

Mental Health and Addiction Support Worker

2026-27 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 Region #4. This land is home to many diverse groups of Indigenous peoples including the Cree, Dene, Blackfoot, Saulteaux, Nakota Sioux, Inuit, and Métis. I also acknowledge that the City of Edmonton and all the people here are beneficiaries of Treaty No. 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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MESSAGE FROM THE DEAN

Welcome to the Faculty of Health.

We are delighted to be part of your educational journey and to support you as you prepare to make a meaningful difference in the lives of individuals, families, and communities through your chosen profession.



Organized across two schools—the School of Nursing and the School of Health Sciences—the Faculty of Health offers highly qualified faculty, innovative and workforce-relevant curriculum, and a supportive learning environment designed to help you thrive academically, professionally, and personally. As a student at NorQuest College, you will gain the knowledge, skills, and confidence needed to succeed in a rapidly evolving healthcare landscape, where compassionate, skilled professionals are more important than ever.

Your education is more than preparation for a career—it is an investment in your future and an opportunity to create positive change in the world around you. Every class, practicum experience, and learning opportunity will help shape your professional identity, expand your perspective, and open doors to rewarding and meaningful career opportunities. We encourage you to approach your studies with curiosity, courage, and a commitment to lifelong learning.

As Nelson Mandela famously said, “Education is the most powerful weapon which you can use to change the world.” Through your dedication and hard work, you have the opportunity to improve lives, strengthen communities, and contribute to the future of health care.

Our instructional team looks forward to supporting and inspiring you throughout your journey. We encourage you to seek our guidance, ask questions, and take advantage of the many resources available to help you succeed. Together, we will work toward achieving your goals and realizing your full potential.

This student handbook has been designed to provide important information and resources to guide your success throughout your program. We wish you every

success as you begin this exciting chapter and take the next step toward a fulfilling and impactful career in health care.

MESSAGE FROM THE ASSOCIATE CHAIR

Associate Dean, School of Health Sciences – Lisa Selvey, MA, RRT

Welcome to the School of Health Sciences under Faculty of Health. In a rapidly changing healthcare landscape, our programs are structured to align with current and emerging workforce demands. Our program areas include Health Care Aide (HCA), HCA Workplace (HCAW), Interdisciplinary Therapy Assistant (ITA), Medical Device Reprocessing Technician (MDRT), Therapeutic Recreation (TR), Pharmacy Technician (PT), Mental Health and Addiction Support Worker Diploma (MHSD) and specialized Post-Diploma Programs which include, Advanced Footcare (AFC), Advanced Education in Orthopedics (ADVO), and Mental Health Recovery Practitioner (MHRP).



Through experiential learning, industry partnerships, applied research, and innovative teaching approaches, students gain valuable real-world experience that prepares them for meaningful careers in the health sciences sector. We are committed to fostering an environment that embraces inclusion, curiosity, and excellence, ensuring every learner has the opportunity to succeed.

Our graduates make a difference every day. We are honored to be part of your journey as you help build healthier communities across Alberta and beyond.

NORQUEST'S PURPOSE AND SKILLS OF DISTINCTION

Purpose

NorQuest's purpose inspires everyone, in all aspects of the college, to transform people's lives for the better. 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 learner who walks through our doors or connects with the college.



Skills of Distinction

A commitment to each and every learner

In Fall 2018, NorQuest took steps to review and renew our college-wide learning outcomes. This led us on a journey to reimagine *what* they mean, to *whom* and what *impact* they make. Since that time, the focus of the work has shifted to what we're now calling Skills of Distinction. We've also shifted the intent of the Skills of Distinction to focus specifically on learners. That's not to suggest that continuous learning and development aren't important for people who work at

the college or other stakeholders we engage. But the primary focus on learners is critical to ensure we're fulfilling NorQuest's purpose of transforming lives for the better.

To achieve that purpose, the college commits to a common set of outcomes we aspire to achieve with each and every learner. We call those Skills of Distinction because they prepare every learner for the challenges of a changing workforce and a changing world. They are the foundation for changing learners' lives for the better. They shape the learning outcomes expected for all programs offered at the college and also integrate specific skills essential for all learners such as human skills, creative problem solving, adaptability, and digital fluency.

Based on our review and conversations, the following three **Skills of Distinction** have been established.

Resilience

Learners are courageous, healthy, and able to respond to or overcome challenges. Through their learning experiences at NorQuest, they become more aware and accountable for their actions.

