



FACULTY OF HEALTH SCIENCES
CONTINUING EDUCATION

HANDBOOK:
Policies and Procedures

Revised February 2023



Contents

This Student Handbook contains information about administrative and academic policies and procedures that apply to Continuing Education in Health Sciences courses. The policies and procedures are listed in alphabetical order.

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Welcome to Continuing Education in Health Sciences at Douglas College!

Whether or not this is the first Continuing Education course you have taken at Douglas College, we hope that you find this to be a rewarding and exciting step in your personal and/or professional continuing education journey. This Student Handbook has been developed to provide you with a resource for important information about academic and administrative policies and procedures that apply to all students in our courses and programs.

A decorative graphic consisting of several overlapping, semi-transparent blue shapes that create a sense of depth and movement, tapering off to the right.

PLEASE NOTE: THE POLICIES AND PROCEDURES OUTLINED IN THE FOLLOWING PAGES ARE ACADEMIC AND ADMINISTRATIVE STANDARDS AND REQUIREMENTS THAT YOU MUST MEET, SO PLEASE TAKE TIME TO FAMILIARIZE YOURSELF WITH THE CONTENTS OF THIS HANDBOOK AND KEEP IT FOR FUTURE REFERENCE.

Getting Started

Health Sciences Continuing Education courses may be delivered in one of three formats:

- 1) fully online
- 2) fully classroom-based, or
- 3) a combination known as hybrid.


The course outline on the CE Health Sciences website will specify the instruction method for each course.

There are three parties involved in your learning: your instructor, the Continuing Education team, and you.

- **Your instructor** is committed to making your experience a positive one, and to helping you to be successful in your mastery of the specific course content. They are a specialist in the course content, and most likely are a faculty member in Health Sciences at Douglas College as well as a practitioner within the BC health care system. They will support your learning by inviting questions, delivering lectures, facilitating discussions, giving you feedback on your progress, answering your questions and inspiring you to come to a deep understanding of the course subject matter.

They will also create assignments and examinations that will help assess your mastery of the content, help you with academic challenges that may arise as you proceed with your course and will ultimately assess your final standing in the course. In your online course, please address your questions to them through the email system in your Blackboard course and allow at least two (2) business days for a response. For your classroom-based course, please follow your instructor's guidelines for contact.

- **The Continuing Education team** (Coordinator and Program Assistants) are committed to your success and ensuring that you and your instructor have the structures, resources, and materials needed to support your learning environment. We do our best to respond to your questions and concerns as quickly as we can, but please remember that we are in the office Monday-Friday from 9:00 a.m. – 4:00 p.m. If you encounter a problem outside of those hours, please call or email us and we will do our best to respond to your concern during the next business day.
- **You** have come to this course or program for a specific reason, which leads us to believe that learning is an essential part of your goal. You need to accept responsibility for your learning by completing the course readings, assignments and exams as assigned, participating actively in class and online discussions, and asking questions when you don't understand something. The more you put into your learning, the more you will get out of it. Enlisting the support of your family and friends before you begin your course or program is also a good idea; ensuring that supports are in place to meet the needs of the important people in your life before you begin a new project will make it easier for you to dedicate the time your studies will demand of you.

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IF YOUR COURSE IS DELIVERED ONLINE, THE SECRET TO YOUR SUCCESS WILL BE TO ESTABLISH A REGULAR STUDY ROUTINE THAT FITS YOUR SCHEDULE, AND STICK TO IT. WITHOUT THE REQUIREMENT TO ATTEND CLASSES ON A WEEKLY BASIS, IT IS VERY EASY FOR OTHER DEMANDS TO IMPINGE ON YOUR STUDY TIME. SUCCESSFUL ONLINE STUDENTS ARE THOSE WHO ARE ABLE TO MANAGE MULTIPLE DEMANDS AND STICK TO THEIR SCHEDULE.



We welcome you to continuing your education at Douglas College. We hope that you will enjoy your course(s), and that your learning will help you reach your personal goals.

What follows are the policies and procedures, in alphabetical order, that apply to your Continuing Education studies. Please familiarize yourself with these requirements and keep this document handy to refer to when questions arise.

Academic Integrity

(Excerpted from Douglas College Policy on Academic Integrity, effective January 2016)

“All members of the College community share responsibility for adhering to the academic and ethical principles of the College: honesty in the representation of one’s knowledge and learning, and the open and accurate acknowledgment in one’s academic work of any indebtedness to the work of others. A breach of these standards will be treated seriously and not be tolerated. Students are expected to learn and embrace academic integrity as an essential part of their education, and all employees are expected to model it themselves.”

“Students are responsible for conducting themselves honestly and ethically and for becoming familiar with and adopting the principles of academic integrity in their studies. This responsibility includes being vigilant with the use of sources and documentation to avoid plagiarism.”

Acts of academic dishonesty may include, but are not limited to, the following types:

Fraud: impersonating or allowing the impersonation of an individual for the purposes of completing an in-person examination or interview; submission of falsified records or documents, such as academic transcripts, credentials, letters of reference or medical certificates.

Cheating: the possession or provision of unauthorized aids, assistance or materials in the preparation of assignments, during examinations or in the completion of practical work (in clinical, practicum or lab settings), including but not limited to the following:

- Copying or attempting to copy the work of another during an examination
- Communicating work to another student during an examination
- Possession of unauthorized aids, notes or electronic devices or means during an examination



- Unauthorized possession of an examination or answer key
- Submission of a substantially similar assignment / test by two or more students, except in the case where such submission is specifically authorized by the instructor.

