Nursing Unit Clerk Certificate Program Policies

APPROVAL:

2. Admissions & Standards Committee: September 28, 2009, May 2013
3. Education Council Committee: June 11, 2013
4. Effective: September 2013
5. Minor Revisions: September 29, 2009
6. Archive Date: August 2005

PROGRAM OBJECTIVES

To prepare students to work as nursing unit clerks within an acute care hospital setting and to provide certification opportunities for employees currently working as nursing unit clerks.

To be eligible for a certificate, this program must be successfully completed within two consecutive academic school years.

Students in the Nursing Unit Clerk Program are subject to the overall policies affecting all students at Selkirk College, with the following additions listed below. College policies may be viewed on-line at the College website (www.selkirk.ca).

PART I: ADMISSIONS POLICIES

A. ADMISSION REQUIREMENTS

1. Academic
   a) Grade 12 or equivalent.
      b) Typing speed of 50 net words per minute (NWPM) for five minutes as documented by a college official or by standardized testing software recognized by Selkirk College.
      c) Medical Terminology – MTAT 140 and MTAT 141 or equivalent with a grade of “80%” or better.

2. General
   a) Applicants must complete a Criminal Record Check (CRC) from the Ministry of Justice as part of the application process. The CRC will be available, on request, to any hospital, or health facility receiving students for the practicum. The School of Health and Human Services will not be responsible for seeking alternative placements for students who are denied access to a practicum because of a criminal record. Students are advised that certain criminal records may prevent completion of a practicum and thus completion of the program requirements.
   b) Up to Date Immunization Record; as per the current provincial guidelines.
   c) Computer skills (be familiar with internet, email, word processing and file management).
3. Mature Students
   a) A "mature student" is at least 19 years of age and has been out of the school system for at least one year on or before the first day of classes of the program.
   b) A mature student, with reasonable potential for success on the basis of work experience or other criteria, may be admitted notwithstanding some deficiency in prior formal education.
   c) A mature student shall normally meet the specific program or course prerequisites.

B. ADMISSION SELECTION

1. Applications will be separated into two levels as identified in Selkirk College Policy 8611 Admission, namely "fully qualified" and "partially qualified".
   a) Fully Qualified
      The applicant meets all of the requirements stated in Part I, A, above.
   b) Partially Qualified
      The applicant is deficient in meeting some or all of the admission requirements stated in Part I, A, above.

2. Order of Selection
   Selection and acceptance of applicants will proceed in the following order:
   a) Within the fully-qualified level, preference shall be given to those with earlier-completed applications.
   b) Within the partially-qualified level, preference shall be given to those considered best qualified.

C. APPLICATION PROCEDURE

1. Before an applicant’s file is completed, the following must be received:
   a) completed application form
   b) official transcripts for academic requirements
   c) criminal records search
   d) immunization record
   e) documentation of typing speed and statement identifying computer skills
   f) completion of the College Readiness Tool (CRT)

2. Applications and all documentation must be submitted to the Admissions Office.

3. The applicant must arrange an informal telephone interview with the Instructor. Interview results are not used as criteria for admission.
D. ADVANCE CREDIT

1. Courses in this program are not eligible for advanced placement.

2. Requests for transfer credit will be dealt with on an individual basis.

3. Prior Learning Assessment (PLA) Selkirk College Policy 8614 Advanced Standing
   a) The prior learning assessment process may be accessed to receive credit for specific courses.
   b) To be eligible for PLA the student must be currently working as a unit clerk, or have worked as a unit clerk within the last two years, and acquired at least 120 working hours in an acute care unit clerk position.
   c) Not more than 75% of credits required in a program will be awarded through PLA.

E. RE-ENTRY

1. A re-application is required for program re-entry in the fall of the subsequent school year.

2. Students in good standing who must interrupt their program may apply to re-enter the program within one year of departure.

3. Students required to withdraw for failing to meet program requirements for promotion may apply to re-enter the program and start from the beginning again.

4. Students who have been required to withdraw from the Nursing Unit Clerk Program under Part II, Section E will not be permitted to re-enter.

5. Re-entry is permitted only when space is available.

6. Priority for re-entry will be given as follows:
   a) Returning students; students in the program re-applying for subsequent courses in the fall of the next school year.
   b) Students who interrupted their program for illness or compassionate reasons.

