

# Student Handbook

## Health Care Aide



# A MESSAGE FROM THE OWNERS



The Health Care Aide Academy has been educating students since 2015. We are licensed under the Private Career College's branch of the Alberta Government and we are a member of the National Association of Career Colleges. The success rate of our graduates is impeccable and is a great testament to the school's popularity.

The Health Care Aide Academy continues to grow and our success is contingent on continually striving to be student focused in our school and always meeting our students' needs with great hands on education. Students are our focus of everything we do and student satisfaction is our number one priority.

We value our staff teammates and realize that for all of us to be successful we need to create an environment where you can reach your goals as well. We believe that all teammates have an important contribution to make and we are committed to providing an environment where all teammates are encouraged to reach their greatest potential.

A multitude of topics are covered in this handbook however if you cannot find the information you are looking for or if you need more information please do not hesitate to ask your immediate supervisor/manager who will be pleased to answer all of your questions. Please read this handbook thoroughly and retain it for future reference.

The Health Care Academy is committed to a culture of learning, and growth based on education, advanced curriculum, quality techniques and teamwork. We strive to excel in exceeding our students' high expectations and recognize every student as our ultimate focus.

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# ADMISSION REQUIREMENTS

The following requirements must be met to be eligible for entry into a licensed HCA program.

## Academic English Language Arts (ELA)

- English 20-1 or 20-2 with a minimum of 60% or Canadian jurisdiction equivalent; or
- English 30-1 or 30-2 with a minimum of 55% or Canadian jurisdiction equivalent, such as a Canadian High School Equivalency Diploma (General Education Development-test (GED)); or
- Deemed equivalent by completion of Next-Generation ACCUPLACER (assessment placement test) reading & writing tests, with a minimum score of 237 in each category. The math test is not required.

NOTE: Students who have not met the ELA requirement (i.e., 20-1, 20-2, 30-1, or 30-2 English level) with the minimum grade are subject to completing the Next-Generation ACCUPLACER assessment test. This can include students out of province, out of country, or mature students that have been out of school for a significant length of time.

## English Language Proficiency

Candidates where English is a Second Language (ESL) must meet the English Language Proficiency requirement in addition to the Academic English requirement. Equivalencies are as follows:

- By presenting a Canadian High School Equivalency Diploma (General Education Development-test (GED)), or
- By attending high school in Canada. Studies must have been in English at an approved Canadian high school (grades 9, 10, 11, 12) with at least three consecutive years of full-time academic study; or
- Providing evidence of attending two consecutive years of full-time equivalent post-secondary study in English in a subject other than a HCA program at a Canadian institution; or
- By completing an Approved ELP Test with the required Canadian Language Benchmark (CLB): A minimum CLB of 7 in each of the 4 language skills (speaking, listening, reading and writing) and not an average of 7.
- Official test results must be submitted directly to the PSI.
- PSIs will accept submissions from any one of the following approved ELP tests:



## Approved English Language Proficiency (ELP) Tests:

1. International English Language Testing System (IELTS) Academic: 6 (no section score below 5.5);
2. Test of English as a Foreign Language Internet Based Testing (TOEFL iBT): 71;
3. Canadian English Language Proficiency Index Program (CELPIP) General: 7 (with no section score below 6);
4. Canadian Language Benchmarks Tests Milestones Test (7 in each strand, not an average of 7);
5. Duolingo English Test (minimum score of 95);
6. Canadian English Language Benchmark Assessment for Nurses (CELBAN): 7 in each area of listening, reading, writing and speaking, not an average of 7.

NOTE: Test Currency: results must have been obtained within two years of the start date of the program. Test Validity: IELTS (Academic) and TOEFL results are valid for two years from the day of testing.

## Digital Literacy

Candidates must possess knowledge of computer/technology tools to be successful in the program. Candidates must:

- Be able to communicate, research and understand information
- Know how to use computer to surf web, email
- Be able to critically evaluate and understand how technology can affect one's behavior
- Be able to create, produce content and effectively communicate using email, media, internet

## Health & Safety Requirements

The following health and safety requirements must be met to proceed to clinical placement.