Misuse or misrepresentation of sources: presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; massaging or manipulating research findings or data; suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

Plagiarism: presenting or submitting as one's own work the work, research, words, ideas, artistic imagery, arguments, calculations, illustrations or diagrams of another person or persons without explicit or accurate citation or credit; this includes submission of purchased material as well as material in which the student has permitted someone else (a fellow student, tutor, mentor or teaching assistant, friend, etc.) to contribute unacknowledged.

Self-plagiarism: submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted.

Other ethical offenses – the following are examples of other conduct specifically prohibited:

- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers)
- Falsifying one's attendance in a course
- Modifying graded, returned material, then submitting it for re-grading
- Deliberately disrupting an examination or assessment, such as by causing a false fire alarm
- Assisting or attempting to assist another person to commit any breach of academic integrity

Academic integrity does not mean that students must work in isolation; students are encouraged to work, study and learn together and to draw on the work of others like that found in books, lectures, journals, to inform their own exploration. The key to maintaining academic integrity in your assignments and essays is to reference your sources and cite them correctly.



Correctly used, quotations, references to and citations of works and contributions of others, and acknowledgement of collaborators and collaborations strengthen your writing and demonstrate your ability to think critically about your topic. Failure to give appropriate credit to your sources may create a violation of academic integrity.

Please be aware that you are responsible for reading, understanding and adhering to BOTH the Student Conduct Policy and the Academic Integrity Policy in your role as a student at the college:

To view the full Student Conduct Policy, visit the Douglas College website at <https://www.douglascollege.ca/-/media/4310D1BD02AE4A74B9D0832D61FA18A1.ashx>

To view the full Academic Integrity Policy, visit the Douglas College website at <https://www.douglascollege.ca/-/media/27C599ABC76048A0A713648565906273.ashx>

Admission

Formal admission is not required for students interested in taking individual Continuing Education Health Sciences (CEHS) courses for general interest or professional development. Students are able to register in most individual courses by calling Continuing Education Registration (604-527-5472) and quoting the Course Registration Number (CRN) listed on the CE Health Sciences website for the course start date they are interested in.

For some courses, registration requires submission of a registration form and proof of completion of specified prerequisites. Course prerequisites and requirements for proof of completion are listed in the course outline on the website. For these courses, the registration form is linked to the course web page; the completed form and supporting documentation should be submitted according to the directions on the form.

If registration in a course for professional development inspires you to complete a full certificate program, you must apply for admission to the program. A maximum of one course completed for professional development may be applied toward satisfaction of certificate program requirements.



Certificate programs do require a formal application and admission process; details of required documents and program application forms are linked to the program web page. To ensure sufficient time to process applications, applicants must submit the completed application form and copies of all required documentation no later than one month before they wish to begin their first course. **Please ensure that you allow sufficient time between completing a course and registering for a new course. Instructors may take up to 2 weeks to grade assignments and exams before posting and submitting a final mark, as per college policy. Therefore, you will need to take this timing into account in your planning.**

Assignments

For Online Courses

To allow students maximum flexibility in managing their study time, we do not provide assignment submission schedules for Continuing Education courses. To support student success, it is strongly recommended that students take some time at the beginning of each course to read the Course Overview and other resources in the Start Here folder of the course site. This will orient you to the course requirements and allow you to customize your study plan and assignment submission schedule to keep you on track. You may want to share your plan with your instructor, so that they are aware of your intentions.

The number and format of assignments are described in the Assignments section of each online course. Assignments must be completed and submitted one at a time to the course instructor for evaluation and feedback prior to writing the final exam. **Assignments submitted after the course completion date or final exam will not be graded.**

Students **may** be permitted or asked to revise or rework an assignment. If revision is permitted or requested, the intent is not punitive; the intent is to support success in mastering the course content. Please follow the instructor's guidelines/directions and deadlines and contact them with any questions or concerns you may have.

Do not assume that assignment revisions are permitted in your course. If you want to submit a draft for review and comment by your instructor prior to submitting your assignment for grading, you must contact your instructor to find out what the practice is for the specific course. Your instructor has the right to refuse to review draft assignments.



Assignment submission and contact with the instructor must take place through the course Blackboard site.

For more details about navigating in Blackboard, please refer to the “Blackboard” section below.

For Classroom Courses

The course instructor will provide details of required assignments during the first class, and will explain the expectations and assignment requirements and due dates. Students are expected to complete and submit assignments accordingly; if you have questions or concerns about assignments, speak with your instructor.

Attendance at Classroom-based Courses

We believe that students come to Continuing Education because learning this material is important to them. Learning involves absorbing and working with new ideas, concepts or activities until they are incorporated into the individual’s knowledge base; the classroom and online sessions that our experienced instructors have developed are designed to help students do this. As many courses are short and intense, students need to arrange their schedules so they can attend 100% of learning activities. It is not possible to attend missed classes in a subsequent offering of a course.

However, we recognize that as adult learners, things can crop up unexpectedly that may make it impossible for students to attend class. In this case, it is the student’s responsibility to be in touch with the course instructor. If you know you are going to miss class, you should advise your instructor ahead of time. If you miss class unexpectedly, please notify your instructor immediately.

