Practical Nurse Refresher Student Handbook
2018-2019 Academic Year

Date: Rev. August 21, 2018
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MESSAGE FROM THE DEAN

JACKIE NELSON, RN, MPH

Welcome to the Faculty of Health and Community Studies! We are very pleased that you have chosen NorQuest College as a starting point on your journey to becoming a Licensed Practical Nurse. Here, you will find highly qualified nursing instructors, an effective program curriculum, and a supportive learning environment.

As a graduate of the NorQuest College Practical Nurse Program, you will have excellent career opportunities in a variety of health-care settings. You will also have opportunities to further your education through other programs and continuing education courses offered at NorQuest College, and via transferability to accredited educational institutions throughout Alberta.

You can expect to study and work hard through this challenging program. When you graduate and become employed as a Licensed Practical Nurse, your reward is the opportunity to make a positive impact on the lives of others on a daily basis.
NORQUEST COLLEGE 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
- promote health and wellness

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-centred approach
- set clear expectations, measure results and demonstrate accountability
- promote teamwork, cooperation and sharing throughout the College
- follow fair process in accomplishing our objectives

PRACTICAL NURSE (PN) PROGRAM LEADERS

DEAN – Faculty of Health and Community Studies
Jackie Nelson, RN, MPH  jackie.nelson@norquest.ca

ASSOCIATE DEAN – Faculty of Health and Community Studies
Jennifer Mah, RN, MN  jennifer.mah@norquest.ca

ASSOCIATE DEAN – Faculty of Health and Community Studies
Judith Anderson, PhD, QMed  judith.anderson@norquest.ca

PROGRAM CHAIR – Practical Nurse Program
Brenda Young, RN, BScN  brenda.young@norquest.ca

ASSOCIATE CHAIR – Curriculum
Kari Ubels, CD, HBScN, RN  kari.ubels@norquest.ca

ASSOCIATE CHAIR – Lab
Katrina Blacklock, RN, BScN, MEd  katrina.blacklock@norquest.ca

ASSOCIATE CHAIR – Clinical
Dustin Chan, RN, BScN  dustin.chan@norquest.ca

ASSOCIATE CHAIR – Alternate Deliveries (Online, Hybrid, Refresher, Regional, & Evenings/Weekends)
Ayshea Thornton, LPN, BA  ayshea.thornton@norquest.ca

ACADEMIC ADVISORS
pn.studentadvisor@norquest.ca

STUDENT NAVIGATORS
Student.Navigator@norquest.ca

CLINICAL PLACEMENT
ClinicalPlacementTeam@norquest.ca

HYBRID DELIVERY
pnhybrid@norquest.ca

ONLINE DELIVERY
pnonline@norquest.ca

EVENING and WEEKEND DELIVERIES
pn.evenings@norquest.ca

WETASKIWIN
pn.wetaskiwinf2f@norquest.ca
CONTACT INFORMATION

The Edmonton Main Campus consists of four separate buildings and you can find more information about the Campus at:

BUILDING LOCATIONS - CIVIC EMPLOYEES LEGACY TOWER (CELT), SINGHAMAR CENTRE FOR LEARNING (SCFL)

**CELT**
10215-108 Street
Edmonton, AB T5J 1L6
Main Reception
Phone: 780-644-6395 / Fax: 780-644-6339
Toll Free: 1-888-272-5271

**SCFL**
10215-108 Street
Edmonton, AB T5J 1L6
NorQuest Interdisciplinary Simulation Centre is located in this building.

OFFICE OF THE REGISTRAR

Civic Employees Legacy Tower
10215-108 Street
Edmonton AB, T5J 1L6
Phone: 780-644-6000 / Fax: 780-644-6013 / Toll Free: 1-866-534-7218
Email: info@norquest.ca enrolment@norquest.ca

CAMPUS LIFE

Please visit your student website, at www.student.norquest.ca for information on news, events, and resources available to you.

BOOKSTORE

Singhmar Centre for Learning
Room 1-091
Phone: 780-644-6203
Email: studentbookstore@norquest.ca

**Hours of Operation**
Monday – Friday, 7:45 a.m. - 4:30 p.m.
*(CLOSED: Weekends & Statutory Holidays)*

Email: studentbookstore@norquest.ca
http://www.norquest.ca/resources-services/facilities/bookstore.aspx
BOOKLISTS

Booklists are available to view at the bookstore, or online at:
http://www.norquest.ca/resources-services/facilities/bookstore/booklists.aspx

CAMPUS NON-SMOKING POLICY

NorQuest College supports a safe and healthy work and learning environment for students, employees, contracts, and visitors by providing a smoke-free environment on college property and within College buildings. NorQuest does not permit smoking, including the use of water pipes, electronic cigarettes, or other similar battery operated devices at any college location. The college has no designated smoking areas.

EMERGENCY PROCEDURES

EVACUATION:  http://www.norquest.ca/resources-services/college-services/security-services/evacuation-procedures.aspx


LOCKER RENTALS

Find locker rental information at:

PARKING

For information regarding student parking at NorQuest College please visit;
https://www.norquest.ca/resources-services/college-services/parking.aspx

It is the student’s responsibility to contact the following parking providers for further information:

**Impark**
10239-107 Street NW
Edmonton, Alberta  T5J 1K1
Phone: 780-420-1976

**Diamond Parking Services**
#100-9939 Jasper Avenue
Edmonton, Alberta  T5J 2W8
Phone: 780-481-4600

SCENT-FREE ENVIRONMENT

NorQuest College maintains a scent-free environment. No perfumes or colognes permitted in the classroom, lab, or clinical setting.
HEALTH & WELLNESS

COUNSELING SERVICES

Singhmar Centre for Learning
Room 1-101 (walk-in)
Phone: 780-644-6130
Learning to be a student and finding balance can be challenging. You do not have to do it alone.

NorQuest College offers professional and confidential counselling at no cost to registered students. Our educational counsellors, also known as success partners, are psychologists and possess a wide range of expertise and knowledge.

Counsellors provide students with guidance and assistance to cope more effectively with problems that interfere with academic achievement, personal growth, and career development.

HEALTH SERVICES

Singhmar Centre for Learning
Room 1-101 (walk-in)
Phone: 780-644-6155

Nurses are located at the downtown campus and are available for appointments during regular College hours.

We are committed to providing professional and confidential services to the students and staff at NorQuest College in a safe and competent manner. Although priority is to appointments, walk-ins are always welcome.

FINANCIAL AID & SPONSORSHIP

FINANCIAL AID

First Floor
Civic Employees Legacy Tower
Phone: 780-644-6130

NorQuest College Student Financial Aid understands that when you are a student, money matters! We specialize in helping students identify their eligibility for a number of different financial resources that will assist with educational and/or living costs while they are attending NorQuest College.
https://www.norquest.ca/resources-services/student-services/funding-your-education.aspx
SCHOLARSHIP, BURSARIES & AWARDS

Students are eligible for a variety of scholarship opportunities. You can review this information at: http://www.norquest.ca/resources-services/student-services/funding-your-education/scholarships,-bursaries-awards.aspx

If you need assistance, you may consult your Student Navigator. Student.Navigator@norquest.ca

ACADEMIC SUPPORT

SERVICES FOR STUDENTS WITH DISABILITIES

The student is responsible to disclose any information to the Program Area that may affect their success in the program.

If the student requires an accommodation for classroom activities, exams or clinical environment, it is their responsibility to discuss their needs with the instructor, Academic Advisor or Associate Chair. Accommodations are assessed through Student Services. If exams are to be written outside of the classroom (Room 2-074, Singham Centre for Learning), please inform your instructor in advance so that the program area can arrange for the exam to be ready for you. Exams must be booked for the same time as the in-class exam.


- If a student’s accommodation includes audio recording for lectures, they must contact their Learning Support Specialist to provide an authorization form for their course instructor. https://www.norquest.ca/NorquestCollege/media/pdf/publications/NorQuest-Student-Guidebook-Plain-Language-May-2014.pdf

- Students with allergies should be aware that in this program, you might use a variety of materials in your learning. It is the student’s responsibility to be aware of their environment, ask for clarification as required, and inform the instructor or Associate Chair about any concerns.

Becoming a Licensed Practical Nurse in Canada: Requisite Skills & Abilities

In nursing, there is a duty to public safety. While students can assume risk to themselves, it is the College’s responsibility to ensure that the student does not pose a risk to others. Students with a mental and/or physical disability should review the “Becoming a Licensed Practical Nurse in Canada: Requisite Skills and Abilities” document available through the CLPNA website: http://www.clpna.com/wp-content/uploads/2013/02/doc_CCPNR_CLPNA_Requisite_Skills Abilities.pdf
LIBRARY, MOODLE, PRINT SERVICES, COMPUTER COMMONS

LIBRARY

Singhmar Centre for Learning
2nd Floor
Phone: 780-644-6070
Text: 587-600-0084
Online: https://library.norquest.ca/about.aspx

Hours of Operation:

Monday-Thursday
7:30 a.m. – 7:00 p.m.
Friday 7:30 a.m. – 5:00 p.m.
Saturday 12:00 p.m. - 5:00 p.m.