- HSPNet consent form
- Confidentiality
- Police Information Check
- Immunizations as per site requirements
- Yearly Influenza and Covid Immunization as per site requirement

## STUDENT EXPECTATIONS

- Classes begin at 8:30am and end at 4:00 pm. Please contact your instructor if you are going to be late or absent.
- Clean-up time is assigned for each semester as is dismissal times. Please keep busy until the instructor allows you to clean-up and dismisses the class.
- Breaks are to be determined by the instructor in order to keep class flow consistency. Eight hour classes receive a 30 minute lunch and 2-15 minute breaks.
- If it is necessary to leave the school early, you must let your instructor know in advance.
- Cell phone use is a privilege, please refrain from use in classrooms. If there is a valid reason that you require your phone you must receive permission in advance and have it set on silent or vibrate.
- Beverages and food are permitted in the designated areas of the school only and will not be allowed in the classrooms. Water is acceptable as long as it is in an unbreakable, sealable container.
- There is a designated student smoking area at each campus. Students are required to make sure to dispose of their cigarettes in the appropriate receptacle provided.
- Student should not bring large sums of money, expensive jewelry, or any other valuables to school. The Health Care Aide Academy is not responsible for any lost or stolen property.
- It is the students' responsibility to catch up on any work missed due to an absence. The Health Care Aide Academy expects that individuals respect one another, cooperate and actively participate in activities. Uniforms to be worn in lab and no cell phones, food or drinks allowed in the lab.
- The lab simulates a workplace and an environment where you will practice your skills. Please ensure there is always an instructor present when using any equipment.
- Students are expected to attend all scheduled theory classes. Please make sure that all personal arrangements are made outside of scheduled class times.

## CLINICAL SITE REQUIREMENTS

All students must attend clinical placements. This placement will be arranged for you and you are expected to come prepared and attend. Maximum allotted time missed for course 5, 8 & 9 is 32 hours. If there is an excess of 32 hours missed the student may be reviewed on a case-by-case basis by members of the leadership team. If termination is required, you may re-apply and repeat the placement at a later date at a cost of \$85.00 per day.

- Clinical Experience I & II (course 5 & 8) will be delivered Monday - Friday; day or evening shifts may be required. Please make sure that all personal arrangements are made prior to your shift.
- Consolidated Clinical Experience (course 9) will be delivered as per the schedule given by the clinical placement for a total of 80 hours; day, evening or weekend shifts may be required. Please make sure that all personal arrangements are made prior to your shift.

\*For a complete list of clinical site requirements see policy 313 in the Administrative Policy & Procedure binder.

## DRESS CODE

The Health Care Academy strives to provide a professional work environment for both staff and students. In turn, our students should be well groomed and take a common sense approach to their personal appearance.

### **Student Identification**

You will be issued a student ID card at the start of your program.

### **Shoes**

Footwear must be clean without rips or tears. They must be non-slip, low with closed toes. Shoes must be clean and in good repair.

### **Personal Hygiene**

Students hair must be clean and well kept. Males must have beards and mustaches neatly trimmed. Make-up is allowed but in moderation. Please ensure that you are using deodorant every day and clothes must be clean. Uniforms must be clean and in good repair.

### **In-class Attire**

Classroom dress should be clean and comfortable.

### **Lab Attire**

During all lab time you will be required to wear a nursing uniform consisting of scrub top and bottoms and clean indoor runners.

# GRADING POLICY/ STUDENT EVALUATION



HCAA grading practices must be reliable, valid, and fair and reflect academic standards. This procedure explains the roles and responsibilities of HCAA Instructors, Director, HCAA Administration Officer.