We have developed the following attendance standard, based on a 30-hour course:

1. A student can miss 3 hours of class time and still receive a grade for the course without being required to complete a make-up assignment.
2. In exceptional circumstances and at the discretion of the instructor, in consultation with the Coordinator of Continuing Education, a student may miss 6 hours of class time if they complete a make-up assignment.



- A student **cannot** receive credit for a 30 hour course if they miss 6 or more hours of class time.

In the event that a make-up assignment is made available by the instructor, they will assign a due date what will allow them enough time to assess it and still submit grades within two (2) weeks following the last class.

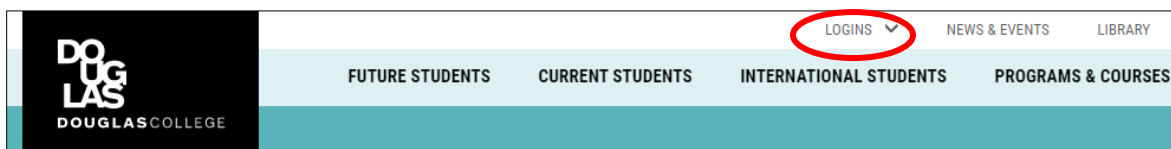
Blackboard

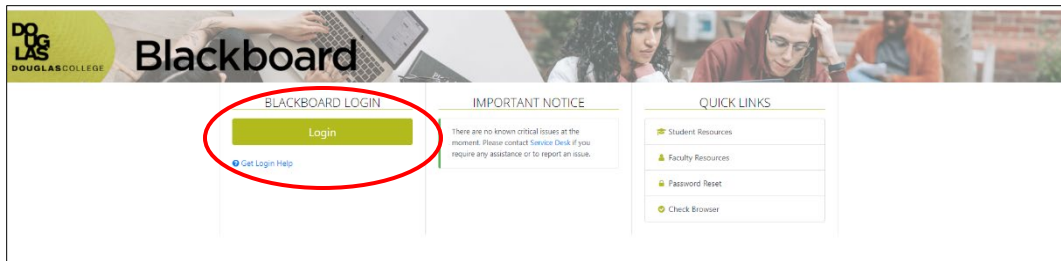
Courses may be offered entirely online or support materials for a classroom-based course may be housed in Blackboard, so students will need access to a computer and a reliable Internet connection. A **Blackboard app is available for both iOS and Android, however, we do not recommend accessing your courses via the app as it may not display properly; it is best to access the course directly via computer. If you do access the course via the app, do not take quizzes or submit assignments through it. Assignments and quizzes are required to be done via computer.**

Blackboard operates best in Google Chrome, Firefox or Safari. Internet Explorer is not a recommended platform, as compatibility issues have been noted. Students who do not have one of the recommended web browsers are strongly encouraged to load one of them onto their computer before beginning the course.

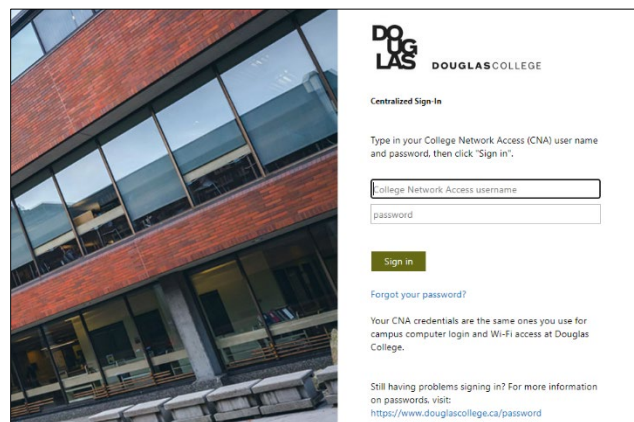
For students who have not used Blackboard before, following details may be useful:

Access your online course through the 'Login' menu at the top of the Douglas College webpage (www.douglascollege.ca) or type 'douglascollege.blackboard.com' into your internet browser, which will also bring you to the Blackboard login page. You may wish to add a Favourite (bookmark) to this site so you can easily reach it again.





To log in to Blackboard, your user name will be your 9-digit student number – provided on your registration receipt; the password for your first access will be generated randomly and emailed to you at the email address you provided after you are registered. When you first log in, please change this randomly generated password to a new password that contains at least 15 characters. If you do not receive that email, please contact the Service Desk.

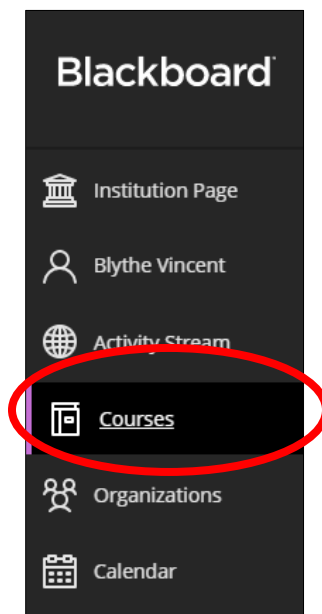


If you have difficulty accessing Blackboard, you may be working on a browser that is not compatible. To check your browser compatibility, and to find other Blackboard-related information, check the Blackboard Community links at <https://www.douglascollege.ca/student-services/essential-resources/online-learning/blackboard> or the Student Resources link at the Blackboard Login page. If you still are having difficulties, email the Service Desk at servicedesk@douglascollege.ca, or phone 604-527-5330. Please have your student ID number available when you contact the Service Desk.