TUTORIAL CENTRE

Singhmar Centre for Learning
2nd Floor
Phone: 780-644-5864

Experienced, professional tutors can help you in-person or online. Based on your needs, there are a number of FREE services available.
https://www.norquest.ca/resources-services/student-services/tutorial-services.aspx

MOODLE SUPPORT

All courses in the PN Program utilize Moodle, our online learning management system, for course materials. Upon registration, you will receive login information via your MyMail account. Course materials may include review materials, handouts, course outline, PowerPoints, notices from your instructor, course syllabus, assignments and exams. It is important that you login and review the course materials and information regularly.
https://www.norquest.ca/resources-services/resources/student-tools-support.aspx
COMMITTEES/COUNCILS/ASSOCIATIONS & STUDENT REPRESENTATION

ACADEMIC COUNCIL

The Academic Council members meet once a month and play a meaningful role in the governance of NorQuest College. Council consults with the College community as appropriate, before making recommendations or approvals and members understand that it is their obligation to make decisions based on the best interests of the College. Elected by the Students Association, no more than ten students can represent their peers on this council.

https://www.norquest.ca/about-us/governance/academic-council.aspx

COLLEGE OF LICENSED PRACTICAL NURSES OF ALBERTA

The College of Licensed Practical Nurses of Alberta (CLPNA) is the regulatory (licensing) organization for the province’s 14,000 Licensed Practical Nurses. The CLPNA is a non-profit, non-government; regulatory organization led by LPNs. CLPNA exists to protect Alberta healthcare users - the public. This body regulates the profession of Licensed Practical Nursing, setting and maintaining standards to ensure the public receives safe, competent, and ethical healthcare services.

PROGRAM ADVISORY COMMITTEE (PAC)

Each program in the Faculty of Health & Community Studies has an active Program Advisory Committee, made up of educators, practitioners, industry leaders, alumni, and students. The purpose of this committee is to provide guidance to the program area in ensuring the curriculum and its delivery is current and relevant to the workforce. The PAC for this program meets at twice a year during the month of May and November.
STUDENT PRACTICAL NURSE SOCIETY (SPNS)

The Society was created to assist the integration of nursing students into the practical nurse school community fostering a cohesiveness within the program. Along with organizing fun events, students developing their public speaking and leadership skills while also taking time to assist with volunteer activities. These students also act as ambassadors of the Practical Nurse program at NorQuest.

SPNS email information: Studentpracticalnurse.society@gmail.com
SPNS webpage: Studentpracticalnursesociety.weekly.com
Instagram: SPNS NorQuest College
Facebook: Student Practical Nurse Society

STUDENT’S ASSOCIATION

Advocates on behalf of the students to the College, government, Student Finance Board, and other organizations regarding issues that concern students. The Students’ Association also organizes a variety of social and cultural events within the College.

You are encouraged to become an active part of campus life at NorQuest College, by becoming involved in the Student Association. The office is located in Room A121 and the phone number is 780-644-6250.

More information on events, services, and opportunities to be involved are found at: http://www.sanqc.ca/

OFFICE OF STUDENT JUDICIAL AFFAIRS

STUDENT CONDUCT IN ACADEMIC MATTERS

It is the student’s responsibility to read, and ensure they understand the standard practices for their program area and the College. You are responsible for following the policies.

In addition, please refer to our website for more information on the Office of Student Judicial Affairs (OSJA) OSJA@norquest.ca, which coordinates the administration of the Student Management Policy and Student Judicial Affairs procedures. These policies and procedures govern student academic and non-academic behaviour, performance, and integrity, and provide a means for dispute resolution. It is the student’s responsibility to understand the processes and procedures related to the Office of Student Judicial Affairs, including the “Student Rights & Responsibilities” and the “Student Code of Conduct”, which can be found on the College website at: http://www.norquest.ca/resources-services/student-services/office-of-student-judicial-affairs.aspx

STUDENT RIGHTS & RESPONSIBILITES

NorQuest College is committed to maintaining high standards of non-academic conduct and academic performance and integrity, in order to foster a learning environment conducive to the personal, educational, and social development of its students. This commitment is founded upon the principles of fairness, trustworthiness, honesty, respect, and responsibility.
The college expects that its students guide themselves at all times by these principles in the work that they submit and the behaviour in which they engage. As members of this learning community, students have both fundamental rights and consequential responsibilities that NorQuest commits to protect and enforce under the provisions of the specific procedures related to this policy for the benefit of the entire college community.


**STUDENT CONDUCT**

The College expects that students uphold a high standard of personal conduct during their time at NorQuest, in preparing students to be members of a health care team. As well, you are responsible for upholding the conduct as listed below: http://www.norquest.ca/resources-services/student-life/student-policies/student-conduct.aspx

**CONDUCT OF THE PRACTICAL NURSE STUDENT**

**PROFESSIONALISM**

As Practical Nurse students, you are a valued member of the health care team. Nursing is a most trusted profession that reflects your own values as well as those of your profession and NorQuest.

The responsibility to oneself, the public, clients, to the profession, and colleagues (Principles of CCPNR Code of Ethics) is to conduct oneself in a professional manner in your learning and clinical practice. The Canadian Council of Practical Nurse Regulators maintains the standards of professionalism and requires its members to “conduct themselves in a manner that upholds the integrity of the profession,” and is consistent with the privilege and responsibility of self-regulation.

You demonstrate professionalism by how you present yourself to the world. The CLPNA website states members are “proud professionals” and as such “are accountable for practicing within professional standards and maintaining and enhancing their professional competence.”

The Practical Nurse Program at NorQuest College prepares students to be professionals. It is challenging to understand and implement “professionalism” into one’s individual practice. Opportunities present every day for students to adopt and practice professional behaviours.

The Registered Nursing Association of Ontario (RNAO) published “Professionalism in Nursing” in 2007 (http://rnao.ca/bpg/guidelines/professionalism-nursing). It identifies a set of eight attributes that exemplify professionalism in nursing. Students are expected to develop professional behaviours throughout the program. Developing the eight attributes needed as a student are listed in the next section.
COMMITMENT TO PROFESSIONALISM FOR PN STUDENTS

ACCOUNTABILITY
Students are responsible for their own learning needs and for the nursing care provided. Be aware of your learning needs and deficits, and seek learning opportunities with your instructor or preceptor. Be on time and be prepared for your commitments. This includes completing your readings prior to class; watching your videos and practicing prior to coming to your scheduled lab; and completing all of your research and preparation prior to your clinical day.

Being accountable also means, “taking responsibility by admitting mistakes, owning our own actions and trying to rectify misunderstanding” (Margaret Marean, June 2009). Providing safe, competent nursing care is a nurse priority, however errors do happen. If you think you made an error, it is your responsibility to report it immediately to the instructor or preceptor and work on mitigating solutions. Be reliable, ready, prepared, and on time. Ensure you are aware of your professional responsibility and accountability:

Get to know and understand an LPN’s scope of practice and relating legislation. Review the Practice and Policy documents: Practice & Policy - College of Licensed Practical Nurses of Alberta. Use this to understand and clarify the boundaries and limitations of your nursing practice.

ADVOCACY
Almidei (2010) defines advocacy as "seeing a need and finding a way to address it" (p. 4). This means advocacy for yourself, your peers, and your clients and for your nursing profession. As a learner, be aware of your learning needs and styles. Be assertive rather than aggressive, in getting your needs met so you can get the most out of your learning experiences. Ask questions!

In the clinical area, advocacy means to understand and support clients’ needs from their perspective. Show empathy and exhibit a non-judgmental attitude.

There are many opportunities upon graduation to get involved in the CLPNA, professional practice initiatives, and policy development, both within healthcare organizations and with your professional body. Being an advocate means being informed, talking to others, gathering support, and presenting ideas in a way that is non-judgmental, and informative.

AUTONOMY
Nursing involves both independent and interdependent decision making determined both organizationally (i.e. NorQuest College, health care institutions) and professionally (CLPNA). With the increase in scope of practice and responsibility of the LPN, there is also an increase in autonomy. Working within your professional standards, knowledge and expectations you will have the authority to make decisions and act in the best interest of your patients and your profession. It is mandatory, both as a student and an experienced nurse, to know whom and when to ask, seek assistance or report issues.
COLLEGIALLY AND COLLABORATION
During your education at NorQuest, you will establish collaborative relationships with other students, instructors, preceptors, staff, and other health care providers. This includes being a part of an interdisciplinary team, and/or mentoring other students from your class or at the College.

Practice effective communication skills. This includes listening with empathy, honesty, confidentiality (awareness of FOIP) and not participating gossip or perpetuating rumors.

Use social media wisely. There are risks and challenges in using social media. Our personal and professional use of social media should not compromise the integrity of the College, students/faculty or confidentiality of clients entrusted to our care.