Inclusion

Learners value diversity and individuality and base their actions on the principles of social justice. They strive to create safe environments, a sense of belonging and acceptance for themselves and others.

New ways of thinking

Learners embrace bold new ways of thinking. They are prepared to take risks, keep learning, be creative and take personal responsibility for adapting to changing situations.

These three Skills of Distinction provide the lens for all programs provided at the college and our commitment to every learner at the college. They reflect so many aspects of the *NorQuest Difference*, especially our unique commitment that everything we do is about learning. We make inclusion a reality not through words but through actions. We connect to the communities we serve. And we're boldly focused on preparing people for whatever their futures might hold. Most importantly, by enabling every learner to achieve these three Skills of

Distinction, we help fulfill the purpose of transforming people's lives for the better.



NORQUEST VISION, MISSION & VALUES

Vision

NorQuest College is a vibrant, inclusive and diverse learning environment that transforms lives and strengthens communities.

Mission

NorQuest College inspires lifelong learning and the achievement of career goals by offering relevant and accessible education.

Values

We value people. We:

- Treat people with integrity and respect.
- Empower and encourage risk taking.
- Celebrate commitment, contribution and accomplishments.

We value learning. We:

- Foster creativity, innovation and critical thought.
- Encourage growth, development and lifelong learning.
- Build on the diversity of our learners, employees and partners.

We value our role in the community. We:

- Display leadership and responsibility for our outcomes.
- Partner to achieve community goals.
- We value the quality of the processes we use in reaching our goals. We:
- Demonstrate a learner-centered approach.
- Set clear expectations, measure results and demonstrate accountability.
- Promote teamwork, cooperation and sharing throughout the College.
- Follow fair process in accomplishing our objectives.



OUR COMMITMENT

The NorQuest Learning Experience

Your experience as a learner is important to us. You will have an inclusive learning experience, embracing diversity and developing skills needed to succeed. You will be taught by exemplary faculty with relevant experience in the field, who will respect you as a partner in learning and bring together theory and practice in practical ways. Our commitment is to partner with you to prepare you for a successful career or to continue your education.

Support at every step

You belong here. From your first day at NorQuest to the moment you cross the convocation stage and enter your career, you'll find what you need to learn and grow. With dedicated support for Indigenous students, newcomers, international learners, students with accessibility needs, and those seeking counselling or academic help, there's always a place for you and people ready to help you find your way.

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, 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.

Please note that students are responsible for awareness of information in this manual, and of all policies listed on the [NorQuest College website](#).



COLLEGE & CAMPUS INFORMATION



The Edmonton campus has four buildings students should be familiar with:

Civic Employees Legacy Tower (CELT)

Monday - Friday: 7:00 am - 10:00 pm, Saturday: 8:00 am - 4:00 pm

Closed: Sunday and statutory holidays

Singamar Centre for Learning (SCFL)

Monday - Friday: 7:00 am - 10:00 pm, Saturday: 8:00 am - 4:00 pm

Closed: Sunday and statutory holidays

Career Development Centre

Monday - Friday: 7:30 am - 4:30 pm

Closed: Saturday, Sunday, and statutory holidays

Jasper Avenue Tower

Monday - Friday: 7:00 am - 6:00 pm

Closed: Saturday, Sunday, and statutory holidays

You can find your way around the Edmonton Campus with our online [wayfinding map](#), or explore campus spaces with our interactive [virtual tour](#).

Safety and Emergencies

NorQuest College is committed to providing a safe environment for students, staff, faculty, and visitors in a variety of situations such as (i.e. evacuation, lockdown, and threats of violence). Please note that all of our campuses are nonsmoking and scent-free. No scented products are permitted in the classrooms, labs, or clinical settings.

Be sure to review all our [emergency procedures](#) before you start your classes on campus!

Transportation and Parking

You can drive, bike, or take transit to NorQuest College.

Driving or biking to NorQuest?

NorQuest has several parking lots around the campus buildings, for a full overview of parking facilities and rates have a look at our website's [parking section](#).



How to pay for parking

Parking payment will be contactless using the [HotSpot app](#). Fast tap signs are in all NorQuest parking lots for quick mobile tap payments. Day passes are subject to HotSpot fees. When buying a day pass on the app, you can pick between \$0.20 per transaction, \$2.00 per month, or \$20 per year.

Taking transit?