- Instructors are to assess and grade student performances, both formatively and summative throughout the Alberta HCA Curriculum, in theory, Clinical and submit final marks.
- Instructors inform students about grade requirements from one course to another course, using the HCA road map from Alberta Health.
- The percentage grade scale (0 %-100%) is used for HCAA HCA Curriculum Course Exams 1,2,3,4,6,7. Course 5,8 and 9 Clinicals grade system is Pass (or) Fail.
  - Students must receive a minimum of 70% on course exams to be promoted to the next course.
  - Students must receive a PASS from Course 5,8,9.
- Successful PASS from Provincial HCA Exam is required to obtain HCA Certificate.
- All grades must be entered into the Student Progress Tracking Report.
- An official transcript is created and remains in the student file in the HCAA Administration Office
- The Director can designate the instructor to assess and approve grades for the class in which they assess, monitor and are responsible for.
- Graduation Requirement: The following requirements must be met for students to receive the HCAA College Health Care Aide Certificate
  - A minimum grade of 70% in courses 1,2,3,4,6 and 7
  - A successful PASS in all clinical placement courses, including courses 5,8 and 9
  - Attendance during all lab and clinical placements are met according to Health Care Aide provincial standard
  - PASS Provincial Exam within the 3 attempts – 60 days as per Policy 18.0 HCA Licensing policies

## GRADE APPEAL POLICY

Students have the right to appeal admission, enrolment and grading decisions and actions taken by Academy personnel. For the grade appeal process see Administrative Procedure 305.

## MISSED EXAMS & ASSIGNMENTS

If you are absent from writing an exam, you are to notify your instructor prior to the start of the exam. Failure to do so will result in an exam grade of zero. If you are late for an exam you will not be able to write if you are later than 10 minutes after the exam start time

NOTE: You will not be given extra time to complete the exam.

## RESCHEDULED EXAMS

In an event of an emergency, it is the student's responsibility to discuss matters with the instructor. Deferred exams must be written within 5 days of the originally scheduled date.

## INFORMATION PRIVACY POLICY

(Personal Information Protection Act- PIPA)

The purpose of this Policy is to describe the personal information that the Health Care Aide Academy must collect, how it will be used and the circumstances under which it may be distributed to third parties. The Health Care Aide Academy Privacy Policy is designed to protect personal information under its control. The Health Care Aide Academy is bound by federal and provincial laws that aim at protecting the privacy of the students and staff information. The College respects the right to privacy of its students and is committed to safeguarding the personal information of each student, staff and graduate within the confines of the law. The Health Care Aide Academy will not disclose a student's personal information without a prior written consent of the student.

# ACADEMIC HONESTY/ MISCONDUCT POLICY



The Health Care Aide Academy is committed to maintaining high standards of academic performance and integrity and it is incumbent upon all members of The Health Care Aide Academy community to uphold these standards.

Academic misconduct may be defined broadly as the giving, taking, or presenting of information that dishonestly aids an individual or group in the determination of academic merit or standing. Common examples include, but are not limited to, plagiarism and cheating.

## Plagiarism

is a form of academic misconduct that occurs when someone presents work that has been created by another as one's own. Specific examples include:

- presenting in any format the words, ideas, images, or data created by or belonging to someone else as if it were one's own
- manipulating source material in an effort to deceive or mislead
- submitting work that contains misleading references that do not accurately reflect the sources actually used

## Cheating

Is a form of academic misconduct that occurs when someone employs an unauthorized means to obtain credit for work submitted, to gain advantage over others in the assessment of academic work, or to assist others in obtaining such advantages. Specific examples include:

- accessing information from unauthorized sources (i.e. other students or notes) in the course of completing an assignment, test, or examination
- possessing unauthorized evaluation materials in advance of their administration
- collaborating on any project, assignment, or examination without prior permission
- Artificial Intelligence (AI) generated assignments

Students who have been found to have committed acts of academic misconduct will receive one or more of the following sanctions commensurate with the nature, frequency, and seriousness of the violation(s) of stated academic integrity requirements.

## Minor Sanctions

Warning/Admonition: A written notice that further incidents of academic misconduct may result in additional disciplinary action that could carry more serious consequences.