Show respect. Treat others with courtesy and politeness. This applies to your peers, your instructors, the staff and your patients for whom you care.

ETHICS AND VALUES
It is expected that students make the right decisions based on rules of society and the nursing profession. This means maintaining respect, integrity, a positive attitude, dignity, privacy, and confidentiality. Your instructors are here to guide you when decision-making becomes difficult. Nursing is a profession that challenges your own personal values. Being a professional means recognizing your own personal values, and putting them aside to give the care that your client needs.

Identify and incorporate your professional code of ethics with your personal one. The Code of Ethics from the Canadian Council or Practical Nurse Regulators (CCPNR) include such values as integrity, dignity, positive attitude, and respect. (http://www.ccpnr.ca/wp-content/uploads/2013/09/IJLPN-CE-Final.pdf)

As a PN student, you are a valued member of the health care team. Nursing is a most trusted profession, with the ability to “make a difference”, to learn, grow and give back.
As a NorQuest PN student, you will be required to work with many different people in classrooms, labs and clinical settings including:
- People from other cultures and religions
- Various gender identities

INNOVATION AND VISION
As a student, you can participate by providing feedback to instructors, College, and CLPNA to help shape the future of nursing. You may be asked to participate in focus groups, or as a class representative. Share new ideas and become involved in new initiatives whenever possible. Innovation in nursing allows health care to grow and create optimal patient outcomes.

KNOWLEDGE
Establish, maintain and continue to enhance a sound knowledge base through good study practices and techniques. This includes studying outside of class time, arriving prepared for class, lab and clinical with assignments done. You will be expected to demonstrate role competency, first as a beginner, and
then progressively more competent as you move through the program. As your knowledge and skills increase, so will the expectations.

Use evidenced based theory, practice and clinical knowledge to develop role competence. This includes the use of critical thinking in knowledge application, and the ability to discern information from a variety of sources. As new information/research is available, remain flexible and open enough to change your thoughts and your nursing skills and practice.

You will also be expected to share that knowledge both as a student and as a practicing health care provider through discussions and presentations with peers, instructors, preceptors, clients, their family, and other health care providers.

Develop cultural competency. Be open to acquiring knowledge of the diverse cultural similarities and differences and how that may influence health care, both as a client receiving care and a nurse providing care.

**SPIRIT OF INQUIRY**

There is much to learn. Ask questions to obtain new knowledge and for clarification. Ask for specific feedback to enhance your knowledge and your nursing practice. In the clinical setting, seek out policies and procedure manuals. Ascertaining the right way to proceed is mandatory in order to provide competent and safe nursing care, and it is your responsibility to do so.

Commit to learning throughout your life. Continual improvement of knowledge, skills and competence is necessary to keep up with changing practices in health and in nursing.

Be open minded and receptive to new ideas. Explore new knowledge. Ask questions. Stay current and up to date with changes in the delivery of health care related to new research and development.

**UNPROFESSIONAL BEHAVIOUR**

If a student violates a professional attribute, in accordance with CLPNA Competencies, then the following steps may occur:

**Step One:** Verbal warning to the student. Students receiving a verbal warning are expected to provide strategies to assist with managing their behaviour. Verbal discussion regarding the student services that may assist the student with unprofessional behaviour will also occur.

**Step Two:** If the unprofessional behaviour continues, a Non-Academic Misconduct form or a Performance Improvement Plan (PIP) is implemented. This process intends to provide feedback in writing and to give the student the opportunity to ensure they understand the expectation. This tool also provides the student with written documentation of support services available that may assist in mitigating unprofessional behaviour. Depending on the severity of the unprofessional behaviour the PIP or Non-Academic Misconduct form could be applicable for the remainder of the program.
Step Three: If the violation of the professional attribute or competency occurs, then the student fails the course. Failure of the course may result in both academic and financial penalties.

SOCIAL MEDIA

NorQuest College students are reminded that posting content on the Internet, including the use of social media, whether on behalf of the college or for personal purposes, is public, immediate, and permanent. As such, you are expected to be transparent, thoughtful, and respectful to protect your personal and professional reputation, as well as that of the college. For more information, refer to External College Communications Procedure and NorQuest College Policies links provided below.


As a future member of the College of Licensed Practical Nurses of Alberta (CLPNA), you are also expected to follow the practice guidelines of the profession when using social media. The LPN’s Obligations to Stay Professional on Social Media In using social media LPNs are responsible for the content of their posts. It is important that the LPN is aware that comments made on social media platforms are potentially as public as if made directly to the media or at a public forum. Mishandling social media puts the LPN at risk of disciplinary action by the CLPNA, their employer, and the law. Therefore, while using social media LPNs must uphold legal and regulatory expectations related to privacy, professional ethics and boundaries. Think before you post “Is this something I would want my patients/instructor/manager to see?” Refer to the CLPNA website for more information:


ROLES & RESPONSIBILITIES WITHIN THE PROGRAM

PROGRAM CHAIR

- Oversees the program for the College
- Faculty and program evaluation
- Program policies
- Issues or concerns forwarded from the Associate Chairs

ASSOCIATE CHAIR

- Oversees all student activities
- Concerns about the program or curriculum
- Issues or concerns forwarded from the other Faculty members
PN Refresher INSTRUCTOR

- Reviews applications to the PN Refresher Program
- Advises students through the PLAR process
- Creates and revises student course plans
- Monitors and records student progress
- Responds to student questions pertaining to the PN Refresher program
- Monitors students through preceptorship courses

To book an appointment please email PNRefresherStudentInfo@norquest.ca

INSTRUCTIONAL STAFF

- Course Syllabus, schedule, materials, assignments, and exams
- Monitoring, and recording student progress
- Grading student assignments and providing feedback to the student
- Responding to student questions pertaining to the course
- Approving final course grades
- Questions about the material: readings, assignments, grades, classes, information on Moodle, and exams
- Course and classroom policies and procedures
- Requests for exam or assignment extensions/deferrals
- Address concerns if there is a discrepancy with your mark or you have not received your marks

ACADEMIC ADVISOR

The Academic Advisors are experienced instructors in the Practical Nurse Program that assist and support students in the following areas:

- Program planning and future course advising
- Academic probation and supports
- Academic resources and strategies
- Program withdrawals
- Change of program delivery
- Referral to college services – including counseling, finance, Tutorial & Writing Centers and
- Learner Support

To book an appointment please call 780-644-6300 or you can make an appointment by coming to the 6th Floor, CELT and speaking with the receptionist. You can also send an email to: PN.StudentAdvisor@norquest.ca
STUDENT NAVIGATOR(S)

If you are having trouble navigating College Services, or need guidance on the resources available to you, please consult with your Student Navigator.

The Navigators are centralized advisors who are here to answer student questions and concerns – and provide our services for students from application to graduation. As soon as you apply to the College and pay an application fee, you can access our services.

Navigators answer general College inquiries, any questions/issues about college services, policies, or processes that you are unsure about or do not know where to go to find the answer. This may include:

- **Program information** (General policies and procedures)
  - **College Services** (Provide information or direction to services such as: Career and Employment Services, Tutorial Centre, Counsellors, Social Worker, Bookstore, etc.)
  - **Student Funding** (Grant Funding, Student Loans, how and when to apply, fulltime vs part-time, etc.)

First Floor, Civic Employees Legacy Tower
Phone: 780-644-6130
Email: student.navigators@norquest.ca
Hours of Operations: Monday – Friday, 8:30 a.m. – 3:30 p.m.
(Drop in or pre-booked appointments available – call or email for more information.)

**NOTE:** Student Navigators are available most Tuesday and Thursday evenings until 7:00 p.m. in room A324. We would advise that you call ahead to confirm a Navigator will be available on those days.

CLINICAL PLACEMENT TEAM

The clinical placement coordinates the clinical and field placements for the majority of students in the Faculty of Health and Community Studies.

ADMINISTRATIVE & OPERATIONAL STAFF

- General Program Information
- Books appointments to see an Associate Chair or Program Chair
- Maintains student records
- Maintains program information
- Collects student documents (see “To-Do” Checklist in your MyQuest)
- Assists if you are having difficulty contacting your instructor
- Takes messages if you are absent for guided practice, clinical, or an exam
OFFICE OF THE REGISTRAR (OR)

- Course Registration
- Updating student information
- Course fees
- Maintaining student records
- Police Information Check (PIC)
- Course extension
- Transfer credit requests – refer to your 2018/2019 College Calendar:

OVERVIEW OF PROGRAM

The PN Refresher program has been designed to give you the best possible education and is offered as an online, part-time delivery. The courses and standards provide instruction that will increase your knowledge and skills within your chosen field, as well as general studies that enable you to enhance your interdisciplinary understanding and communication skills.