7. Students who failed to meet program requirements for promotion. Students must complete the entire program within two consecutive academic school years of initial entry. Re-entry applicants who cannot meet this deadline will not be readmitted. Exceptional cases will be considered individually at the discretion of the program instructor and School Chair.
PART II: PROMOTION POLICIES

Students in the Nursing Unit Clerk Certificate Program are subject to the overall policies affecting all students at Selkirk College, with the following additions:

A. EVALUATION

1. Grading

   a) Grading will be based on the categories defined in the table below:

<table>
<thead>
<tr>
<th>%</th>
<th>Letter Grade</th>
<th>Grade Point Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>96 - 100</td>
<td>A+</td>
<td>4.0</td>
</tr>
<tr>
<td>92 - 95</td>
<td>A</td>
<td>4.0</td>
</tr>
<tr>
<td>89 - 91</td>
<td>B+</td>
<td>3.33</td>
</tr>
<tr>
<td>86 - 88</td>
<td>B</td>
<td>3.0</td>
</tr>
<tr>
<td>83 - 85</td>
<td>C+</td>
<td>2.33</td>
</tr>
<tr>
<td>80 - 82</td>
<td>C</td>
<td>2.0</td>
</tr>
<tr>
<td>79 &amp; lower</td>
<td>F</td>
<td>0.00</td>
</tr>
</tbody>
</table>

   b) NUCL 180 will be graded CGR or NCG as described in College Policy 8610, Part II, Section 8.5. Students will be placed in work practicum only if they have successfully completed all other courses and meet requirements as laid out in Part III.

   c) For the work practicum, evaluations will be done on the student by the Unit Clerk supervisor(s) and by the student (self-evaluation); the program instructor will participate in the evaluation by telephone. The instructor is ultimately responsible for assigning grades.

2. Frequency of Evaluation

   Evaluative events will be in the course outlines.

3. Types of Evaluation

   a) Students are evaluated and graded in each subject or course topic as indicated in the respective course outline.

   b) Exams, labs, projects, assignments and other evaluative activities are weighted and averaged as indicated in the respective course outline.

4. Examination Policy (Selkirk College Policy 8320 –Evaluation of Student Learning)

   a) Schedule for examinations will be published in the course material.

   b) Invigilators

      (i) Selkirk College provides invigilation services for students on most Selkirk College campuses.

      (ii) Students may arrange exam invigilation at other sites with an invigilator approved by the course instructor. Examples of acceptable invigilators are college instructors, teachers, librarians.
(iii) Student’s family members are not acceptable as exam invigilators.
(iv) Students are responsible for any invigilation fees where applicable.

c) Students guilty of the following, or similar, dishonest practices shall be liable to disciplinary action.

(i) Making use of any books, notes or materials other than those authorized by the Instructor.
(ii) Speaking or communicating with other candidates.
(iii) Copying from other candidates’ papers.
(iv) Exposing written papers to the view of other candidates.

Disciplinary action would, at a minimum, result in the examination being given a grade of zero. Further action may be taken by the School of Health and Human Services.

d) Students are expected to check examination materials carefully and to report any missing pages or other discrepancies to the Invigilator immediately.

e) Students should read carefully and follow all written instructions on the examination paper or answer booklet. Questions should be directed immediately to the Invigilator.

f) Students may ask the Invigilator questions regarding supposed errors in the examination.

g) Examinations are not returned to students. A report of the grade and feedback for each exam will be provided.

For students using invigilation services at Selkirk College, the following will apply:

h) Smoking or eating will not be permitted in the examination room

i) Students are expected to conduct themselves as quietly as possible, in consideration of others.

j) Students are expected to be punctual and will not be admitted to the examination room if they arrive more than 30 minutes after the scheduled starting time. If a student is admitted late, an extension on the exam will not be granted.

5. Supplemental Final Examinations

a) Supplemental examinations will not normally be given. Under extraordinary circumstances, one supplemental final exam per student, per program, may be granted following consultation between Instructor and School Chair. The student must have achieved 75% to 79% in the course to be granted a supplemental final exam for that course. Where the final course grade is 74% or lower, the student may apply to re-enter the course the next time it is offered.

b) The result of the supplemental examination will replace that of the final examination in calculation of the final grade. The final grade for the course can be improved to a “C” grade (80%) only.

c) Supplemental examinations must normally be written within 30 calendar days from the end of the course. Until such time, an “I” status will be assigned.
B. PROMOTION

1. In order to progress to subsequent courses, the pass grade of 80% for each course in the program must be achieved.

2. Students who fail in any course must apply for re-entry (re-register) and redo the course in its entirety before proceeding to the next course.

3. A course failure may be remediated by a supplemental exam or by re-entry into the course.

4. Failure in two courses is cause for dismissal from the program.

5. Failing the same course twice is cause for dismissal from the program.

Students who have an incomplete grade (I) at the end of any course may be permitted to proceed into the following course on a conditional basis and at the discretion of the Instructor. Such “conditional promotion” status will be permitted to continue only for 30 calendar days. All courses must be completed in the time frame specified in the course outline subject to Policy 8610, Part II, 8.0. Allowances may be made for the practicum due to the ability of the employer to accommodate. Students who have not completed a course on time must re-register if wanting to continue their studies.