NorQuest College's [Edmonton campus](#) is conveniently located along major transit routes. The Corona Station LRT is located one block south of the Edmonton campus. Numerous bus routes are also close by.

U-Pass

The U-Pass is administered by the Students' Association of NorQuest College (SANQC). Contact SANQC for any questions or visit their [website](#).

The U-Pass is mandatory for full- and part-time students who have been assessed the Students' Association fee and are taking classes within the Edmonton city limits and/or have an in person practicum.

Visit the [Students' Association website](#) for more information.

Click [Parking Services](#) for information about parking on and near campus.

Learn more about the transportation options available to you on our website

Lockers

You can rent a locker at Edmonton campus for **\$45 per term or \$15 per month**. The fee is non-refundable and used for locker administration and maintenance. Locker rentals are on a first-come, first-served basis.

How to rent a locker

- Log in to the [online locker rental system](#). You will need your Moodle username and password to log in.
- You can pay by Visa, Visa Debit, or Mastercard.
- All lockers have a combination lock. Log in to the online locker rental system anytime during your rental period to get your combination. Do not remove the NorQuest lock from your locker. There is a \$25 fee if it is removed.
- View the [Frequently asked questions](#) or email thecore@norquest.ca for more information.

ACADEMIC & STUDENT SERVICES

<u>Accessibility Services</u>	NorQuest College offers a wide range of online and in-person services to support students who experience disability. These include accessibility advising, assistive technology, academic coaching, accommodated exams, sign language interpretation, and more. More information about services can be found here Contact us: • Email: accessibilityregistration@norquest.ca • Phone: 587-596-1572 • In-person drop-in: ○ Hours: You can find our daily, up-to-date hours on our website ○ Location: Assistive Technology Lab/Accessibility Services Directions: back corner of the Learner Centre, Room 2-096. The Learner Centre houses the Library and Tutorial & Coaching Services and is found on the 2nd floor of the Singhmar Centre for Learning building (SCFL)
<u>Student Health and Wellness (SHAW) Centre</u>	The Student Health and Wellness (SHAW) team provides holistic mental health and wellness supports for all students. This includes counselling, social work, nursing, violence prevention & support, 2SLGBTQIA+ supports, and health and wellness programming/events. All services are free, confidential, and open to currently enrolled students.

<u>Pride at NorQuest</u>	NorQuest Pride offers supports, programming and community building opportunities to all 2SLGBTQIA+ NorQuesters and their allies. Pride Lounge is open Monday-Thursday, 11 am – 3 pm, to access resources, speak with the 2SLGBTQIA+ Program Advisor, or even just to study, socialize and relax in a calm, inclusive environment. We have books, games, crafts, as well as free safe sex and menstrual hygiene supplies.
<u>Service Desk</u>	Service Desk is responsible for assisting students who are having difficulties accessing the College Website, MyMail, MyQuest, Misiwe pehtâkwan, and more.
<u>The Core (Bookstore)</u>	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.
<u>Financial Aid</u>	Connect with a Student Financial Aid 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.
<u>Indigenous Student Services</u>	NorQuest College provides learners with a complete education that attempts to balance strong academic foundations with Indigenous culture.

<u>Miyo-pimatisiwin Center</u>	Miyo-impatisiwin means ‘to live a good life’ in Cree. It is a welcoming space where Indigenous students, staff, and community outreach partners can gather to share meals, tell stories, and connect with resources, and participate in ceremonies.
<u>International Student Services</u>	The International Student Office offers a wide range of support programs and services committed to the unique needs of our international students.
<u>Library</u> Learner Centre	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 (OR)</u>	The OR is responsible for admission, advising prospective students, updating student information, maintaining student records, posting grades on PeopleSoft, managing course fees, and managing transfer credits and requests. To access forms and documents, including transcripts, please see: Forms and Documents
<u>Students Resolution and Integrity Office (SRIO)</u>	SRIO supports students who have questions or concerns about academic integrity, grade appeals, or harmful behaviour. We provide guidance, advice, and information. If something unfair happened and you want to make a complaint, SRIO will guide you through the student complaints process. There are formal and informal options. All meetings are confidential.

