



School of Justice & Emergency Services
2014-2015

911 Emergency & Call Centre Communications

PROGRAM GUIDE

INDEX

WELCOME STUDENTS	1
A Message from the Dean	1
A Message from the Vice-President Academic	1
PROGRAM SPECIFIC INFORMATION	2
Contact Information for Dean, Associate Dean, Office Staff & Program Coordinator	2
Field Placement	3
Program Information	4
Program Description.....	4
Program Learning Outcomes	4
Program of Studies	6
Program Specific Academic Policies & Procedures	10
SCHOOL OF JUSTICE & EMERGENCY SERVICES	13
Policies	13
ADDITIONAL IMPORTANT INFORMATION	15
Academic Advising - Student Advisors	15
Academic Integrity	15
Aegrotat	15
Campus Conflict Resolution Services	16
Centre for Students with Disabilities	18
Continuing Education Course Book	18
Course Outlines	18
Credit Transfer Information	18
Durham College Mission, Vision and Values	18
Essential Employability Skills	18
General Education	19
Important Dates	19
Learning Management System Usage (LMS)	19
Library	19
Missed Final Examinations	19
Pathways to Degrees	20
Prior Learning Assessment and Recognition (PLAR)	20
Requirements for Promotion	20
Scholarships, Bursaries and Awards	20
Student Academic Learning Services (SALS).....	21
Student Communications	21
Student Rights and Responsibilities.....	21

Please note the following important information:

Durham College strives to ensure the accuracy of the information in this publication. Please note that the academic curriculum is continually reviewed and revised to ensure program quality and relevancy. As such, the college reserves the right to modify or cancel any course, program, fee, procedure, timetable or campus location at any time. Please consult our website at <http://www.durhamcollege.ca> for the most current information.

June 2014

Welcome Students

A Message from the Dean

On behalf of the faculty and staff of the School of Justice & Emergency Services, it is a pleasure to welcome you to Durham College.

We are committed to providing a high quality program to meet your educational needs. We wish you success as you embark on a challenging journey toward a rewarding career. We will do our best to support you in reaching your career goals. If you have any questions or need assistance please ask us for help to access the many services available to support your success.

We are pleased you have chosen Durham College. We look forward to working with you.



Stephanie Ball, B.A., LL.B.
Dean, School of Justice & Emergency Services

A Message from the Vice-President Academic

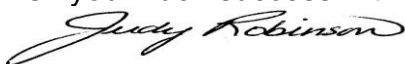
Congratulations on choosing Durham College and taking a very important step in preparing for your future. Durham College is known for high quality programs, leading edge technology, an award winning library and a student-centered approach to learning. Supporting our mission that the student experience comes first, Durham College is committed to providing students with quality learning experiences and support in finding fulfillment in education, employment and lifelong learning.

Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience. The program you have chosen has been designed to help you develop the necessary skills and knowledge to support your success in your chosen career path. Our dedicated and professional staff and professors are committed to helping you achieve your educational goals and your career aspirations.

Durham College strives to be accountable to students and employers through the preparation of work-ready graduates who will continue to live our “success matters” focus in their professional work environment.

We are pleased you have chosen to study at Durham College and we look forward to supporting your learning journey – work hard, have fun, enjoy your college experience and campus life.

I wish you much success with your studies.



Judy Robinson,
Vice President, Academic

PROGRAM SPECIFIC INFORMATION

School of Justice & Emergency Services

The office of the School of Justice & Emergency Services is located in F211 of the Gordon Willey Building.