C. PROBATION

Students are required to conduct themselves in a professional manner in deportment, attitude, communication skills and dress. Failure to do so may result in behavioural probation. For further information refer to the Policy 3400 Student Code of Conduct – Rights and Responsibilities.

1. Purpose
   a) Probation is intended to provide a formal mechanism to advise students that their performance may impede their ability to successfully complete the program.
   b) It is emphasized that it is the student’s responsibility to seek the required counselling or assistance in order to improve to a satisfactory level of performance.

2. Criteria for Placement on Academic Probation
   a) A student may only be placed on academic probation during the first two-thirds of a program term.
   b) Criteria for placement on academic probation are:
      (i) Failure to meet course requirements at a satisfactory level in formative (interim) appraisals.
      (ii) Failure to complete course assignments in a timely manner.
      (iii) Failure of a course.

3. Criteria for Placement on Behavioural Probation
   a) A student may be placed on behavioural probation at any time during a term or semester.
b) Criteria for placement on behavioural probation are:

(i) Behaviour that compromises the safety of others.

(ii) A level of absenteeism from learning experiences which may result in the student being unprepared.

(iii) Communication, either written or verbal, which is deemed disrespectful or harassing.

4. Criteria for Removal from Probation

a) Conditions for removal from probation will be specified in the official written notification of probation.

b) Students will be required to achieve a predetermined pass grade by the end of the course in which they were placed on probation.

c) Students who fail to meet the specified conditions or stipulated standards as outlined in their probation letter will be required to withdraw from the program.

5. Limiting Number of Probation Periods

a) Students will be limited to one probationary period while enrolled in the program. If a second probationary period should be recommended, the student will be required to withdraw from the program. Exceptional cases will be considered on an individual basis.

D. WITHDRAWAL

1. To withdraw from the College in good standing, you are required to complete a Change Form, close your academic file, and fulfill all outstanding obligations to the College. For more detailed information, see the Policy 8616 Withdrawal. When withdrawing, failure to complete the withdrawal process will result in a “DNW” grade.

E. REQUIRED WITHDRAWAL, DISMISSAL, EXCLUSION

1. A student denied a placement by a health care facility or agency because of an unacceptable criminal record will be required to withdraw from the program. The School will not seek an alternative clinical placement.

2. There will be immediate dismissal from the program of any student who breeches client confidentiality. Breach of confidentiality is defined as follows: by allowing patient information which the student is privy to, to be known to others, either in written or spoken work, outside the NUC Program.

3. An Instructor or School Chair may exclude a student from participating in a clinical placement due to inadequate preparation or failure to complete prerequisite courses and assignments.

4. An Instructor, School Chair, Dean, Registrar or College Administrator may exclude a student from participating in a class, lab, field trip, clinical placement, etc. if the student compromises the safety of others, if he/she assaults or abuses others, if he/she behaves in a threatening or blatantly uncooperative manner towards students, College employees or other College members, clinical facility employees or members. The college employee excluding a student from participating in a class, lab, field trip, clinical placement, etc. shall report in writing to the School Chair the circumstances giving rise to the exclusion.
5. An instructor or other employee may recommend to his/her School Chair/Supervisor that a student be completely excluded from a course/program if that student has missed instructional times or failed to complete assignment work to such a degree that he/she could not compensate sufficiently to pass the course in the time available. As student may also be completely excluded if the student has compromised the safety of others, assaults or abuses others, has been destructive to college property, has disrupted the learning opportunities of others, has behaved in a threatening or blatantly uncooperative manner or engages in theft and/or criminal activity. See Policy 3400 Student Code of Conduct – Rights and Responsibilities.

6. A student recommended for exclusion from a course/program will receive notification from, and will be excluded by, the Registrar on the written recommendation of the School Chair/Supervisor concerned. The student shall be notified of the appeal process by the Registrar.

F. APPEAL (see College Policy 8400)

1. A student dissatisfied with a final grade or program decision (e.g., probation, required withdrawal, dismissal, exclusion) may appeal the College's action within five working days as specified in Policy 8400 Student Appeals and in the following order:

a) Contact the course instructor in writing.

b) Contact the School Chair of the School of Health and Human Services in writing.

c) Contact the Dean of the School of Health Human Services in writing.

Note: A student ombudsperson may be available for assistance in this process.

If the student has not resolved the issue after following the above three steps, the student may then choose to:

d) Appeal, in writing, to the Student Appeals Committee by contacting the College Registrar (Policy 8400 Student Appeals).

Note: A student ombudsperson may be available for assistance throughout this process.

G. ASSIGNMENTS

1. Term essays and assignments may be given a failing mark if they are noticeably deficient in English or if they do not comply with guidelines for written assignments provided by the Instructor.