<u>Reflection Room</u>	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 that is accessible to members of all faiths within 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 out with a variety of fun and exciting activities.
<u>Retention & Financial Aid Advisors</u>	Retention and Financial Aid Advisors are your go-to people for everything from specific questions about your personal situation to general inquiries. If you need help or assistance navigating college services, policies, or processes, your advisor can point you in the right direction.
<u>Testing Services</u>	If you are receiving exam accommodations through Accessibility Services, you will write your exams with Testing Services. Accommodated Exam Services offers a distraction-reduced environment for writing exams, with your approved accommodations in place so you can focus on doing your best. Our welcoming team is committed to making your testing experience smooth, supportive, and stress-free from check-in to completion. For more information about accommodated exams, please visit the <u>Student Guide to Accommodated Exams</u> .

	If you are in an online or hyflex course that has proctored exams, you may be using NorQuest's eProctoring services, ProctorU. For more information about eProctoring, please visit the Student Guide to ProctorU (for online students) and the Student Guide to ProctorU (for hyflex students).
<u>Tutorial and Academic Coaching Services</u>	Learning support specialists are here to support you with understanding your homework and assignments, clarifying course content, preparing for exams, and much more! We are available in-person in the Learner Centre and online at norquest.ca/tutor to help you build confidence, strengthen habits for academic success and stay on track throughout your learning journey.
<u>The Intercultural Child & Family Centre (ICFC)</u>	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. A total of 64 spaces are available for children who are twelve months to five years of age.

<u>Student Career and Employment Services.</u>	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.
<u>Transfer Credit</u>	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. If you need assistance or support requesting transfer credit you can set up an appointment with your Academic Program Advisor.
<u>Transfer Credit Form</u>	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.
<u>Prior Learning Assessment and Recognition (PLAR) policy</u>	NorQuest College has a PLAR Policy that can help you earn college credits based on your current skills, competencies, knowledge, work, and experience if you are able to show that they relate to the learning outcomes of your courses.

<u>Prior learning assessment and recognition</u>	You can request an assessment once you are admitted or waitlisted. If you need assistance or support requesting Prior learning assessment and recognition you can set up an appointment with your Academic Program Advisor.
<u>Continuing Your Education</u>	Perhaps you see your credential as a stepping-stone for other educational goals. A number of NorQuest College courses have credit transfer agreements in place with other institutions. In some cases, you will be able to access block transfer agreements that give credit for the entire program of study. Please visit Transfer Alberta or consult the College Calendar for the most current transfer agreement information.
<u>Common Courses with Other Programs</u>	Please note that certain courses are administered by other program areas or faculties. These include but are not limited to English, Sociology, Psychology and Health Education courses. While taking these courses, you are subject to the policies of the faculty or program area administering the section, which can be found on your course outlines. Any questions or concerns should be directed to your instructional team.
<u>Open Studies</u>	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

<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: Academic Council
<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>Convocation</u>	Once you complete all courses and other requirements of your program, you will have the opportunity to apply to graduate and attend convocation. Convocation is a ceremony celebrating the success of graduates from all programs. It takes place in May each year. Our instructional team looks forward to this event each year to recognize the hard work and success of our students.
<u>Graduation</u>	Regardless of whether or not you attend convocation, you must apply to graduate in order to receive your credential. Please monitor your student email and the NorQuest College website for important information about applying to graduate and planning for convocation. Please see: Applying to Graduate.

ACADEMIC PROGRESS

Academic Standing is a student'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.

There are three categories of term, academic standing:

Good Standing — A term Grade Point Average (GPA) that is equal to or higher than the program's Graduation GPA and no failing grade (WF or F grade) in a Pass/Fail (P/F) course. A minimum GPA of 1.0 is required if the program does not have a Graduation GPA requirement.

Academic Warning — A term Grade Point Average (GPA) that is less than the program's Graduation GPA or a failed grade (WF or F grade) in a Pass/Fail (P/F) course. If the program does not have a Graduation GPA requirement, Academic Warning applies to a term GPA less than 1.0.

Students on Academic Warning should contact their Academic Advisor to develop a Learner Success Plan to best ensure their academic success in their next term of studies. Students will receive an email to their NorQuest email account with more information.

Required to Withdraw — A mandatory withdrawal after two subsequent terms of Academic Warning (AW) decisions or repeated failure (WF or F grades) of the same required Pass/Fail (P/F) course.

Students that are Required to Withdraw are strongly encouraged to contact their Program Advisor as soon as possible. They will work with students to develop a Learner Success Plan to return to good standing. Students will receive an email to their NorQuest email account with more information. Students who are Required to Withdraw (RTW) will be withdrawn for a minimum of one (1) mandatory term in their program.