If you have any questions about getting started in your course, please contact the CE Program Assistants. They will answer your question and/or direct you to additional resources.

Inside Blackboard

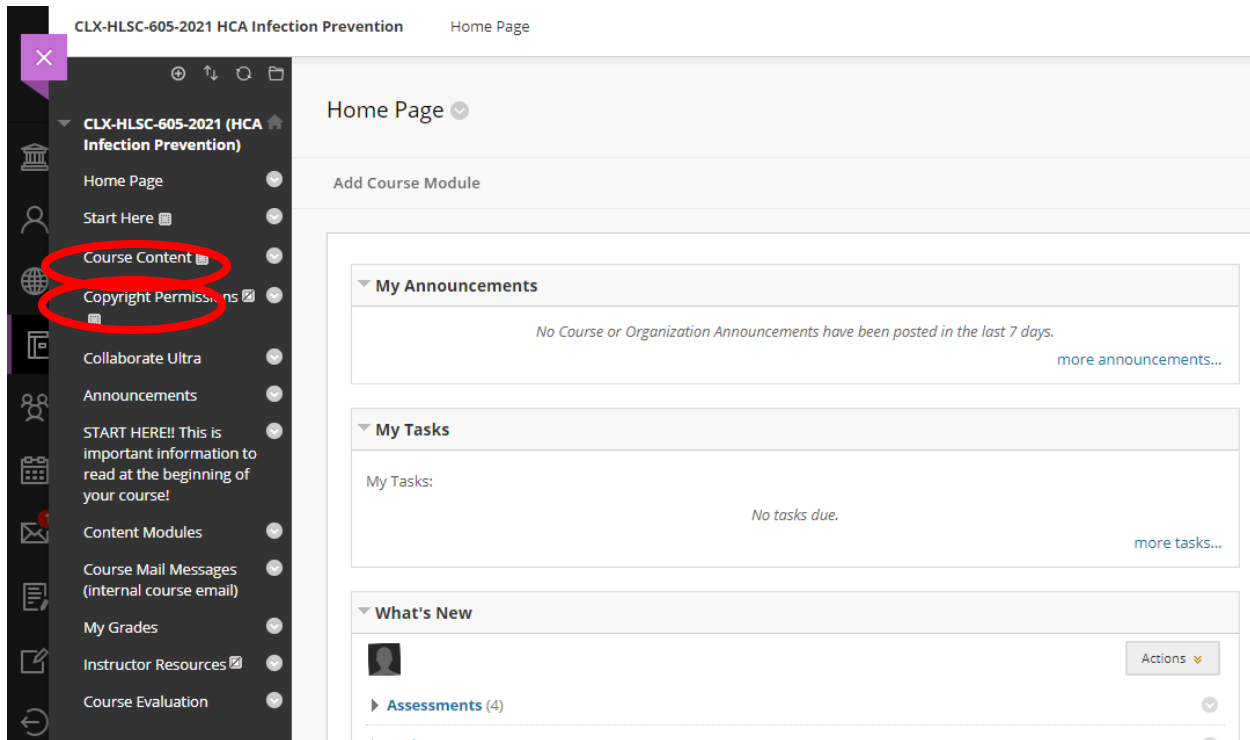
Your course will show up in your “Courses” list linked on the sidebar; simply click on the course number and you will have access to the course content.



When you first access the course, open the “Start Here” section in the left navigation pane to review the course outline and expectations. You can easily navigate through the course content in the “Course Content” link in the left navigation pane.

In the left navigation pane, you will see different content areas such as **Start Here**, **Course Content** or specific subject or section titles for your class. Start your navigation of the course Blackboard site by going to the Start Here link and clicking on the words “Start Here.” This will take you to a content page with information about your course.

As you click through each of the Content pages of your course you will find that you can participate in a number of activities, which may include participating in discussions, watching videos, visiting web links, reading files and completing Assignments. Read any instructions carefully and complete tasks as assigned.



Contacting your Instructor

Blackboard has excellent help resources and you can find more information on sending and receiving course messages [here](#).

Submitting Assignments

You can find more information on how to submit assignments [here](#). You should use Microsoft Word or Microsoft OneDrive to submit your assignments as an attachment; please note that some issues have been noted when Google Docs is used.