The curriculum integrates the knowledge, skills, behaviours, and attitudes that contribute to your ability to be successful in your role as a health care professional. The program outcomes prepare you to graduate as a Practical Nurse eligible for registration with the College of Licensed Practical Nurses of Alberta (CLPNA) and competent to provide quality holistic nursing care to clients of all ages in a variety of health care settings.

This program is designed to meet the skill and knowledge competencies identified in the Competency Profile of the College of Licensed Practical Nurses of Alberta.

You will have Workers Compensation coverage while you attend NorQuest College and this will continue throughout your off-campus clinical practice placement site.
PROGRAM LEARNING OUTCOMES

The general outcome of the program is to graduate a practical nurse eligible for registration with CLPNA and competent to provide quality holistic nursing care to clients of all ages in a variety of health settings. At the completion of the PN program, the graduate will work with individuals within families and communities in diverse practice settings 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 synergy with the clients and the 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. Work within the parameters of professional practice as defined by legislation, the professional association, and the practice setting/employing/employing agency.

7. Pursue personal and professional growth and continued competence through continuous learning.

8. Apply leadership principles personally and professionally and to the community at large.

9. Incorporate research findings into evidence informed practice.

10. Contribute to a culture of safety as it applies to the role of the Practical Nurse in the health care system.

11. Demonstrate cultural competence in the provision of nursing care.
CONCEPTUAL FRAMEWORK

A conceptual framework is a set of ideas that are linked and organized in a way that shows relationships between the ideas. It helps to organize their thinking, integrate knowledge, and build on decision-making and problem solving. Students will be able to use the conceptual framework to help them acknowledge why they are engaged in a particular learning activity in a particular way. It also provides a frame of reference when examining and using the theories of others, and applying this into practice.
GENERAL POLICIES AND PROCEDURES

ORIENTATION COURSE

As PN Refresher student, you are required to enroll in the free NFDN 0000 Information and Orientation and Information course available on Moodle. In your NURS 1501 workshop you will receive instructions on how to self-enroll.

Please refer to the NFDN 0000 Orientation and Information course for details related to:
- Learning modules
- Start and end dates
- Assignments and exams
- PN labs for online students
- Clinical & preceptorship applications
- Convocation and licensing

DRESS CODE

Our appearance reflects the professional image of one’s self and as 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 home.

For lab, you must wear a clean, wrinkle free, and in good condition uniform. Uniform pants must be full length, and you may wear a short-sleeved t-shirt under your uniform. Uniform skirts may also be worn, but are required to be full length. Shoes must be closed toes and closed backs, quiet, non-slip, washable and flat. Socks are worn with shoes.

For instructor led clinical, you are expected to wear a clean NorQuest uniform at all times along with your clinical ID badge. You will be expected to purchase your uniform from the NorQuest College Bookstore. You may also purchase your uniform, in good condition, second hand from previous students. Please ensure that when purchasing second hand uniforms that you are buying the correct colour, size and that they are in an appropriate condition to wear to clinical.

HYGIENE & ACCESSORIES

- Overall personal hygiene and control of body odours must be practiced
- Student must be fragrance free at all times
- Cosmetics in moderation
- Natural nails are required to be short, clean, and trimmed. No artificial nails.
- Hair must be clean, well-groomed, and off the face
- Facial hair must be clean and neatly trimmed
- Rings and bracelets - Only medic alert bracelets and 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. (Remove wristwatches prior to giving direct client care.)
- Small, conservative, plain earrings are acceptable
ATTENDANCE

When absent for any scheduled appointment, lab, class, or CIA exam you must notify the College by calling 780-644-6300 and providing the following information:

- Your name
- Your student ID#
- What you will be absent from (e.g. class, lab, clinical, exam, etc...)
- The name of your instructor

You must also cancel any lab or exam bookings you have made online, 48 hours before the lab is to start, so that other students will have an opportunity to fill the space. Students are expected to be accountable for their attendance; misuse of this time could be seen as a lack of professionalism.

*Attendance is mandatory for all labs and workshops.* Failure to cancel is professional misconduct.

COURSE REGISTRATION PROCEDURE/START AND END DATES

Course start dates are on the 1st of every month, except during term start (e.g. January, September and May) in which the course will start on the term start date (see the NorQuest website: https://www.norquest.ca/accepted-students/registration.aspx). You must register for the course prior to the 15th of the previous month (e.g. register by February 15th to begin on March 1st). All final prerequisite course marks must be posted as early enrollment is not allowed.

PN Challenge courses are available for registration every month. PN online full courses are subject to availability during May, June, July, and August.

University Transfer courses (ENGL2550, HEED1000, PSYC1060, & SOCI1000) are not available for registration December and April. Registration for May June, July, and August are subject to availability. Space in University Transfer courses are limited.

COURSE EXTENSIONS

Students enrolled in PN online challenge and full courses may be granted a 28 calendar day course extension. Course extensions must be requested from the Office of the Registrar a **MINIMUM** of 5 calendar days before the course end date. You may email the Enrolment Unit at enrolment@norquest.ca to request an extension.

For more information and related fees for course extensions, please refer to the NorQuest website: https://www.norquest.ca/prospective-students/tuition-and-fees.aspx

**PLEASE NOTE:** University transfer courses (ENGL 2550, HEED 1000, SOCI 1000 and PSYC 1060) do **NOT** allow course extensions.
COURSE MATERIALS

Once a course registration has been completed and paid for, you may contact the Bookstore to purchase textbooks and pick up skill kits for a course. You may purchase your materials in person, by phone at 780-644-6203, or via email at studentbookstore@norquest.ca. All other course materials will be available in your Moodle course and login information will be sent to you via your MyMail account.

LAB SKILL KIT

The following Challenge courses and full courses (HEAS 1000, NFDN 1002, and NFDN 2003) have skills kits. These kits are necessary for practicing your nursing skills and are recommended for the listed Challenge courses and are required for full courses. Students are required to bring their lab kit to each lab.

These skills kits can be purchase through the NorQuest Bookstore. The fee for these items will not be included in your course fee, and will require payment at the time of purchase at the bookstore. This process will be similar to the current process of purchasing your textbooks. The skill kits will be added to the PN booklist to assist you in determining what is required and the costs associated.

COURSE ASSESSMENTS

All exams must be completed and assignments submitted via Moodle prior to the course end date.

To receive credit for challenge and full courses, you must complete all course assessments. Course credit will not be given if only parts of the course have been completed.

You will not be allowed to rewrite assignments and examinations to raise your mark.

Instructors have up to 10 business days to post marks as per NorQuest College Policy.

OPEN LABS

Open Lab allows students to receive practice time in a safe environment with positive and constructive instructor feedback. Open Lab follows the principles of guided practice and is not meant to be one-on-one learning. You are expected to dress according to the Student Handbook Dress Code and bring the appropriate skills kits. Open Lab time and space is limited. To book an Open Lab time, click on “book a lab” link that is located on your Moodle course site. Alternatively you can use this link below: https://booknow.appointment-plus.com/6zzr7kzk/

You can book as many hours as you feel you require. If you are unable to attend, you are required to provide 48-hour cancellation notice. Students are expected to be accountable for their appointments; misuse of this time could be seen as a lack of professionalism.

Please refer to the NFDN 0000 Orientation and Information Moodle course for more information.
EXAMINATIONS

Exams are a tool to assess understanding of course outcomes in all theory courses. Each course outline specifies the exams you will be required to complete and the passing grade needed to meet course requirements. **Students are allowed only one attempt to write a scheduled exam.**

All NorQuest students must adhere to the College’s Student Exam Procedures and Academic Honesty. You can find detailed information at:  

EXAM BOOKINGS

Information regarding exam booking procedures can be found on your Moodle course page. All NorQuest students must adhere to the College's Student Exam Procedures and Academic Honesty. Detailed information can be found at http://www.norquest.ca/about-us/policies-procedures/academic/program-policy/student-exam-procedure.aspx

Exam/CIA testing space is limited and are booked on a first come first serve basis. It is recommended that you book your exam/CIA as soon as you have access to your Moodle course to ensure that you are able to obtain a spot prior to your course end date. If you are unable to obtain a testing spot, you will be responsible for obtaining any course extensions required.

CIA CANCELLATION

If you need to cancel your CIA, please do so by contacting PNBookings@norquest.ca a minimum of 24 hours in advance. Failure to cancel your CIA will result in a mark of “0%” (FAIL) and count towards an attempt at your CIA.

EXAM DEFERRAL

An exam deferral is required if you are unable to write a scheduled exam. Reasons for deferral include illness or stress due to personal circumstances. Deferrals related to illness may require a note from your physician dated the day of the scheduled exam. Online students are required to cancel their exam bookings via the online link provided in their email confirmation.

For online students, if you need to reschedule an exam, please follow the direction of assessment services. Online students are not eligible for exam deferrals, as there is no set date for exams. All assessments must be completed prior to your course end date. Exams or assignments that are completed after your course end date will not be marked and will not be calculated in your final grade.