Students who are RTW will not be allowed to take other courses during their withdrawal period, unless those courses have been identified by the program advisor as key to demonstrating success (e.g., upgrading courses to support academic gaps).

Programs may require an extended withdrawal period and must communicate this at the time of the initial withdrawal.

If you would like to appeal a Required to Withdraw decision, click [here](#).

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

Some courses require students to write an exam(s) to demonstrate that they have met the course outcomes.

Although not all exams are proctored (supervised), some will require supervision. You must write your exam through the predefined 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) to meet 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(s) and check with your instructor (or on Misiwe Pehtâkwan) if you have any questions about how and when your learning will be assessed.

Missed Examinations

If you will be absent from writing a scheduled examination, you must notify the program office and/or instructor before the exam writing time. You must 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:

- Notify your instructor and exam proctor (if different) by email as soon as possible if you are not able to write the exam as scheduled.
- 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 Misiwe Pehtâkwan.

- The instructor, with the Program Chair's approval, will decide about your deferral.

If your 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 and before the course end date. Program Chair approval is required for longer deferrals. 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 5 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 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, to protect exam integrity. If it is possible to arrange a face-to-face meeting, online exams may be printed and

reviewed. The exam and all exam materials must remain with the instructor throughout the review; likewise, taking notes or pictures is prohibited. You may ask your instructor questions about the exam during the meeting.

Exam-Writing Protocol

In addition to the expectations already outlined, your program or individual courses may have additional policies and procedures related to exam writing. It is your responsibility to review and follow all program and course expectations. If you have questions about any exam requirements, contact your instructor well in advance of the exam.

Students are also expected to review the exam instructions or guidelines posted in Misiwe well in advance of the scheduled exam. Reviewing the instructions early allows you to understand the exam requirements, confirm that you have the necessary technology, resources, or permitted materials, and seek clarification if needed. Waiting until the day of the exam may not provide sufficient time to resolve questions or technical issues, which could affect your ability to successfully complete the assessment. Please reach out to your instructor if you have questions about the rules and expectations.

Academic Integrity during Exams

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](#). Failure to do so may result in academic penalties. The examiner could terminate the exam and/or report it to your instructor.

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.

WITHDRAWING

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

Please see Add, swap, drop, or withdraw from courses or Withdrawal Chart for more information on the [NorQuest website](#).

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.

STUDENT RIGHT AND RESPONSIBILITIES

NorQuest College is committed to maintaining high standards of non-academic conduct and academic performance and integrity, to foster a learning environment conducive to the personal, educational, and social development of its students. This commitment is founded upon the principles of fairness, trustworthiness, honesty, respect, and responsibility.

The college expects that its students will be guided at all times by these principles in the work that they submit and the behavior in which they engage. As members of this learning community, students have both fundamental rights and consequential responsibilities. NorQuest commits to protect and enforce under the provisions of the specific procedures related to the Student Judicial Affairs Policy for the benefit of the entire college community.

Student rights

Students have the right to:

- an educational environment that is safe, secure, and conducive to learning, and protects students from discrimination, harassment, indignity, or injury
- the protection of their privacy according to college policy and privacy legislation
- reasonable and legitimate access to statements of college policies and procedures
- due process and procedural fairness in any investigation of alleged improper student conduct or alleged violations of college policy

- freedom of inquiry, expression, belief, political association, and assembly, if they are lawful and do not interfere with the rights of others or with the effective operation of the college or violate college policy
- reasonable and legitimate access to college buildings and facilities
- membership in an independent students' association, and participation in its governance and activities, subject only to its bylaws
- timely and accurate information about the content and requirements of their courses and programs
- the availability of their instructors for help outside of scheduled class periods at mutually agreeable times and through mutually acceptable modes of communication
- reasonable and supervised access to their official student records as contained in their permanent file
- consult any written submission for which a mark has been assigned and to discuss the submission with the examiner
- request an impartial review of any grade

Student responsibilities

Students have a responsibility to:

- help in making the college learning community respectful, safe, and inclusive by refraining from (and discouraging in others) conduct that threatens or endangers the health, safety, well-being, or dignity of any person(s)
- exercise their rights and freedoms with integrity, respect for the rights of others, and acceptance of accountability for their words and actions, whether acting individually or as a member of a group
- abide by all relevant college policies and take part in related procedures, as required
- familiarize themselves with academic regulations, including graduation and program completion requirements
- follow the policies of any employer or host organization where the student is involved in a work placement, site visit, practicum, or clinical placement