		<u>Phone</u>	<u>e-mail address</u>
Dean	Stephanie Ball	Ext. 2458	stephanie.ball@durhamcollege.ca
Associate Dean	Moreen Tapper	Ext. 3695	moreen.tapper@durhamcollege.ca
Administrative Coordinator:	Mary Bartosik	Ext. 3072	mary.bartosik@durhamcollege.ca
Student Advisor:	Pina Craven	Ext. 2432	pina.craven@durhamcollege.ca
Staff Support Officer:	Treina Kennington	Ext. 3070	treina.kennington@durhamcollege.ca
CIJS & Field Placement Coordinator:	Trevor Greenall	Ext. 2808	trevor.greenall@durhamcollege.ca
Student Advisor/Field Placement Coordinator:	Michelle Theophille Kennedy	Ext. 3695	michelle.theophillekennedy@durhamcollege.ca
Paramedic Lab Technician:	Melissa Simpson (Lab: SW208)	Ext. 2095	melissa.simpson@durhamcollege.ca
Program Coordinator:	Annette Patrick	Ext. 7390	annette.patrick@durhamcollege.ca

The School of Justice & Emergency Services can be viewed through the Durham College website by following the link below:

<http://www.durhamcollege.ca/academic-schools/school-of-justice-emergency-services/>

Field Placement

During the fourth semester of 9-1-1 Emergency and Call Centre Communications, students will complete a placement in a work setting for a minimum of 120 hours (weeks 13 through 15 of Semester 4). This will support the application and consolidation of theory and skills.

Students must successfully complete all first, second and third semester courses, have a cumulative GPA of 2.0 at the end of the third semester and be able to pass security clearances (e.g. criminal record check, credit check) that may be required by host agencies in order to be eligible to participate in placement.

Students are required to source their own placement to simulate the job search process. Support and assistance is provided in Call Centre Career Strategies in Semester 3 where cover letter and resume writing and interview skills are developed.

Transportation and meal costs and any other incidentals are the responsibility of the student.

Final approval of placement is the responsibility of the field placement coordinator. The field placement coordinator is also responsible for being available to the student throughout his/her placement experience to address any questions or concerns.

Previous participants have benefited from placements with Durham Regional Police Service, Port Hope Police Service, Ajax Fire and Emergency Services, Oshawa Fire Services, CAA and Service Oshawa, to name but a few.

For more information contact Annette Patrick at annette.patrick@durhamcollege.ca

Program Information

Program Description

The 9-1-1 Emergency & Call Centre Communications program prepares students for careers in the dynamic fields of emergency and non-emergency call centre communications. Public safety answering points are the public's link to emergency services in times of crisis. Corporate and commercial call centres are used by virtually all major businesses to interact with their customers.

The ability to communicate effectively, multi-task and provide excellent customer service are essential skills for both emergency and non-emergency call centre communications. This program is designed to meet or exceed industry standards in emergency communications and to develop the competencies required of emergency response telecommunicators. Students will use call simulation equipment and software to apply skills and will complete imbedded certifications in Public Safety Telecommunications and Basic Emergency Management.

The field placement component allows for students to effectively evaluate their career choices and gain experience in their chosen vocation. Direct links to the call centre communications field allows the student the opportunity to demonstrate application of classroom content and theories.

Graduates of this program will be suited for employment in the fast paced, often stressful, customer service oriented fields of non-emergency and emergency communications.

Program Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. Receive, prioritize and process non-emergency and emergency calls.
2. Identify and explain the roles and responsibilities of emergency and non-emergency communicators.
3. Communicate with diverse groups of people to provide customer services in emergency and non-emergency situations.
4. Identify, choose and practice crisis intervention and conflict resolution techniques involving co-workers or customers in crisis and/or conflict.
5. Receive, record and relay information accurately and timely using emergency and non-emergency call processing technologies.

6. Retrieve, evaluate and report information in accordance with organizational and legal requirements as they pertain to emergency and non-emergency communicators.
7. Solve problems and make decisions affecting the allocation and delivery of resources for given non-emergency and emergency scenarios effectively and efficiently.
8. Contribute to emergency management planning by identifying and utilizing its core components.
9. Describe anatomy, physiology and pathologies of human body systems used in categorizing, prioritizing and routing medical calls.