2. If an assignment is not submitted within the specified time frame, the mark for the assignment could be reduced by a maximum of one hundred percent.

3. If, for some legitimate reason, it is impossible to hand in an assignment, the matter must be discussed with the instructor before the assignment is due.

H. STUDENT CONDUCT (Selkirk Policy 3400 – Student Code of Conduct - Rights and Responsibilities)

1. The standards and reputation of the Nursing Unit Clerk Program are the shared responsibility of the faculty and students.
2. The following competencies apply to students in Selkirk’s Nursing Unit Clerk Program. Students shall:

a) Demonstrate interpersonal skills that show respect for self and others.

b) Respect the human dignity of each individual.

c) Conduct themselves in a manner as to gain the respect and confidence of college staff, classmates, hospital staff, patients and visitors.

d) Communicate appropriately and effectively with others.

e) Exercise personal discipline, accountability and judgement.

f) Demonstrate responsibility in clarifying and completing assigned tasks.

g) Accept personal responsibility for continued competency and learning.

h) Strive to achieve a high level of competency.

i) Maintain confidentiality and protect people’s right to privacy.

j) Display a professional demeanour at all times. Professional conduct will be measured by:

   (i) one’s professional abilities

   (ii) personal integrity

   (iii) the attitudes one demonstrates in relationship with other people

3. **Cheating and Plagiarism** *(From Selkirk College Admissions and Standards Policy 8610, Part II.)*

15.1 Honesty is expected and required of all students. The purpose of this section of the policy is to deal with honesty in the conduct of all examinations, essays, reports, and other assignments prepared or completed by students pursuant to the requirements of a Selkirk College program or course.

15.2 Cheating is defined as dishonest or deceptive conduct or attempted conduct by which individuals or groups of individuals use or attempt to use unauthorized aids, assistance, materials and methods to represent academic work, training and standards as their own.

15.3 Plagiarism is defined as the presentation or submission of work or data (published or unpublished in any form), done in whole or in part by other persons, without citation or credit, as the student’s own work i.e., a group project, book, journal, electronic media, etc.

15.4 The submission of one’s own work for credit in more than one course without the express knowledge of the instructors involved is forbidden.

15.5 Selkirk College will not condone nor will it accept work submitted to obtain credit which was produced through cheating or plagiarism.

   a) For a first offence the assignment, test, exam, paper, project or other work involved will be awarded a grade of zero to be incorporated into the calculation of the final grade.

   b) For a second offence, the student will be required to withdraw from the course.
c) For any further offence, the student will be required to withdraw from the college.

d) A record of the foregoing will be kept in the student's official record.

e) Depending on the nature of the offence, steps (a) and/or (b) above may be by-passed, following consultation of instructor, School Chair, and/or Registrar.

I. GRADUATION

In order to graduate in the Nursing Unit Clerk Program students must complete the entire program within two academic years of initial entry and achieve a cumulative GPA of 2.0 including the following:

1. A minimum “C” grade in the following courses:
   
   - NUCL 146: Hospital Orientation
   - NUCL 152: Patient Chart Records
   - NUCL 154: Admissions, Discharges and Transfers
   - NUCL 156: Drug Nomenclature
   - NUCL 162: Medication Orders
   - NUCL 164: Laboratory Orders I
   - NUCL 166: Laboratory Orders II
   - NUCL 168: Diagnostic Orders
   - NUCL 170: Medical/Surgical Orders

2. A Credit Granted (CGR) grade in the following courses:
   
   - NUCL 180: Practicum

PART III: PRACTICUM POLICIES

A 120-hour practicum is required at the end of the program and must be completed within 6 weeks from the practicum (NUCL 180) course start date. The course start date for the practicum may be adjusted due to the ability of the employer to accommodate the practicum time frame.

1. Students are eligible for the practicum course once they have successfully completed all courses listed in PART II, H. Graduation, 1.

2. Selkirk College, in consultation with the administrators of each placement facility, arranges practicum placements. Students are not to solicit potential placements; such activity could jeopardize possible placement opportunities. Final placements are at the College’s discretion. If the student declines the placement that has been arranged, the College is not obligated to arrange an alternate placement.

3. During the practicum, students are expected to dress in scrubs or office dress. Students are expected to meet or exceed management requirements for job performance and to maintain a good working relationship with their unit clerk supervisor and other staff.

4. Students are subject to college and program policies as well as the policies of the facility.

5. If the student gains employment as a unit clerk prior to completing the program, the student may apply for prior learning assessment (PLA) for the practicum. Credit will only be granted to students who satisfy the conditions listed in Part III, Item 1.

6. A grade of Credit Granted (CRG) will be granted upon satisfactory completion of all of the following:

   a. 120 hour practicum
   
   b. An evaluation from the unit clerk supervisor
   
   c. The practicum assignments