- respect the property of others, including the college's buildings and facilities
- conduct themselves honestly in their academic work and responsibly in their non-academic behaviour
- comply with all requirements set out in course outlines, assignments, tests, and examinations
- adhere to class attendance policies and notify instructors in a timely manner of unavoidable absences
- take part in class activities, as instructed
- respect the instructor's right to determine course content, instructional methodology, and evaluation
- respect the instructor's right to manage the classroom and to set norms for acceptable behaviour
- maintain timely and respectful communication with appropriate college offices and personnel, whether in person or through electronic means

STUDENT REPRESENTATION

SANQC

SANQC is the Students' Association of NorQuest College (SANQC), dedicated to serving and representing students.

Guided by a Students' Council — elected by you — we advocate on behalf of all students and work to ensure College policies remain student-centered.

We are here to be your voice, speaking up on the issues that affect the student community at NorQuest College.

Program Advisory Committee (PAC)

Program Advisory Committees (PACs) create meaningful dialogue between NorQuest College and its industry and community partners. Sharing ideas with and gaining input from PACs helps NorQuest plan for the future and address industry and provincial needs today. PACs support NorQuest College's three strategic priorities: workforce relevance, enhanced presence, and unique market position.

Program Evaluation & Feedback

It is important to NorQuest College that you receive quality programs and services and can 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 of 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.

WORK-INTEGRATED LEARNING

Work-Integrated Learning (WIL) connects your academic experience to the real world. Through WIL, learners deepen their knowledge, develop their network, and build a strong foundation to launch their careers.

The WIL component is vital to students' overall learning experience. It provides hands-on practice in your chosen discipline and meaningful opportunities for self-reflection and skill development.

Students will work in a supervised setting under the supervision of an experienced registered or licensed professional or qualified preceptor/instructor. This type of supervision is required for practice-based work experience that forms part of the requirements for professional licensure, certification, or completion of an academic program.

A successful WIL experience is built on a strong partnership between the student, the College, and the employer-partner. Each student is supervised by a preceptor or instructor at the site who provides informal and formal feedback, as well as NorQuest College Career Coach who supports the student's progress and offers ongoing guidance throughout the placement.

Requirements to Participate in WIL

1. **In order to participate in a WIL experience, you must successfully pass all prerequisite courses, obtain the required grade, be in good academic standing, and complete all To-Do List items listed on MyQuest.**
 - a. For detailed information about each program's To Do List, please see: [Work, practicum, and clinical requirements.](#)
 - b. 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. **This program requires you submit a clear Police Information Check (PIC) prior to attending WIL.** All fees required to obtain a Police

Information Check are your responsibility. All PICs must be obtained from your local RCMP or police services. Police checks by third-party or online vendors are not accepted. You are responsible for any costs associated with getting your PIC. For more information, please see: [Police Information Check](#).

- a. 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.
 - b. Police Information Checks are due no later than 45 days prior to the start of the WIL term.
 - c. Students must be able to produce copies or originals of these items in the event they are asked by the site to provide them.
3. **Complete required Alberta Health Services or Covenant Health modules prior to practicum.**
 - a. Before starting a practicum, students who have placements with AHS or Covenant Health must complete the AHS or Covenant Health Information & Privacy online learning modules.
 4. **Sign a confidentiality agreement and WIL Student Agreement as per program requirements.**
 5. **Complete any additional requirements as stipulated by NorQuest's Career Centre.**

Additional WIL Requirements for International Students

International students must have the required work authorization to participate in a work-integrated learning experience in the community. For more information about these requirements, please visit [NorQuest's International Office](#) or speak with an [International Student Advisor](#).

WIL Information & Process

NorQuest's Career Centre supports students prior to, during and beyond their work-integrated learning (WIL) experience.

In the practicum, students will spend 120 hours working in a community agency or institution. Students will practice the skills learned in their program in a supported and supervised environment. Please note that work-integrated learning placements are contacted and coordinated by NorQuest College.

For any questions about your upcoming work-integrated learning experiences, please contact NorQuest's Career Centre at careercentre@norquest.ca

WIL Handbook

As you approach your work-integrated learning (WIL) experience, you will receive a WIL Handbook outlining the roles and responsibilities of students, employer partners, and NorQuest College. The handbook also details WIL requirements—including attendance expectations, mandatory forms and assignments—along with information on site visits, WCB and health and safety, evaluation processes, and other essential guidelines.

