to advance the application L&D Fund Administrator.</p>		
	<p>Director, Culture and Development will receive notification for review and processing.</p> <p>For reimbursement after course completion,</p>	<p>1) Record expense in L&D Hub Add a "New Item" on the Learning and Development Hub, detailing your plans to access your PD Spending Account.</p> <p>2) Claim expense</p>	

	<p>submit an Expense Claim in PeopleSoft Finance.</p> <p>Attach to the Expense Claim:</p> <p>1) proof of successful course completion and</p> <p>2) itemized receipt/proof of payment.</p>	<p>via Alberta Blue Cross</p> <p>For reimbursement, log into Alberta Blue Cross, and choose Submit a Claim, then "Professional Development Spending Account."</p> <p>Provide specific detail in the "Claim Description" field.</p>	
Additional notes	L&D Funds may be approved or declined by the Procedure Administrator in cases where an employee takes a leave of absence during the time of the course or learning event.	The PD Spending account is a benefit and, therefore, does not get paid out when employees leave the College.	See "Conditions for Tuition Waiver" for information about fees, taxable/non-taxable benefits, fee waivers, and the steps required to opt out of SANQC fees.
Currency	Requests for funding must be in Canadian dollars. If paid or quoted in another currency, calculate the conversion and/or provide proof of payment in Canadian funds (e.g. relevant portion of a credit card statement).		
Reimbursement	Employees must ensure that expense reimbursements requests are accurate and aligned with the eligible reimbursement criteria.		
Record formal learning	Record time invested in formal learning (half day or longer) under the code "Prof Develop" in the time and labour platform. This does not deduct from leave balances, and creates a fuller overall picture of learning and development at NorQuest College.		
Other	<p>In addition to personal investment in learning and development, there are additional sources of college funding available for specific purposes.</p> <p>These sources are not covered in this Procedure.</p> <p>Business Critical Training is a separate fund co-managed by Deans and Directors. Contact CollegeLearning@norquest.ca for details.</p>		
<p>Return Service Agreement (RSA)</p> <p>The following conditions determine if an RSA is required, the duration of the RSA, and the effective date.</p> <p>A link to the Return Service Agreement Template is provided at the end of this procedure.</p> <p>The requirement for an RSA will be based on the total value (per fiscal year) of funding provided through a combination of the</p> <ul style="list-style-type: none"> • Learning & Development Fund and/or • Business Critical funds. <p>An RSA is required when:</p> <ul style="list-style-type: none"> • Professional Development is fully or partially funded by the college in alignment with the thresholds below. 			

<ul style="list-style-type: none"> A combination of professional development and/or business critical funding adds up to \$2500.00 or more in a fiscal year. <p>Individual PD Spending Accounts and Tuition Waiver are not factored into RSA Agreements.</p> <p>If an RSA is required, the following guide will determine the duration of the RSA.</p>	
Total Amount Funded per fiscal year from L&D Fund and/or Business Critical.	Duration of Return Service Agreement
\$2500.00 - \$3499.99	6 months
\$3500.00 - \$5000.00	12 months
\$5000.01 or more	18 months or more, depending on amount
<p>When an employee receives new L&D or Business Critical funding which requires an RSA and they have an active RSA in place, the agreements will run concurrently.</p> <p>RSA term commences on the date of approval of the Expense Claim.</p> <p>The Procedure Administrator and the Procedure Owner will determine the duration of any RSA over \$5000.</p>	

Tuition Waiver

(available to all employees with six (6) months of continuous service)

- Employees who apply to college credit programs will have the application for admission fee waived.
- Course materials, textbooks, or software, required for the course, are the responsibility of the employee.
- Should employment terminate for any reason prior to the midpoint of the course, the cost of tuition and mandatory fees will become the responsibility of the employee.
- Effective Fall 2021: There are two SANQC fees applied to all student registrations: MyLegalPlan fee and Extended Health & Dental benefits. NorQuest employees who qualify for Tuition Waiver may opt out of these student fees directly on the SANQC website within 14 days after the start date of the course. These fees are not waived, nor is opt-out automatic.
 - Opt out of SANQC MyLegalPlan: <https://www.mystudentplan.ca/norquest/en/mylegalplan/opt-out-form>
 - Opt out of SANQC Extended Health & Dental: <https://www.mystudentplan.ca/norquest/en/forms>

Definitions:

Employee: includes a person who works for or is engaged by NorQuest College to perform a service in accordance with existing terms and conditions of employment, employment contracts or collective agreements.

Fee Assessment or Fee Schedule: is a complete listing of the various fees determined by the learning event offering institution that make up the total cost of a course, workshop or conference.

Return Service Agreement: is a written agreement between the employee and employer. It specifies the length of service required by the employee in response to the financial commitment provided by the employer. It also stipulates the required repayment of funds if the length of service requirement is not provided.

Related NorQuest College Information:
Related External Information:
Next Review Date:
Revision History:

Tuition Fees: those fees specified in section 2 of Tuition and Fees Regulation under the Post-Secondary Learning Act.

Tuition Waiver: NorQuest College credit and non-credit courses and have college tuition and mandatory fees waived.

- [Employee Development Policy](#)
 - [Learning & Development Hub](#)
 - [Learning & Development Live Slides](#)
 - NorQuest College Blue Cross Benefits Booklet (Contact People and Talent Operations)
 - [Opt Out of SANQC Extended Health & Dental Form](#)
 - [Opt Out of SANQC MyLegalPlan Form](#)
 - [Return Service Agreement template](#)
 - [Tuition Waiver Request Form](#)
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- [Post-Secondary Learning Act](#)
 - [Tuition and Fees Regulation](#)

November 2022

July 2020: new (replaces retired Graduate Studies Funding and Professional Development Support Procedures)

October 2021: revised to include (retired) Tuition Waiver Procedure and to update for clarity.