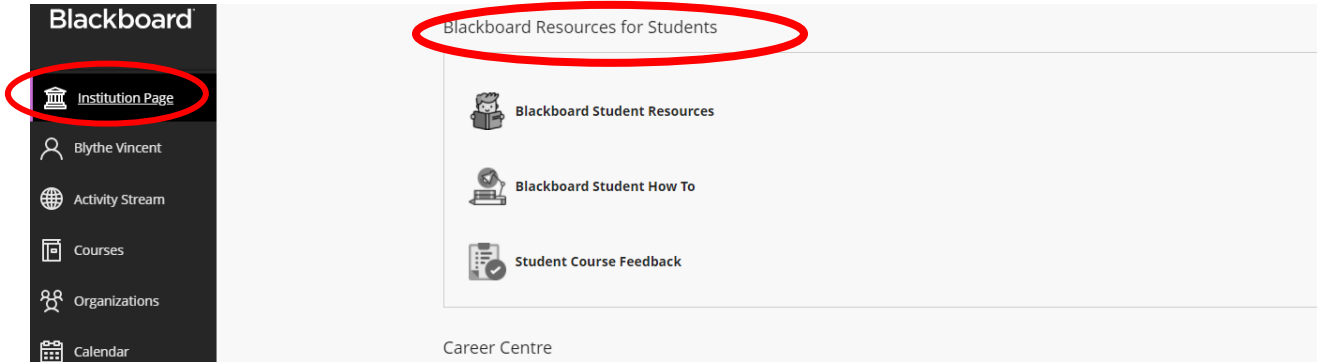
If you have trouble with Blackboard

If, for any reason, you cannot get into Blackboard, contact the Service Desk at 604 527 5330 or email servicedesk@douglascollege.ca. Have your student number and your course ID ready.

There are excellent Blackboard orientation resources available in the **Institution Page** tab. You will find lots of useful tips, tricks and information here about features of Blackboard that will make your online learning experience much less stressful. **If you are new to Blackboard, we**



strongly encourage you to complete the orientation “Get Started with Blackboard,” as you may find it very helpful.



Campus Alerts

If your course is offered on campus and severe weather conditions occur, your best sources to check if the campus is open are:

Douglas College homepage: www.douglascollege.ca
Information line: **1-877-679-0823**

Updates about weather-related closures will also be tweeted at twitter.com/douglascollege, and posted on Facebook at facebook.com/douglascollege.

In case of a closure, Douglas College will also send information to local radio stations including CBC 690AM, CKWK 1130AM, and CKNW 980AM, usually by 0630 hrs the same day but this depends on the situation and it may be changed or updated throughout the day.

Traveling to and from campus

Please take extra caution when traveling to and from campus during adverse weather conditions. Before you leave, check BC Road Reports and/or Translink for possible closures or delays. You can also check current weather conditions on your local news or radio stations.



Campus closure policy

Douglas College believes its facilities should remain open during normal college hours. However, the College realizes that under severe adverse weather conditions, building emergencies, or for safety reasons, a campus location could be closed. Both alerts and instructions will be posted on the Douglas College main website. Your instructor may also post weather-related announcements affecting courses held on and off campus for you on Blackboard.

Subscribe to DC ALERTS

DC Alerts is the College's emergency communication to your email and mobile phone.

Safety of students and employees is a top priority for Douglas College and clear communication is essential in any urgent or emergency situation on campus. That's why the College has established DC Alerts, a system that will send you emergency notifications quickly.

If there is an emergency that could affect people's safety on campus or a serious event that affects College operations, DC Alerts can tell you what is happening and what to do (i.e. take cover on campus, leave the campus or avoid the campus). For more information about DC Alerts and for directions on how to subscribe, visit <https://www.douglascollege.ca/about-douglas/safety-security-risk-management/dc-alerts>.

Centre for Educational and Information Technology (CEIT)

CEIT is the Douglas College department that provides educational and technology support for students, faculty and staff. For details of the support that CEIT provides, please visit <https://www.douglascollege.ca/student-services/essential-resources/it-services>.

Completing your Online Course

We believe that students come to Continuing Education because learning this material is important to them. Learning involves absorbing and working with new ideas, concepts or activities until they are incorporated into the individual's knowledge base, and the classroom and online sessions that our experienced instructors have developed are designed to help students do this.



As many courses are short and intense, students need to arrange their schedules so they can attend 100% of learning activities. For classroom-based courses, it is not possible to attend missed classes in a subsequent offering of a course.

However, we recognize that for adult learners, things can crop up unexpectedly that make it difficult for you to find time for your course work. In such cases, it is your responsibility to keep in touch with your instructor; they are there to support you, but can't help if they don't know that you are experiencing difficulties. Don't suffer in silence – reach out for help. **Please ensure that you allow enough time for your instructor to respond to you, and the college standard is 1-2 business days unless otherwise specified.**

Online courses are delivered using the College's Blackboard learning management system. Students have a prescribed amount of time to complete each course, which is specified in the welcome package that is sent by a CE Program Assistant in the five days prior to the course start date. It is the student's responsibility to manage their time and complete the course requirements within the scheduled timeframe.

If you find that you are close to running out of time to complete your course, contact the Program Assistant via email at cehs@douglascollege.ca; they will be able to help you with the extension process. Please refer to the Extensions section of this Handbook for guidelines and requirements for extensions.

Course Cancellations

In the event that a course is cancelled, or there is a disruption beyond the control of Douglas College, fees will be refunded on a pro-rated basis depending on the number of classes held before the disruption began.

Course Outline

The Outline for each course is available on the Continuing Education website at <http://www.douglascollege.ca/programs-courses/continuing-education/health>. Simply follow the link in the left navigation pane to the course you are interested in to find the course description, course number, learning objectives, tuition, course pre-requisites, course content, required learning resources (i.e. textbooks), assignments, grading system, completion timeframe, and the information needed for course registration.



For classroom courses, the instructor will provide a detailed course outline during the first class. The outline will specify the learning outcomes, assignments, and evaluation system for the course.

For online courses, all the information about the course requirements – including learning outcomes, assignments, and the course evaluation system – is available in the **Start Here** section in the left navigation pane of your course.

Please note established deadlines and requirements and ask your instructor if you have any questions or concerns.