WIL Limitations and Disclaimer

Please note the following:

1. NorQuest College is responsible for securing WIL placements and will contact potential sites on behalf of learners. Learners are asked not to reach out to WIL sites directly regarding placement opportunities.
2. Every effort is made to place learners within their requested area, but students may be placed in other areas, depending on the availability of sites.
3. Students are responsible for transportation to and from the WIL site and associated costs. Students may be expected to travel up to 90 minutes or 100 kms by public transit to reach their WIL site destination,

if they do not have a personal vehicle. Learners are responsible for these associated costs.

4. Learners must ensure that they have adequate transportation and childcare for the duration of the WIL experience. Students are responsible for these costs.
5. Due to circumstances beyond our control, NorQuest College cannot guarantee learners a WIL experience.
6. If learners are unsuccessful in any course twice, including the WIL experience, the student will be withdrawn from the program and/or will face academic penalties as per academic and program policies. Please see the [Academic Standing Policy here](#) for more information.
7. Learners with an unclear Police Information Check are at risk of NOT being able to proceed with the following:
 - e. acceptance for a WIL experience
 - f. completing the program
 - g. finding employment
 - h. registering with their professional regulatory body. [Please see further information regarding Unclear PIC here.](#)
8. Learners must have permission to complete their WIL experience at their place of work.
9. In rare circumstances, learners may receive permission to complete their WIL experience at the same location where a relative works.
10. Learners 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.
11. 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 learner is engaged in the WIL experience. [Please find our Work-Integrated Learning Procedure here.](#)
12. Learners must complete and pass all courses on time in the term prior to practicum beginning. Failure to do so will result in the placement being canceled.
13. Learners in mentorship/preceptorship will work the same hours as the supervising preceptor/supervisor/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.

14. Learners 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.

Fitness to Practice and Work-Integrated Learning Placements

Students participating in Work-Integrated Learning (WIL) activities, including practicums, clinical placements, field experiences, and other placement-based learning, must be able to participate safely, professionally, and effectively in the placement environment.

Fitness to practice means being able to meet the essential requirements of a placement, with reasonable accommodations where appropriate, while following professional, ethical, and safety expectations.

NorQuest College is committed to supporting students and accommodations in accordance with the college's Duty to Accommodate Students with Disabilities [Policy](#). Students who may require, or believe they may require, accommodations during a placement are expected to contact Accessibility Services as early as possible - before placement planning begins, to discuss potential needs, barriers, and available supports.

Health conditions, disabilities, and accessibility needs can change during a placement. If this happens, students are expected to contact their instructor, WIL Coach, or Accessibility Services as soon as possible so that supports and accommodations can be reviewed and any concerns related to fitness to practice can be addressed.

Students are responsible for requesting accommodations from Accessibility Services in a timely manner so that reasonable supports can be explored and implemented where possible. It's best to register with Accessibility Services early- preferably in the first few weeks of your program- so we have enough time to explore and set-up supports for your placement. We recommend registering and/or discussing WIL needs at least three months before your

placement starts. If you apply late or need more complex supports, your WIL start date may need to be moved.

If concerns arise about your ability to meet the essential requirements of a placement safely or professionally, NorQuest College may require you to participate in a fitness-to-practice review or assessment and will work with you throughout that process.

Career Centre Statement

The Career Centre is here to help you prepare for jobs and future careers. You can access no-cost, one-on-one career coaching, workshops and events, and [CareerQuest Hub](#) (the online job board) at any point during your studies. After you graduate, Career Centre services remain available for up to six months.

Learn more by visiting norquest.ca/careercentre.

ACADEMIC SCHEDULE

- The academic schedule provides important dates, schedules, closures, and deadline information.
- Individual classes which do not follow the regular 16-week schedule will have different associated dates as a result.
- Log in to [MyQuest](#) to see precise dates and deadlines for your classes.

MYQUEST

Once you apply to a NorQuest program, you are issued your lifetime MyQuest username and password.

You can access MyQuest anywhere there is Internet. You should 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.

Outlook 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 Outlook daily.

When communicating with the College:

- Include your name and student ID number in your e-mail/voice messages to instructors and support team.
- Send all e-mails to the College using your Outlook email address (your@norquest.ca email).