**DO NOT reschedule a deferred exam through the exam room scheduler.**
EXAM REVIEWS

Exam reviews can be arranged by email or a written request to your instructor. The request must be within five (5) business days of the exam mark being posted. Include your name, student ID, course name and section number in your written request.

NOTE: Currently exam review can only be done at NorQuest College campuses.

PROGRAM STRUCTURE

As of Fall 2017 the PN Refresher Program has two streams of students active in the program: those students who were admitted prior to FALL term 2017 and those students who were admitted starting FALL term 2017. It is your responsibility to review the correct information found in this handbook based on your most recent admission into the program.

For students who have entered the PN Refresher Program prior to FALL 2017

The Practical Nurse Refresher Program is composed of 20 courses for a total of 74 credits. They are divided into the following categories:

- Nursing Courses (11 courses) (4 theory/lab & 7 theory)
- Practical Clinical Courses (2 courses)
- Liberal Arts and Science Support Courses (7 courses)

For students who have entered the PN Refresher Program starting FALL 2017 and after

The Practical Nurse Refresher Program is composed of 21 courses and 4 workshops for a total of 83 credits. They are divided into the following categories:

- Nursing Courses (11 courses) (4 theory/lab & 7 theory)
- Practical Clinical Courses (3 courses)
- Liberal Arts and Science Support Courses (7 courses)
- Workshops (4 workshops)

**For course descriptions, please refer to the NorQuest website**

You have up to five years to complete the program. Failure to meet this timeframe may result in the expiry of your course credits and result in repeating courses in full.

You must be enrolled in a course every six months to remain active in the program. Failure to maintain active status will result in a lapse out of program. IF you wish to continue in the PN Refresher Program you must reapply and will be subject to any fees incurred and any program changes. Credits previously awarded to you will also be subject to reassessment.
**OBTAINING COURSE CREDIT**
PN Refresher Students are able to obtain course credit in three different ways through Prior Learning Assessment and Recognition (PLAR):

- **Transfer Credit**
- **PLAR Portfolio**
- **Challenge**

If you are unsuccessful or unable to obtain PLAR credit, you are required to take outstanding courses in full.

**PRIOR LEARNING ASSESSMENT AND RECOGNITION**

**Transfer Credit**
Transfer credit is evaluated for directly equivalent courses previously taken outside of NorQuest College. All transfer credit should be requested once you have been matriculated into the program. University Transfer courses (ENGL 2550, HEED 1000, SOCI 1000, PSYC 1060) have a shelf-life of 10 years. Nursing courses have a shelf-life of 5 years. Courses taken outside of this timeframe will not be considered for transfer credits. For more information on transfer credits or to request transfer credits please see [https://www.norquest.ca/accepted-students/next-steps-for-accepted-students/transfer-credit.aspx](https://www.norquest.ca/accepted-students/next-steps-for-accepted-students/transfer-credit.aspx).

**PLAR Portfolio**
A Portfolio is an organized document in which you are given the opportunity to articulate your knowledge based on life or work experience in relation to relevant course objectives.

PLAR portfolio credit must be obtained once you have matriculated into the program but prior to registering in full courses.

PLAR portfolio credit is only available for students who have been admitted to the PN Refresher program since Fall 2017.

For more information see the PN Refresher Prior Learning Assessment and Recognition Candidate Guide.

**Challenge**
If you have acquired skills or knowledge which are relevant to the outcomes of a required course, you may be granted course credit by challenging a course. This may be an option if you do not qualify for transfer credit or if you do not have sufficient documentation to support PLAR credit.

For more information see the PN Refresher Prior Learning Assessment and Recognition Candidate Guide and the Challenge Course section of the PN Refresher Student Handbook.

**FULL COURSE**
Any courses that you have not receive credit for through transfer credit, PLAR portfolio or Challenge course must be completed as full courses. Students cannot enroll into full PN courses until all PLAR credit has been awarded. For more information on full courses see the Online Delivery section found in this handbook.
CHALLENGE COURSES

The purpose of challenge courses is for you to demonstrate that you have mastery knowledge of the learning outcomes in one or more of the nursing courses required in the PN Refresher Program. This will be assessed through a variety of different methods (e.g. multiple choice exams, skills exams, assignments, etc...). Challenge courses are 14 weeks in length.

Challenge courses are available for enrollment monthly, with no limit to the number of challenge courses you can enroll in at the same time.

All exams must be complete and assignments submitted via Moodle prior to the course end date. To receive credit for challenge courses, you must complete all course assessments. Course credit will not be given if only parts of the course have been completed. Instructors have up to 10 business days to post marks as per NorQuest College Policy. You will not be allowed to rewrite assignments and examinations to raise your mark.

**It is strongly recommended that you complete all applicable Challenge courses within two terms to prevent any delays in program completion** as all challenge course credits must be awarded prior to registering in full courses.

For more information on Challenge see the PN Refresher Candidate Guide and the Challenge Moodle Course page.

CHALLENGE COURSE STUDY MATERIALS

Students enrolled in challenge courses will receive access to the online learning module which will contain the course learning outcomes. As a PN Refresher student, you are expected to identify areas in which you require further knowledge, develop a personalized study plan, and gather your own study materials. There is no instructor support for challenge courses. You are welcome to use your own textbooks (if still relevant), purchase textbooks through the NorQuest College Bookstore or external resources, or borrow textbooks through the NorQuest Library or PN Refresher Lending Library.

Please note the following regarding textbooks borrowed through the PN Refresher Lending Library:

- They may not be the textbooks listed in the course outlines
- They are borrowed on a first come first serve basis with a maximum of three books at a time
- **They are for use by PN Refresher students only during the duration that the student is enrolled in each specific Challenge course**
- They must be picked up in person from the Downtown NorQuest campus
- They must be returned within one week of the Challenge course end date or student may be subject to a delay in release of course planner or course enrollment blockage.

Students must book an appointment to borrow or return books by emailing PNBookings@norquest.ca with the following information:

- First and last name
- Student ID
- Norquest email
- Challenge course name(s) you would like to borrow book(s) for
- Challenge course start and end dates

Books are to be returned by booking an appointment with PNBookings@norquest.ca. Permission for enrollment into full courses will not be granted until all books have been returned.
If you are enrolled in a challenge course with a lab component, skills kits are available for purchase skill kits through the NorQuest Bookstore. The fee for these items will not be included in your course fee, and will require payment at the time of purchase at the bookstore. This process will be similar to the current process of purchasing your textbooks. The skill kits will be added to the PN booklist to assist you in determining what is required and the costs associated.

**CHALLENGE COURSE EXAMS**
Challenge course exams are completed online and must be proctored. Please see your Moodle course page for more information regarding exams.

**CHALLENGE COURSE CIA EXAMS**
Challenge course CIA exams are completed at the Edmonton Downtown Campus. Students are expected to come prepared and dressed according to program policy. Please read your Moodle course page for more information on CIA Challenge exams.

**FULL COURSES**
Once you have completed all challenges courses you are required to notify PNEfresherStudentInfo@norquest.ca so that a revised program planner can be issued to you and you can be granted permission to enroll in full course.

Any courses you are required to take in full are done so via online delivery. The online delivery provides a flexible self-paced option, you the ability to integrate other aspects of your life such as work and family commitments and still advance in your career goals. As an online learner you may work at home completing theory courses. You will have access to interactive online learning experiences, open practice labs, nursing labs and clinical orientation.

Skills labs must be completed at the downtown Edmonton Campus. Lab skills kits are available for purchase through the Bookstore and required course print materials, skills videos, and course outlines are available through Moodle. Within this delivery you will have the support of dedicated facilitators who are available via email or phone. They will guide you as you work through courses to acquire the nursing knowledge, nursing skills, clinical judgment, and communication skills required to become a proficient practical nurse.

When taking online courses, you are expected to:
- Complete all course work within the specified start and end dates found in the student’s MyQuest Student Centre
  - Assessments completed/submitted outside these dates will not be counted towards the final grade
  - To receive credit for challenge courses, you must complete all course assessments. Course credit will not be given if only parts of the course have been completed.
- Travel to Edmonton for nursing labs and instructor-led clinical practice courses
PROGRAM PLANNING

Program planning is essential in completing the PN Refresher Program within the required five years. It is recommended that you map out each course you are required to take and when you plan on starting and completing each. You may email your plan to PNRefresherStudentInfo@norquest.ca for review.

Aspects to consider when program planning are:

- You have up to five years to complete the program. The first term you receive advance/course credit will be considered the start of your five years. After five years, the credits will expire and you will need to retake these courses in full.

- To maintain active student status, you must be enrolled in a course every 6 months. Inactive students will need to pay another application fee. All previously awarded credits and admission requirements will be subject to reassessment and evaluation. Previous admission does not guarantee re-admission to the Refresher Program. You will be subject to the requirements of the program at the time of your application.

- All PN courses, EXCEPT clinical courses, will be 14 weeks in length.

- Challenge courses are available for monthly enrollment.