- Remediation: A requirement, often combined with another sanction, that a student re-do an assignment or participate in an academic integrity activity (e.g., workshop, on-line tutorial, assignment).
- Suspension of Application: A temporary suspension of an application for financial aid, scholarship, or prior academic credit pending satisfactory completion of conditions related to a violation.
- Suspension of Credential: A temporary suspension of credential pending satisfactory completion of conditions related to a finding of academic misconduct.

## Major Sanctions

The application of major sanctions requires the approval of the President.

- Suspension: An exclusion from accessing any or all campuses, buildings, facilities, programs or services for a prescribed period or until specified conditions have been satisfied.
- Expulsion: A permanent exclusion from accessing any college buildings, facilities, programs, or services. Termination of Application: A permanent cancellation of an application for financial aid, scholarship, or prior academic credit resulting from a violation.

**\*For a complete list of HCAA Policies & Procedures see:**

- [www.healthcareaideacademy.com](http://www.healthcareaideacademy.com); or
- view the 'Policy & Procedure' Manual located at the main campus—Red Deer.

# STUDENT WITHDRAWALS



- The Institution must terminate enrolment in this Program by providing a written notice (Section 13(1) of the Private Vocational Training Regulation).
- The student must provide written notice to the Institution if they wish to withdraw from the Program and terminate their contract (Section 13(1) of the Private Vocational Training Regulation). Such notice must be provided in a manner that the student can verify the date the notice was delivered to the Institution.
- It is understood that the contract is terminated on the date that the written notice is delivered (Section 13(3) of the Private Vocational Training Regulation)
- It is understood that the student must notify the funding source of the withdrawal or the termination of the contract if the student is receiving student financial assistance.

The Institution may withdraw a student from the program for but not limited to:

- Excessive absences
- Theft/vandalism
- Substance/alcohol use on school property
- Harassment/abuse/bullying/slander
- Failure to achieve the minimum grades required to progress in the program
- A student has missed five consecutive days without contacting the institution

## TUITION REFUNDS

### After you sign your contract:

Every student is given a 4-day cooling off period, where you can change your mind without penalty. If you choose to cancel your Alberta Student Enrolment Contract on or before the 4th business day after you signed it, your tuition and \$150 registration fee will be refunded to the method of payment or payer that initially paid the fees in the initial manner it was paid.

### Before your program start date we will issue a refund of your registration fee if:

- You terminate your contract before the 4-day cooling off period
- The Health Care Aide Academy terminates your contract before your program start date
- The program does not start by the agreed upon date and you terminate your contract

You may be entitled to a refund under Section 17 of the Private Vocational Training Regulation, if your Alberta Student Enrolment Contract is canceled after your program start date. The amount is based on how much of the program has been delivered. If you have paid all of the tuition for the program and completed:

- less than 10% of your program, your refund is 75% of your tuition
- more than 10% but less than 50% of your program, your refund is 40% of your tuition
- more than 50% of your program, the college is not required to provide you with a refund if you haven't yet paid all of the tuition for the program and completed:
- less than 10% of your program, the college is entitled to 25% of the total cost of tuition
- more than 10% but less than 50% of your program, the college is entitled to 60% of the total cost of tuition
- more than 50% of your program, the college is entitled to 100% of the total cost of tuition

If you have not yet paid all of the tuition for the program and completed:

- less than 10% of your program, the college is entitled to 25% of the total cost of tuition
- more than 10% but less than 50% of your program, the college is entitled to 60% of the total cost of tuition
- more than 50% of your program, the college is entitled to 100% of the total cost of tuition

If we have received a tuition fee in excess of the amount we are entitled to, we will refund the excess amount.

## REFUND ELIGIBILITY

### Incidental Fees:

Private Career Colleges are not required to refund incidental fees, such as: Textbooks, lesson materials, supplies, printing, parking, equipment

If 50% or more of the program has been delivered, the college is not required to issue a tuition refund.