GRADUATION & CONVOCATION

Once you complete all courses and other requirements of your program, you will have the opportunity to apply to graduate and attend convocation. Convocation is a ceremony celebrating the success of graduates from all programs. It takes place in May each year. Our instructional team looks forward to this event each year to recognize the hard work and success of our students.

Regardless of whether or not you attend convocation, you must apply to graduate in order to receive your credential.

Please monitor your student email and the NorQuest College website for important information about applying to graduate and planning for convocation. Please see: Applying to Graduate.

OLSON CENTRE FOR HEALTH SIMULATION

The Olson Centre for Health Simulation uses simulation training to improve patient safety, quality of care, health care, and human services education.

Simulation-based health education bridges classroom learning to clinical practice. You'll take part in structured, realistic simulation experiences and apply your knowledge and practice technical skills, communication, and clinical judgment in real time. These learning experiences take place within a controlled and psychologically safe setting. After each simulated experience, guided debriefing sessions will help you critically reflect on your experience, connect theory to practice, and build professional skills and judgement.

If you are required to use the Olson Centre during your studies, more information about the Centre, activities and lab requirements will be shared with you by your instructors.



MENTAL HEALTH AND ADDICTION SUPPORT WORKER PROGRAM

Program Team

Dean Jennifer Mah	jennifer.mah@norquest.ca
Associate Dean Lisa Selvey	Lisa.Selvey@norquest.ca
Program Chair, Post-Diplomas & MHSD Becky Kelley	becky.kelley@norquest.ca
WIL/Practicum Coordinator	HealthWIL@norquest.ca For To Do List inquiries: Healthtodolist@norquest.ca
Student Advisor(s)	student.advisor@norquest.ca
International Student Advisor(s)	international@norquest.ca
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>

Message from the Chair

Program Chair, Becky Kelley, BSc, MA

Welcome to the Mental Health and Addictions Support Worker diploma program in the School of Health Sciences within the Faculty of Health! The Mental Health & Addictions Support Worker team will support you throughout your program. I encourage you to reach out to your instructors for support during your program and refer to this handbook for key Information. You may always reach out to me if you have questions or need guidance in finding support or answers.



Program Overview

Make a meaningful impact in your community by supporting individuals recovering from mental health and addiction challenges. Gain practical, hands-on experience to help clients access the care they need, promote mental health awareness, and strengthen continuity of care across healthcare, social services, and outreach programs.

Program Roles and Responsibilities

Students in the Mental Health and Addiction Support Worker Program will work with the following instructional team members:

Instructors

Instructors are responsible for:

- Facilitating learning, communicating course information, and answering questions related to course content
- Providing up-to-date course resources and assessments such as course outlines, schedules, learning materials, assignments, and exams
- Monitoring and recording student progress
- Grading student assignments and providing feedback to the student

Chair, or Designate

The Chair is responsible for:

- Collaborating with the advisor to support students with alternate program completion plans, and learner success plans.
- Approving final course grades
- Program operations and administration
- Liaise and communicate with external and internal partners and affected parties for program quality and feedback
- Academic appeals
- Faculty recruitment and development
- Program and curriculum quality

Student Advisor

The student 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
- Providing information if:
 - Student wants to change course registration
 - Student has failed, withdrawn, or need to take a break from the program
 - Student would like to transfer to another delivery option

Administrative Support

The Program 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.

Program Operation team members work closely with program areas. Some of their responsibilities include:

- Responding to student inquiries
- 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.)

What to expect from the program

This program prepares you to support individuals recovering from mental health and substance use challenges. You'll develop practical, hands-on skills and the confidence to provide meaningful, recovery-focused support, apply trauma-informed approaches, work effectively as part of a care team, and help clients make progress in their treatment and daily life.

You will learn how to:

- Build trusting and respectful relationships with clients, colleagues, and community partners
- Use recovery-focused, trauma-informed, and culturally responsive practices to support clients from diverse or underserved populations
- Identify community resources, services, and referral pathways
- Coach and assist clients with tasks in their treatment plans
- Make professional and ethical decisions
- Practice self-care to support your wellbeing
- Serve as a steward and ambassador for positive mental health in your community

When you graduate, you'll be ready to fill crucial frontline roles, providing continuity of care where it's needed most.

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. Students must be considered in good academic standing and graduate with The Interdisciplinary Therapy Assistant Diploma.

Stay in Touch!

Your instructional team have invested in your success, and we love to hear how our graduates are doing in the workforce or in furthering their studies. Please keep in touch with the program area via the Chair 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.