- PN full courses will be available for September, October, November, December, January, February, March, April enrollment. May, June, July, and August enrollment are subject to availability.

- All University Transfer/Open Studies courses (ENGL 2250, HEED 1000, PSYC 1060, SOCI 1000) are only available for enrollment in September, October, November, January, February, March. Course availability outside of these months is subject to change. Please contact the Office of the Registrar for more information. Extensions are not granted for University Transfer/Open Studies courses.

- It is recommended you follow the sequence of courses outlined in your program planner. This will ensure that you have the prerequisites for each subsequent course. For more information on course prerequisite and co-requisites please read the Course Descriptions in the NorQuest website.

- All grades of prerequisite courses must be posted prior to enrollment. Early enrollment is not permitted. Keep in mind that according to NorQuest policy, instructors have up to 10 days to mark assignments. Enrollment deadline is the 15th of the month.

- NPRT 2006 & 2007 are your final preceptorship courses. Each course is 4 weeks in length (160 hours). Please plan in advance for time off from work or child care if applicable. All course assessments and checklist items MUST BE SUBMITTED 60 DAYS PRIOR TO THE START DATE OF YOUR CLINICAL COURSE.

- NPRT 2006 & 2007 placement requests must be submitted six months in advance of requested placement date. Do not submit more than two terms in advance of the deadline.
### COURSE SEQUENCE

Effective September 1, 2017 the course lengths for the online student are as follows:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Program</th>
<th>Type</th>
<th>Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>NURS 1501</td>
<td>Workshop 1: Introduction to the Practical Nurse Refresher Program</td>
<td>PN</td>
<td>Workshop</td>
<td>14 weeks</td>
</tr>
<tr>
<td>ANPH 1001</td>
<td>Anatomy and Physiology I</td>
<td>PN</td>
<td>Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>ANPH 1002</td>
<td>Anatomy and Physiology II</td>
<td>PN</td>
<td>Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>ENGL 2550</td>
<td>Introduction to Composition</td>
<td>UT</td>
<td>Theory</td>
<td>16 weeks</td>
</tr>
<tr>
<td>HEED 1000</td>
<td>Health Education Individual Health Wellness</td>
<td>UT</td>
<td>Theory</td>
<td>16 weeks</td>
</tr>
<tr>
<td>NCOM 1000</td>
<td>Communication for Nursing</td>
<td>PN</td>
<td>Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>HEAS 1000</td>
<td>Health Assessment</td>
<td>PN</td>
<td>Lab/Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>NFDN 1001</td>
<td>Nursing Foundations I: Introduction to Nursing</td>
<td>PN</td>
<td>Lab/Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>PATH 1000</td>
<td>Pathophysiology for Healthcare Professions</td>
<td>PN</td>
<td>Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>PHAR 1000</td>
<td>Basic Pharmacotherapeutics</td>
<td>PN</td>
<td>Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>NFDN 1002</td>
<td>Nursing Foundations II: Basic Nursing</td>
<td>PN</td>
<td>Lab/Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>NURS 1502</td>
<td>Workshop 2: Learning Styles and Assessments in the Practical Nurse Refresher Program</td>
<td>PN</td>
<td>Workshop</td>
<td>14 weeks</td>
</tr>
<tr>
<td>SOCI 1000</td>
<td>An Introduction to the Study of Society</td>
<td>UT</td>
<td>Theory</td>
<td>16 weeks</td>
</tr>
<tr>
<td>NFDN 2003</td>
<td>Nursing Foundations III: Medical/Surgical Nursing</td>
<td>PN</td>
<td>Lab/Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>PSYC 1060</td>
<td>Introduction to Psychology</td>
<td>UT</td>
<td>Theory</td>
<td>16 weeks</td>
</tr>
<tr>
<td>NFDN 2004</td>
<td>Nursing Foundations IV: Maternity Nursing</td>
<td>PN</td>
<td>Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>NFDN 2005</td>
<td>Nursing Foundations V: Pediatric Nursing</td>
<td>PN</td>
<td>Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>NFDN 2006</td>
<td>Nursing Foundations VI: Community Nursing</td>
<td>PN</td>
<td>Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>NFDN 2007</td>
<td>Nursing Foundations VII: Mental Health Nursing</td>
<td>PN</td>
<td>Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>NFDN 2008</td>
<td>Nursing Foundations VIII: Transition</td>
<td>PN</td>
<td>Theory</td>
<td>14 weeks</td>
</tr>
<tr>
<td>NURS 1503</td>
<td>Workshop 3: Clinical Preparation in the Practical Nurse Refresher Program</td>
<td>PN</td>
<td>Workshop</td>
<td>14 weeks</td>
</tr>
<tr>
<td>NPRT 1001</td>
<td>Nursing Practice I: Continuing Care Practice</td>
<td>PN</td>
<td>Clinical</td>
<td>4 weeks</td>
</tr>
<tr>
<td>NPRT 2006</td>
<td>Preceptor-Supervised Clinical Practice Acute Care Medicine</td>
<td>PN</td>
<td>Clinical</td>
<td>4 weeks</td>
</tr>
<tr>
<td>NPRT 2007</td>
<td>Preceptor-Supervised Clinical Practice Acute Care Surgery</td>
<td>PN</td>
<td>Clinical</td>
<td>4 weeks</td>
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</tbody>
</table>

**only students starting since FALL 2017**

The course sequence ensures that you will have the prerequisites for your next course.
## COMPREHENSIVE Practical Nurse Refresher Course Prerequisites AND Co-Requisites

<table>
<thead>
<tr>
<th>Course</th>
<th>Prerequisites</th>
<th>Co-Requisites</th>
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<td>NURS 1502</td>
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<tr>
<td>NURS 1502</td>
<td></td>
<td>NURS 1501</td>
<td>Pass</td>
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<tr>
<td>ANPH 1001</td>
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<tr>
<td>ANPH 1002</td>
<td>ANPH 1001</td>
<td></td>
<td>C- (60%)</td>
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<tr>
<td>ENGL 2550</td>
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<td>D (50%)</td>
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<tr>
<td>HEED 1000</td>
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<tr>
<td>PHAR 1000</td>
<td>ANPH 1001</td>
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<td>SOCI 1000</td>
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**only students admitted to program since FALL 2017**
### Course Prerequisites

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<td>C- (60%)</td>
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**only students admitted to program since FALL 2017
<table>
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<th>Course</th>
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<tr>
<td>NPRT 2006</td>
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<td>NPRT 2007</td>
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</tbody>
</table>

**only students admitted to program since FALL 2017**
LABS

GUIDED PRACTICE LABS

The FULL courses with lab components are as follows:

- HEAS 1000 2 days guided practice in Edmonton plus one day CIA
- NFDN 1001 can be done by video submission
- NFDN 1002 3 days guided practice in Edmonton plus one day CIA
- NFDN 2003 3 days guided practice in Edmonton plus one day CIA

NOTE: These dates may not be consecutive but will occur within the same week.

Please review the NFDN 0000 Orientation & Information course in Moodle for detailed information regarding online labs.

CLINICAL INTEGRATION ASSESSMENT (CIA)

A Clinical Integration Assessment (CIA) is completed at the end of HEAS 1000, NFDN 1002, and NFDN 2003. The Clinical Integration Assessment (CIA) provides the opportunity to demonstrate the integration of the nursing process, nursing metaparadigm, client teaching, and nurse-client relationship required to practice safe nursing care. Demonstration of nursing skills is performed in a simulated clinical situation. You must achieve at least 80% on the CIA to receive a pass in the course.

The CIA is a pass/fail component of the course. If you receive less than 80% on your first CIA attempt, then an automatic appeal is granted to allow for a second attempt. A grade of less than 80% on your second attempt of the CIA will result in course failure.

To be eligible for the CIA all guided practice skills are to be successfully completed. This includes all outstanding Open and Redo lab hours.

- A student who has not completed successful demonstration of all skills in Guided Practice Lab will not be permitted to complete the CIA and will receive a failing grade for the course
- You will be notified your CIA time and location. It is your responsibility to know when you are scheduled. If you come late for the CIA, you will not be granted any additional time.
- During the CIA, you are expected to be in full uniform, and have your NorQuest ID on you.
- No feedback or cueing will be provided during the CIA
- If you require a deferral, this must be granted at least 24 hours prior to the CIA
- If you are ill on the day of your scheduled CIA, you must call the College prior to 0800h, and you will be required to provide the program with a note from your physician. You are required to make arrangements to reschedule the CIA on your first day back to the College. Failure to do this could result in a zero grade for the CIA.

Please review your Moodle course page and the NFDN 0000 Orientation & Information course detailed information regarding CIs.
CLINICALS

Instructor supervised clinical practice courses are held throughout the year in Edmonton and surrounding areas. Students are required to travel to various locations in order to complete their clinical practice experiences. Access to a vehicle may be required as clinical placements may be located up to 150 km of your home campus. Cost of travel is the student’s responsibility. The Clinical Placement Team (CPT) will email students regarding clinical replacement forms.