Course Start Date

Courses normally start on Mondays, and students are able to choose a start date from the options available on the course calendar. The course start documents, instructor information and access to the course materials will be sent to students at the email address provided on registration the Friday prior to the course start date. Instructors will not be available to support student learning before the course start date.

Examinations

For Online Courses

Examinations are different from quizzes or practice tests that may be part of the online course content. All exams are administered via Blackboard, and must be supervised by an approved invigilator, on or before the assigned course end date. Students are responsible for arranging their examination(s) with an appropriately-qualified Invigilation Centre.

For students located in Canada, the Office of the Registrar at Athabasca University has created and maintains [a list of qualified Invigilation Centers across Canada](#); please choose your exam location from this list. Students must contact the Centre of their choice a minimum of 10 business days (2 weeks) prior to the desired exam date. The student will make the arrangements with the Exam Centre, including payment of any fees that the Centre may charge, and have the representative of the Exam Centre complete the top portion of the CEHS Exam Confirmation form (provided with the welcome letter at the course start); the student must complete the bottom portion of the form, and is responsible for sending it to the Program Assistant according to the directions on the form.



For students located outside of Canada, invigilators must be approved by the CEHS department prior to allowing exams to be scheduled. Please provide location and contact information for possible invigilators to the Program Assistant and allow up to two (2) weeks for processing. Invigilators cannot be other students, relatives, friends, neighbours, coworkers, immediate supervisors, or people residing at your address of residence.

The exam form must be received in the Continuing Education office **no later than three (3) business days before the requested exam date**. Please note that forms received late may not be processed. If the course has more than one exam, **students must submit one Exam Confirmation form for each exam**.

On the exam day, it is essential that students are able to sign in to their Blackboard course in order to be able to access the exam. Password and access details are provided to the invigilator directly by the Program Assistant.

During exam writing, if the system times out for any reason (system glitch, a break in Internet connectivity, etc) or if the student mistakenly submits their exam before completion, there is a 2nd attempt permitted. Please note that this means the exam would need to be fully retaken. If the exam needs to be re-scheduled, the student is to do so as per the re-write instructions below and both the Instructor and the Program Assistant should be informed of the circumstances. Also note that the most recent exam attempt is the one that is graded.

In the event that an issue arises with Blackboard that interferes with the availability of the exam, the student should contact the Program Assistant by email and the issue will be addressed on the next business day. In such cases, the exam will have to be rescheduled.

Students have one opportunity to complete the exam(s). In some circumstances, the instructor may authorize an exam re-write. If a re-write is approved, a new Exam Confirmation form, with the date, time and time-zone of the exam re-write specified, must be submitted no later than three (3) business days before the requested exam re-write date.

Extensions

Students are expected to submit course work and assignments one at a time, according to the schedule they develop to meet their assigned course completion date. All course work must be submitted in time for the instructor to evaluate it before the deadline for submitting final grades.



In the event that the student is unable to meet the course end date requirements, they may be eligible to apply for a course extension. Extension requests must be received by the Program Assistant no later than five (5) business days **before** the assigned course end date, accompanied by payment of the extension fee. **Extension requests received after the assigned course end date cannot be processed and students will need to fully re-register in the course to complete.**

The duration of an extension depends on the course; a summary of extension timelines and costs is available in the Registration and Administration section of the Continuing Education Health Sciences website (<https://www.douglascollege.ca/programs-courses/continuing-education/health>). If you require an extension, please contact the Program Assistant via email at cehs@douglascollege.ca to request an extension request form.

In exceptional circumstances (i.e. serious illness or death in the family), an exceptional second extension may be approved by the Coordinator. Requests for exceptional extensions must be made in writing and received five (5) business days before the end of the first extension; a medical note supporting the request may be required. Payment of an additional extension fee will be required.

Fee Payment

Payment of tuition fees must be made at the time of course registration. Payment options are Visa/Mastercard, Interac Online (selected banks only) or if necessary Online Bill Payment through your financial institution. Payment instructions are provided by the CE Registration Office upon registration.

Grading System

Continuing Education Health Sciences courses are graded according to the same standards as credit courses, as described in the College's grading policy (<https://www.douglascollege.ca/-/media/31860A31D38142059097A1FE1EFE43CC.ashx>).

Normal Grading Mode (most courses)



Grade	Based on achievement of:	Definition
A+	95% and above	Outstanding Achievement
A	90% - 94%	Outstanding Achievement
A-	85% - 89%	Outstanding Achievement
B+	80% - 84%	Good Achievement
B	75% - 79%	Good Achievement
B-	70% - 74%	Good Achievement
C+	65% - 69%	Satisfactory Achievement
C	60% - 64%	Satisfactory Achievement (for some programs, this is the grade required to move to subsequent courses)
C-	55% - 59%	Satisfactory Achievement
P	50% - 54%	Marginal Achievement
F	Unsatisfactory achievement	
UN	Did not write final exam or complete course requirements	

Mastery Grading Mode



MAS	Mastery: Student has met and mastered the goals, criteria or competencies established for this course, practicum or field placement
EXP	Experience: Student has participated in course activities and is progressing but has not mastered the goals, criteria or competencies established for this course, practicum or field placement
NM	Non-Mastery: Student has participated in course activities but has not met the goals, criteria or competencies established for this course, practicum or field placement
UNW	Unofficial Withdrawal: Student completed less than 70% of the total evaluation of the course, or missed more than 30% of the classes where the Instructor's Course Outline specifies that attendance is a course requirement