## RE-ENTRY STUDENTS

Former students of the school who wish to re-enter, must request approval from the school administration. The request will be reviewed and a decision made within 30 days of the request. Students who re-enter within the 30 days of the original official withdrawal date will be charged for hours remaining (rate of \$85.00 per day). The settlement calculation for the former enrollment will be adjusted to reflect charges for actual hours attended. Students who re-enter more than 30 days after the original exit date may be evaluated scholastically in the same manner as a transfer student to determine class level assignment. Tuition rates current at the time of re-entry will apply. Students who withdraw from enrollment two times may not be considered for re-enrollment. Contract periods and attendance percentages will be calculated based on hours remaining in the re-entry contract. All re-enrollment students will be charged a re-enrollment fee of \$150.00.

## STUDENT RELATIONS PHILOSOPHY

We are committed to providing the best possible climate for maximum development and goal achievement for all students. Our practice is to treat each student as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain a space where these goals can be accomplished we provide a comfortable and progressive atmosphere. Most importantly, we maintain an atmosphere where communication is open and problems can be discussed and re-solved in a mutually respectful way. We take into account individual circumstances and the individual student. We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship

## STUDENT LOAN RESPONSIBILITIES

It is expected that students are actively involved in their education. This begins with understanding the Admissions process, determining the best option to pay for school, and striving to always maintain satisfactory progress. We are here to assist students in all aspects of this process, but in the end each student is responsible for his/her own education.

Students are expected to pay for their tuition by one of the methods outlined in the student enrollment contract signed prior to beginning classes. Failure to make these payments could result in termination from the school. The Health Care Aide Academy will not penalize students for delays in aid due to National Student Loans or Alberta Student Loans.

### **It is the responsibility of the student to:**

- Think about how much you are borrowing: How the amount of the loan will affect your future finances, and what your payment obligation means before you take out a student loan
- Make payments on time: you are required to make payments on time even if you do not receive a bill, repayment notice or reminder.
- Keep in touch with your loan provider: if you are unable to make a payment or need time to pay, please feel free to contact National Student Loans or Alberta Student Loans to make arrangements.

### **Repayment of Loans**

There is a set time period after a student graduates, leaves the school or drops out before your student loan repayment process begins. If you drop out or are terminated, you will be expected to start repayment immediately. If you received any grants, these will turn into loans and you will be responsible to pay that portion back.

If you graduate, the government will provide a "grace" period where you will stay in non-repayment status.

- National Student Loans "grace" period is 6 months
- Alberta Student Loans "grace" period is 12 months

### **Disbursement**

There are times that loan disbursements may go directly to the student. Please be advised that it is your responsibility to make arrangements to pay the Health Care Aide Academy the tuition that you may owe at this time. Failure to do so may result in termination.



# STUDENT RESOURCES

The Health Care Aide Academy supports students in need by having access to counseling services through the Director, and the President of the Health Care Aide Academy.

If a new appointment is required, students can request an appointment via email through:

- Director: tanyab@hcaacademy.ca;
- President: danc@delmarcollege.com; or
- by calling 403-967-0309

## Community Health Supports

### RED DEER

- Primary Care Network
  - (403) 343-9100
  - reddeerpcn.com

### DRAYTON VALLEY

- Primary Care Network
  - (587) 464-0228
  - draytonvalleypcn.ca

## Hospitals/Emergency & Walk-in Clinics

- <https://www.albertahealthservices.ca/findhealth/>
- Medimap.ca

## Community & Mental Health Supports

If you are in a mental health crisis and require immediate support, call **911** or:

- Distress line
  - (780) 482-4357
- Mobile Mental Health
  - (780) 342-7777
- Health Link
  - 8-1-1
- Family Violence Info Line
  - 310-1818
- Addiction Services Helpline
  - 1 (866) 332-2322
- Mental Health Helpline
  - 1 (877) 303-2642
- 2-1-1 Alberta
  - Call 2-1-1
  - Text STUDENT to 211
  - [www.ab.211.ca](http://www.ab.211.ca), click "Live Chat"
- Indigenous Hope for Wellness Helpline
  - 1 (855)242-3310
  - [hopeforwellness.ca](http://hopeforwellness.ca)
- Talk Suicide Canada
  - 1 (833)456-4566
  - [talksuicide.ca](http://talksuicide.ca)