Please review the NFDN 0000 Orientation & Information course in Moodle for detailed information regarding clinical.

REQUIREMENTS

You must complete all required courses/workshops with final course marks posted 30 days prior to start of clinical courses. In order to meet this deadline, you must complete/submit all assessments 60 days prior. All clinical practice requirements must be completed 60 days prior to the start of your clinical course (including CPR, WHMIS (XBUS 1017), Human Blood borne Pathogen Exposure (XHLT 1023), Police Record Check (PIC), and proof of Immunizations). Failure to complete clinical practice requirements prior by the 60 days deadline may result in you being removed from the clinical practicum, and will cause a delay in your program.

Please note that health care sites in Alberta require CPR recertification yearly; you must have current and valid CPR for the duration of your clinical.

See the NorQuest website for more detail regarding clinical requirements and checklist items:

https://www.norquest.ca/accepted-students/next-steps-for-accepted-students/work-practicum-and-clinical-requirements.aspx

If you are an online delivery student, please see the “Apply to Clinical” information under the Online Delivery Heading.

Please review the NFDN 0000 Orientation & Information course in Moodle for detailed information regarding clinical.

ATTENDANCE

Clinical is a mandatory attendance component of the Practical Nurse program.

If you are going to be absent from a clinical shift, you are required to notify the clinical site, and the College prior to the start of your shift. The clinical site number will be provided to you during orientation to the clinical site.
INSTRUCTOR SUPERVISED COURSES (NPRT 1001)*

*For students who have entered the PN Refresher Program starting FALL 2017 and after

You will complete a mandatory clinical orientation and be assigned to a facility. This is where you demonstrate nursing skills and holistically care for clients. The instructor works directly with you in the clinical area and supervises the care you give. You will work a 37.25-hour work week from Monday to Friday, which may include day and evening shifts.

- You may perform a nursing skill without the instructor’s direct supervision in a clinical area only if the instructor has stated you can perform the skill independently
- An instructor may reassess the performance of a skill at any time to ensure that you continue to perform the skill safely
- An instructor may direct you back to the lab for further practice if the skill is not performed satisfactorily in the clinical area
- If an instructor identifies concerns in your clinical practice a performance improvement plan, may be initiated and strategies for improvement will be discussed.
- If you are unable to perform a skill(s) identified as critical to the clinical practice, you will receive an unsatisfactory clinical evaluation
- Refer to your Clinical Guide for further information regarding Clinical Practice and Anecdotal Records.

Application for Instructor Supervised Clinical (NPRT 1001)

All PN Refresher students must complete the “Application for Clinical” form and attach the correct documentation. Incomplete applications will not be accepted. This form can be found in the NFDN 0000 Orientation and Information course. Follow the instructions in order to apply for a clinical spot. Please plan your anticipate readiness to attend NPRT 1001 and apply in a timely manner as there is a waitlist for clinical spots. Once you have submitted your application, failure to meet the deadlines will result in you being removed from the waitlist. Reapplication may result in a delay in your program.

Please review the NFDN 0000 Orientation and Information course in Moodle for detailed information regarding clinical application.

PRECEPTOR SUPERVISED COURSE (NPRT 2006/2007)

A nurse from the assigned clinical area will be your preceptor and supervisor. You will work the same hours as your preceptor and this could include days, evenings, weekends, nights and/or holidays (8 or 12 hour shifts). The PN Refresher Program will monitor your progress through phone calls and/or site visits.

- You may practice only those skills in the clinical area that you have successfully demonstrated during nursing skill labs
- You must practice within the scope of a student practical nurse
Application for Preceptor Supervised Clinical (NPRT 2006 & 2007)

All PN Refresher students must complete the "Clinical Placement Request Form: NPRT 2006 & 2007” form. Incomplete applications will not be accepted. This form can be found in the NFDN 0000 and Information course. Follow the instructions in order to apply for a preceptorship spot. Please plan your anticipate readiness to attend NPRT 1001 and apply in a timely manner as there is a waitlist for clinical spots. Failure to meet deadlines will result in your application being voided. Reapplication may result in a delay in your program.

If you wish to apply for preceptorship locations outside of the Edmonton area, please indicate as such under “other” and attach a separate page with your top three choices as required. The Clinical Placement Team will do their best to accommodate students’ requests. However, final decision rests with the clinical site and they do have the right to decline. The Clinical Placement Team strives to notify students regarding acceptance of preceptorship placements in a timely manner once placement has been confirmed by the clinical site.

Please review the NFDN 0000 Orientation and Information course in Moodle for detailed information regarding clinical application.

CLIENT SAFETY (CLINICAL)

You must ensure client safety at all times. All standard practices and procedures at NorQuest and at the clinical institutions apply to all students.

If your actions result in an actual, or potential violation of client safety, you are removed immediately from the clinical area. Examples of safety violations are as follows:

- Unsafe performance of all nursing skills
- Performing nursing skills that have never been practiced
- Inadequate preparation for the clinical assignment
- Inadequate assessment of a client’s status
- Failure to report deterioration in a client’s status
- Inappropriate, lack of, or inaccurate documentation
- Verbal/physical abuse of clients/staff
- Dishonesty
- Lack of adequate knowledge
- Not following policies and procedures of the institution and/or NorQuest College

RETURNING TO CLINICAL FOLLOWING A LEAVE

If your program progression is interrupted in a manner that results in a gap in studies between the courses listed below, you will be required to complete a safety assessment. You may also be required to enroll and successfully complete XHLT 1050- Preparation for Clinical Practice. This will provide you with an opportunity to work on integrating your knowledge and skills to be successful.
GRADE INFORMATION

RELEASE OF GRADES
All exam grades are posted in Moodle within 10 business days. If an error is made calculating a student’s grade, which results in the wrong grade being posted, the student should contact their instructor.

GRADE APPEAL

Please refer to the Academic Grade Appeal Procedure, found on our website at http://www.norquest.ca/about-us/policies-procedures.aspx, for more information on the appeal process.

GRADING

At the end of a term, a grade point average (GPA) is determined. You must maintain a minimum GPA of 2.0 (C) or you will be placed on academic probation. For more information regarding grading practices, please refer to link:

PRACTICAL NURSE GRADING SCALE

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<th>Grade</th>
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</thead>
<tbody>
<tr>
<td>A+</td>
<td>95 – 100</td>
<td>4.0</td>
<td>Exceptional: superior knowledge of subject matter mastered</td>
</tr>
<tr>
<td>A</td>
<td>90 – 94</td>
<td>4.0</td>
<td>Excellent: outstanding knowledge of subject matter mastered</td>
</tr>
<tr>
<td>A-</td>
<td>85 – 89</td>
<td>3.7</td>
<td>Very Good: Superior knowledge of subject matter achieved</td>
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<tr>
<td>B+</td>
<td>80 – 84</td>
<td>3.3</td>
<td>Very Good: outstanding knowledge of subject matter achieved</td>
</tr>
<tr>
<td>B</td>
<td>75 – 79</td>
<td>3.0</td>
<td>Good: knowledge of subject matter generally mastered</td>
</tr>
<tr>
<td>B-</td>
<td>70 – 74</td>
<td>2.7</td>
<td>Average: knowledge generally mastered</td>
</tr>
<tr>
<td>C+</td>
<td>67 – 69</td>
<td>2.3</td>
<td>Average: knowledge generally achieved</td>
</tr>
<tr>
<td>C</td>
<td>64 – 66</td>
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<td>Satisfactory/Acceptable: knowledge of subject matter adequately achieved</td>
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<td>C-</td>
<td>60 – 63</td>
<td>1.7</td>
<td>Minimum achievement for credit in all nursing courses</td>
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<tr>
<td>D+</td>
<td>55 – 59</td>
<td>1.3</td>
<td>Minimum achievement of subject matter mastered</td>
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<tr>
<td>D</td>
<td>50 – 54</td>
<td>1.0</td>
<td>Minimum achievement for credit in non-nursing courses: knowledge of some subject matter achieved</td>
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<tr>
<td>F</td>
<td>0 – 49</td>
<td>0.0</td>
<td>Fail: an unsatisfactory performance</td>
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</table>
HONOURS STANDING

To complete the program with honours standing, you must meet the following criteria:

- The grade point average (GPA) is greater than or equal to 3.7 (A-, 85%-89%) overall.
- The student must not have failed or repeated any courses.

ACADEMIC PROGRESS

During the course of your program, your progress will be assessed regularly. Your instructor may identify that you are struggling and be concerned that you may not be successful, and inform you of the areas that you need to improve on. Feedback from your instructor may be verbal or in writing. If informal feedback has not led to improvements, feedback may be formalized through a Performance Improvement Plan.

COURSE FAILURES

If you are unsuccessful in a course, you will be required to repeat it at your own cost. You may only enroll in other courses if you have met all of the pre/co-requisites. When you repeat a course, you must complete all components of the course and may not re-submit any previously completed work. Submission of previously completed work is considered an academic misconduct.