Non-Graded Mode

NA	Not applicable. This course is not graded
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Other Grades Used

AUD	Audit. Student attended. Audit students are not evaluated. Applicable to courses using Normal and Mastery grade modes
DEF	Deferred. Student is continuing in an on-going program which is not following the semester schedule. Applicable to courses using Normal and Mastery grade modes

I	<p>Student is continuing to do coursework beyond the deadline for grade submission, deferring course deadlines. This is a temporary grade assigned in extraordinary/unexpected circumstances which are student driven and make it impossible to complete course work before the course ends. An Incomplete Grade Contract will specify the requirements to be completed, and permit an extension of maximum of four months from the date of the contract. An Incomplete Grade Contract must be completed and submitted to the Registrar’s Office before an “I” grade can be assigned. An Incomplete grade will be converted once the final grade is submitted.</p> <p>Applicable to courses using Normal and Mastery grade modes</p>
W	<p>Withdrawal before official deadline.</p> <p>Applicable to courses using Normal, Mastery and Not Graded grade modes</p>

Instructors are required to submit final grades within two (2) weeks of the end of the course. Please be aware that during busy times instructors are doing their best to respond to you and that it may take up to 2 weeks to receive your grade. Students can access their final grades through Blackboard or by accessing their unofficial transcript.

For RN-MH, LPN-MH & RPN Refresher program, students are required to achieve a minimum of 65% in all letter graded courses for progression to subsequent courses and a Mastery grade for all mastery evaluated courses. A student may register for the same course a maximum of two times.

Grade Appeals

While the Douglas College Appeal of Final Grades policy does not apply to Continuing Education courses, the principles of the policy are applied by Continuing Education in Health Sciences. The process for appealing a final grade in Continuing Education is as follows:

1. The student must contact their instructor within 10 business days of the grade assignment, and attempt to resolve the issue informally by presenting a logical case for grade review.



2. If the issue is not resolved at this stage, the student must submit a written appeal, including an explanation of the basis of the appeal and any supporting documentation, to the Coordinator of Continuing Education in Health Sciences. The written appeal and any supporting documentation must be received by the Coordinator within 10 business days of the instructor's response to the student request. The Coordinator will review the facts and determine whether the appeal will be granted.
3. If the issue is not resolved at this stage, the appeal will be forwarded to the Dean of Health Sciences for adjudication. The decision of the Dean will stand.

Graduation

Completion of many Health Sciences Continuing Education programs qualifies graduates to receive a certificate; depending on the program, the certificate may be issued by the Continuing Education office or by the Douglas College Graduation Office. When the student has successfully completed all program requirements, they are eligible to receive their Certificate.

If the program certificate is issued by the Douglas College Graduation Office, students are also eligible to attend the Graduation Ceremony and cross the stage at one of the two annual Convocation ceremonies in February and June each year. The Graduation Office issues certificates for the:

- Psychiatric Nursing Refresher,
- RN Mental Health Nursing,
- Health Data Classification Refresher, and
- Emergency Mental Health certificate programs.

To be eligible to attend the ceremony, the student must submit a Graduation Application.

Graduation is not automatic; the student must apply in order to receive their certificate.

Attending the Graduation ceremony (convocation) is optional; students who do not wish to attend should indicate this on their Application for Graduation form. Complete information about deadlines and process for application are available on the Graduation Office's website:

<http://www.douglascollege.ca/student-services/graduation>.

Instructor Contact

Most instructors in Health Sciences Continuing Education courses and program are also faculty members in Douglas College Faculty of Health Sciences, and practitioners within the health care



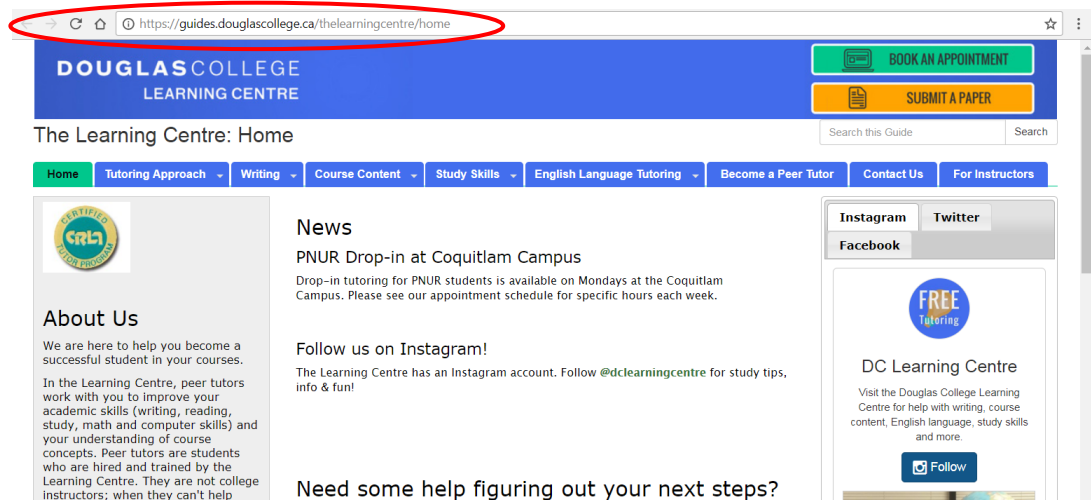
system. They are highly qualified experts who are dedicated to ensuring a high quality educational experience for their students.