# PROGRAM MATERIALS

Each student will receive the following materials:

- Textbook bundle (includes: Textbook and workbook)
- HCA printed Curriculum Study Guide
- Lab and Practicum Outline

# CHANGES TO PERSONAL INFORMATION

If your personal information changes please ensure that you notify the Registrar.

# SCHOLARSHIPS

School scholarships may be offered periodically. The only type of Scholarship offered is tuition allowances for specific time periods. All students that enroll during that time period are eligible for the Scholarship. If the Student withdraws from the school prior to completion of the course of study, the Student will not receive the scholarship credit and will be obligated to pay the full amount of unpaid tuition under the contract.

# CAMPUS INFORMATION

## Red Deer

Bay 7, 6721 50 Ave, Red Deer, Alberta, T4N 4C9

## Drayton Valley

CETC Building  
5400 22 Ave, Drayton Valley, Alberta, T7A 0C5

# CONTACTS

## Tanya Bast, LPN

Director  
(403) 967-0309  
tanyab@hcaacademy.ca

## Amanda Zeuchner, HCA

Administration/Financial Aid Officer  
(403) 967-0309  
amandaz@hcaacademy.ca



# CONTRACT



## Student Loan Repayment Agreement

I have been informed and totally understand that I must repay the Canada and Alberta Student Loan(s) awarded to me for my chosen program. Upon completion of the program I will contact the National Student Loan Service Centre and Alberta Student Aid to discuss repayment plans. If any of my contact information changes from what I provided on my student loan application I will immediately contact the National Student Loan Service Centre and Alberta Student Aid to advise them of any changes.

## Private Payment Agreement

I have been informed and completely understand that I must adhere to the terms of the payment plan and it is my responsibility to meet all advised due dates. Any payments that are missed or late without adequate notice will result in disciplinary action which can include the withdrawal of the payment plan and the remaining balance due in full.

### Payment

Payment #1	Amount	Date
Payment #2	Amount	Date
Payment #3	Amount	Date
Payment #4	Amount	Date
Payment #5	Amount	Date
Payment #6	Amount	Date

Terms: I, \_\_\_\_\_,

Fully understand and agree to follow all the school policies and procedures as outlined in the Student Handbook and presented to me. I understand that failure to comply with these policies could lead to the termination of my contract at the Health Care Aide Academy.

The signature below acknowledges that the above student has read and agrees to all the policies and procedures listed within the Student Handbook.

STUDENT NAME \_\_\_\_\_ DATE \_\_\_\_\_

STUDENT SIGNATURE \_\_\_\_\_

ADMINISTRATOR NAME \_\_\_\_\_ DATE \_\_\_\_\_

ADMINISTRATOR SIGNATURE \_\_\_\_\_

# INFORMED CONSENT

## Publish or display student work

\_\_\_\_\_ I CONSENT to HCAA publishing or showing my photograph, name, program, and samples of my work on various publications or at school events. I understand that photographs posted in the school or on the website will not identify me by name.

\_\_\_\_\_ I DO NOT CONSENT to HCAA publishing or showing my photograph, name, program, and samples of my work on various publications or at school events.

## Media

\_\_\_\_\_ I CONSENT to being photographed, videotaped, or interviewed by the media.

\_\_\_\_\_ I DO NOT CONSENT to being photographed, videotaped, or interviewed. The onus is on the student to remove themselves.

\*Should circumstances change during your program you may change your consent at any time by contacting Administration in writing.

\*\*This personal information is being collected under the authority of the Private Career Colleges branch of the Alberta Government. It is protected by the Freedom of Information and Protection of Privacy.