Failure of a course or a grade point average below 2.0 will result in academic probation. For more information regarding academic probation, please see below.

ACADEMIC PROBATION (AP)

Academic Probation is a means of identifying students at risk in the PN Program of either failure or not being able to continue in the Program. When a student has failed a course or failed to maintain a GPA of 2.0, they are on AP for their next five (5) courses. While on AP, the student must maintain a 2.0 GPA in each course. If the student fails a course while on AP, or is unable to meet the requirement of 64% in their next five courses, the student will not be able to continue in the program. Once you have successfully completed your next five courses while on AP, you return to status as a student in good standing and Academic Probation will be removed.

A student is on Academic Probation automatically under the following circumstances:

- If you are re-admitted to the program after being required to withdraw for academic reasons
- If you commit an act of academic dishonesty but are allowed to remain in the program
- If you fail 1 course while in the program
- If your GPA falls below 2.0 in any semester
Please note: there are additional requirements you will need to meet while on AP which you will discuss with the Academic Advisor. You will also be unable to register in future courses until you have met with the Academic Advisor who will approve your program plan.

**PERFORMANCE IMPROVEMENT PLAN (PIP)**

During the course of your program, your progress will be assessed regularly. If you are having difficulty meeting course performance outcomes, you will be notified with a Performance Improvement Plan (PIP). The PIP will be a collaboration between you and your instructor to identify strategies and resources to improve learning outcomes.

The first portion of the PIP, completed by the instructor, will outline his/her assessment of your current level of performance in relation to the level of performance required to be successful in meeting the course objectives. The second part, completed by the student, clearly identifies the actions he/she will take to improve chances of successfully completing the course requirements. The instructor may work with you to develop this action plan to identify potential obstacles and discuss strategies for overcoming them.

The goal of the PIP is to outline areas for improvement, steps to be taken in order to address those areas, dates for reassessment, resources available to you, and the consequences of not meeting the course objectives. If you do not understand or are not in agreement with the PIP, please ask for clarification from your instructor first and if an agreement cannot be reached then contact the appropriate Associate Chair.

If the performance issue is of a more serious nature, such as safety, the student may be removed immediately from the clinical setting with an unsuccessful course grade. This can occur without the initiation of a PIP.

**APPEALS**

It is important that the integrity and accuracy of NorQuest College’s assessments of learner outcomes be maintained at the highest level possible. To this end, the college employs faculty whose professional training prepares them to make informed judgments regarding student performance. It also provides a grade appeal process that offers students a reasonable opportunity to appeal results of particular academic assessments.

- [Academic Grade Appeal Report Procedure (40K pdf)](Academic%20Grade%20Appeal%20Report%20Procedure.pdf)
- [Academic Grade Appeal Report Form (65K pdf)](Academic%20Grade%20Appeal%20Report%20Form.pdf)

For more information on this procedure, contact [OSJA@norquest.ca](mailto:OSJA@norquest.ca).

You are encouraged to seek third party advice, such as an Academic Advisor or counselor, to help clarify issues and to help seek resolution.
Please refer to the link below for further details regarding student expectations and appeals:

WITHDRAWALS

The student or the program may initiate program and course withdrawals.

PROGRAM
You will be withdrawn from the Practical Nurse Program if you:
- are unsuccessful with your second attempt at a course
- are unsuccessful in a total of 3 courses
- are unsuccessful in a course while on Academic Probation
- are unable to maintain a GPA of 2.0 while on Academic Probation

STUDENT
- If you are unable to complete a course or the program due to health or personal circumstance, you must meet with your instructor.
- Subsequently, the program’s Academic Advisor can discuss the program completion options with you.
- You must complete a withdrawal form in order to be eligible for re-enrolment or considered for tuition and fee refunds.
- Request for refund forms are available through the Office of the Registrar.

See the NorQuest College website for information on Progression in the Practical Nurse Program:
https://www.norquest.ca/prospective-students/tuition-and-fees/tuition-fees-refunds.aspx

For more information on withdrawals, add/drop dates, changes to registration, and any penalties that may occur please refer to the NorQuest College website:
INSTRUCTOR AND COURSE EVALUATIONS

It is important to NorQuest College that you receive quality programs and services, and are able to find employment related to your education. In order to meet these goals, you will be asked at the end of each course to complete an anonymous survey on each course/instructor. A summary of these results will be compiled and provided to the Program Chair and to the instructor being surveyed (results will only be shared with the instructor after the final marks have been posted).

CANADIAN PRACTICAL NURSE REGISTRATION EXAMINATION

As a graduate of the PN Refresher Program, you are eligible to write the Canadian Practical Nurse Registration Examination, (CPNRE). Successful completion of this exam ensures the graduate has a safe knowledge base to practice nursing and qualifies a license to practice. Until you have written the CPNRE, and met all of the registration requirements, you may receive a temporary license to work as a PN in Canada.

You must apply to the provincial practical nurse licensing body to write the national examination. There is a fee associated with writing your CPNRE exam and licensing. Please ensure that you are aware of these fees and plan accordingly for them. The fees and timelines are not a part of your PN program at NorQuest College. Timelines for applications and exam writing dates are found on the licensing body website.

STUDENT RECORDS

FREEDOM OF INFORMATION & PROTECTION OF PRIVACY (FOIP)

The Alberta Freedom of Information and Protection of Privacy (FOIP) Act is provincial legislation that applies to all information collected, used, and disclosed by the college as well as all records in the custody or control of the college except those records explicitly excluded by the Act.

See Freedom of Information and Protection of Privacy (FOIP) information on the NorQuest College website:

STATEMENT OF GRADES/OFFICIAL TRANSCRIPTS

Grades and official transcripts are mailed to the graduate after students “Apply to Graduate”:
Graduation Requirements and Issuance of Credentials - NorQuest College - Edmonton, Alberta
GLOSSARY OF TERMS

ANECDOTAL RECORDS
These are notes written by your instructor to record your performance while providing care to your assigned client. These notes support the midterm and final assessments you are given for the clinical practice courses. Your instructor will review the notes with you, and you are required to sign the record verifying that the information was shared with you.

ASSESSMENT OF OUTCOMES
Assessment tools include assignments, examinations, practical simulation exams, and lab practice. These tools are used to determine your learning progress toward the general learning outcomes stated in your course outline.

COLLEGE POLICIES AND PROCEDURES

A list of College policies and procedures can be found on our website:


APPENDIX: FORMS

The following pages include some useful forms that you may require throughout the course of your program. You may also download forms from the Office of the Registrar from our website:

NorQuest College Practical Nurse Refresher Program

Instructor - Student Agreement

The NorQuest Practical Nurse program guarantees best practice in education and nursing and recognizes that teaching and learning is a collaborative process between instructors and learners enacted in an environment where knowledge is shared, the learner’s dignity, experiences, and values are respected, and a commitment to excellence exits.

Instructor Role and Responsibilities

To support learner success, I as an instructor will:

1. Provide a welcoming, supportive, safe and inclusive learning environment
2. Respect diverse ways of learning and provide opportunities to learn
3. Facilitate, guide and mentor learners
4. Support active learning
5. Assure consistency of concepts taught in theory are applied to lab
6. Create an environment that builds on prior knowledge and develops skill acquisition
7. Be prepared prior to each lab session
8. Provide feedback and course information in a timely manner

Student Role and Responsibilities

To ensure my success, I as the student will:

1. Provide a welcoming, supportive, safe and inclusive learning environment
2. Establish professional relationships with fellow learners/faculty/instructors
3. Present with professional and courteous behavior in all settings
4. Accept accountability for my words and actions
5. Exercise my rights and freedoms with integrity and respect the rights of others
6. Participate in active learning that is self-directed, pro-active and engaged
7. Contribute to group discussions
8. Understand learner success is related to attendance in both theory and lab, and completion of required work such as:
   - Review nursing skill video prior to lab
   - Completion of lab exercises prior to lab
   - Completion of all required readings prior to lab
9. Understand I may have different instructor in lab however, instruction is consistently based upon nursing principles. This instructor variation can enhance, not impede my learning.

Student Signature: _____________________________ Date _______________

Instructor Signature: ___________________________ Date _______________
Faculty of Health & Community Studies

Practical Nurse Refresher Program
Nursing Practice Courses Completion

Success Statement
All students receive weekly feedback, a midterm evaluation and a final evaluation.

To achieve a passing grade for a Nursing Practice course, the student must be successful in all course expectations. On the midterm and final evaluations, all expectations must be “satisfactory” or “outstanding performance” to achieve a passing grade.

Any “unsatisfactory” performance rating on the Midterm evaluation will result in the student being placed on a Performance Improvement Plan.

Any “in-development” or “unsatisfactory” performance rating on the Final evaluation will result in the student being unsuccessful in the course.

I __________________________ (student name) have read and understand the above statement.

Student Signature __________________________ Date __________________

Instructor Signature __________________________ Date __________________