As course instructors are busy professionals in their own right, please limit contact with them to the Blackboard course email system. Please also bear in mind that your instructor has other professional obligations, so allow them at least 1-2 business days to respond to your questions and up to 2 weeks to mark assignments and exams.

Learning Centre Resources

Douglas College's Learning Centre has a number of good online print and video resources available to you. Topics include study skills, writing, grammar and punctuation, and math/science.

These resources are available at <https://guides.douglascollege.ca/thelearningcentre/home>.



Library Resources

Continuing Education students have access to Douglas College's Library support and collections, including the ability to access online resources and to borrow books and other reference material.

If you encounter any difficulty accessing the Library resources, please contact a CE Program Assistant.



Preceptorship

Some programs require that students complete a clinical preceptorship or knowledge transfer course in order to complete the program requirements. Only students who have been formally admitted to the specific programs where these courses are required are eligible to attend clinical practice experiences. Students in these programs will be given access to the preceptorship documents and details about establishing preceptorship arrangements.

Students must comply with and remain current with all Health Authority student practice requirements (Practice Education Guidelines for BC or the province in which they are attending their practice). Students who do not meet all Health Authority clinical practice requirements will not be able to attend program courses which occur at Health Authority sites, potentially resulting in a “non-mastery” grade in the program course.

Students are not permitted to contact possible preceptorship locations directly. All communication must be through Douglas College.

Program Progression

Students who have been admitted to certificate programs should note that the grade required for each course in order to proceed with the program may be higher than a technical passing grade (50%). In the event that a student does not obtain the grade required for program progression, they will be permitted to register in the course a maximum of one additional time. **Students who are unsuccessful in a course twice will be required to withdraw from the program.**

Receipts

Tuition receipts are produced by the Continuing Education Registration following registration in a course and are normally sent to the student by email on the first business day following registration. The email will come from Continuing Education and the subject line will read ‘Confirmation of Registration’. If a student does not receive a confirmation, they should check their email junk or spam folder; if they still do not find it, they should contact the Continuing Education at 604-527-5472.



Refunds

Students who apply for a withdrawal are eligible for a refund only if their request is received by Continuing Education Registration no later than three (3) business days prior to the course start date. Where this deadline is met, the student is eligible for a refund of tuition fees paid, less a \$50.00 administrative fee.

Refunds are issued in the form of a cheque payable to the individual who was registered in the course, unless the tuition was paid by a sponsoring organization. Cheques are mailed to the address on file in the Registrar's Office; please allow 2-4 weeks for processing.

Registration

Courses normally start on the first working day of the month; course start dates and associated course registration numbers (CRN) are listed on course webpages on the Continuing Education website (<https://www.douglascollege.ca/programs-courses/continuing-education/health>). The registration process is specified on the course outline:

- registration in some courses is completed by contacting Continuing Education Registration directly, quoting the CRN and course start date listed on the course web page; while
- other courses require that students submit proof of completion of pre-requisite requirements, so will be required to submit a registration form along with their documentation. Completing the registration form requires specifying the course, CRN and start date listed on the course web page.

Please note that the same deadlines apply to courses that require submission of a registration form and proof of completion of specified prerequisites.

Following the registration deadline and before the course start date, a Program Assistant will email a welcome package that confirms the course start date, end date, and instructor information; a copy of this Student Handbook will also be part of the package. This information will be sent to the email address provided to Douglas College; students who do not receive a welcome package by email prior to their course start date should check their computer spam filter or junk folder to ensure that this email hasn't been redirected.



Repeating a Course

In the event that a Continuing Education student is unsuccessful in completing a course and receives either a failing or UN grade, they are eligible to register for the same course a maximum of one additional time. The second registration requires payment of the full tuition fee a second time.

In some courses, students who have failed a course may be required to complete a remedial upgrade course or activity before they will be eligible to re-register.

Textbooks and Course Materials

Students are responsible for purchasing textbooks and course packages in advance of the course start date. Visit the Bookstore website (<https://bookstore.douglascollege.ca>) to place your order.

You may purchase your text(s) in person at the Douglas College Coquitlam campus Bookstore, or online and have them shipped directly to you. If you order online, please allow 1-2 weeks for processing and delivery of your order, so be sure to order early.

Transcript

Students can order their unofficial or official transcript by following the instructions at the weblink below. It is recommended that students check their unofficial transcript to ensure all of their courses are listed and graded before requesting their official transcript.

There is a fee for an official transcript. For complete details on how to request your official transcript, <http://www.douglascollege.ca/student-services/post-douglas/transcripts>.

Updating Personal Information

Students are required to ensure that their current personal contact information (address, email address, telephone number, etc) is provided to CEHS, who will share the information with Continuing Education Registration. Any changes to a student's contact information must be forwarded, in writing to a CE Program Assistant.



Withdrawal

Students may **withdraw from a course** any time between their registration date and three (3) business days prior to the course start date. The request for withdrawal must be received by Continuing Education Registration by the deadline, and the student will receive a refund of tuition fees paid, less a \$50.00 administrative fee. The request for withdrawal may be submitted to CE Reg by phone at 604-527-5472 or by email at cereg@douglascollege.ca.