Employment Opportunities:

- Alarm Company
- Call Centre
- Emergency Medical Service
- Fire Service
- Police Service
- Security Company
- Technical Support Centre

Further Education:

Qualified graduates can go on to take Durham College's Advanced Law Enforcement and Investigations, Mediation-Alternative Dispute Resolution, Victimology, or Youth Corrections & Interventions graduate certificate programs and may also be eligible to apply their academic credits toward further study through Durham College's partnerships with many Canadian and international colleges and universities.

9-1-1 EMERGENCY & CALL CENTRE COMMUNICATIONS

COURSE NAME	CODE	PREREQUISITES	COREQUISITES	LECT. HRS	LAB HRS	ALT. DEL. HRS	FIELD PLMT. HRS
SEMESTER 1							
APCO PUBLIC SAFETY TELECOMMUNICATOR	DISP 1300			3	0		
ETHICS	ETHC 1301			3	0		
CANADIAN LAW-EMCC	LAW 1316			3	0		
G INTRODUCTION TO PSYCHOLOGY	GNED 1102			3	0		
COLLEGE FUNDAMENTALS I	FUND 1305			2	0	2	
CUSTOMER SERVICE - EMCC	SERV 1302			3	0		
				17	0	2	
SEMESTER 2							
COLLEGE FUNDAMENTALS II	FUND 2305	FUND 1305		2	0	2	
COMPUTER/KEYBOARDING SKILLS I	COMP 1396			0	0	3	
FIRE DISPATCH	FIRE 2300	DISP 1300	COMP 1396	1	2		
G SOCIOLOGY & CANADIAN SOCIETY	GNED 1408			3	0		
CALL CENTRE CAREER STRATEGIES	CCCS 1300	FUND 1305 DISP 1300 ETHC 1301 LAW 1316 SERV 1302)		2	0		
INTERPERSONAL & GROUP DYNAMICS	COMM 2326			3	0		
				11	2	5	

911 EMERGENCY & CALL CENTRE COMMUNICATIONS

COURSE NAME	CODE	PREREQUISITES	COREQUISITES	LECT. HRS	LAB HRS	ALT. DEL. HRS	FIELD PLMT. HRS
SEMESTER 3							
ANATOMY & PHYSIOLOGY - EMCC	ANTY 1340			3	0		
COMPUTER/KEYBOARDING SKILLS II	COMP 2396	COMP 1396		0	0	3	
G GENERAL EDUCATION ELECTIVE	GNED 0000			3	0		
911 & POLICE DISPATCH	DISP 2354	DISP 1300 COMP 1396	COMP 2396	1	2		
SECURITY GUARD	SECG 1300			1	0	2	
EMERGENCY MANAGEMENT	MGMT 2359			3	0		
				11	2	5	
SEMESTER 4							
CRISIS INTERVENTION - EMCC	CRIS 1342			4	0		
DIVERSITY & INTRAPERSONAL COMMUNICATIONS	DIVS 1301			3	0	1	
EMERGENCY MEDICAL DISPATCH	MEDL 2301	DISP 1300, ANTY 1340, COMP 2396		2	2	1	
LIFESTYLE MANAGEMENT	HLTH 2300			3	0	1	
EXPERIENTIAL LEARNING	FWK 4351	SPEC 0000		0	0	1	120
				12	2	4	120

NOTES:

ELE - ELECTIVE - Students may take one or many subjects, depending on the requirements of their program. ELET - represents a typical subject load and IS included in the total hours per week, to reflect the total hours per week required.

OPT1/OPT2/OPT3 - OPTIONS - Students choose subjects. OPT1 subjects are included in total hours per week.

G - GENERAL EDUCATION - Subjects marked at the left margin with G are "General Education" subjects.

Eligibility for placement is the successful completion of ALL course sin all previous semesters EXCEPT GNED courses.

RETURNING STUDENTS FOR YEAR 2 - WILL FOLLOW THE 2013-2014 POS

PROGRAM OF STUDY 2014/2015

SCHOOL OF JUSTICE & EMERGENCY SERVICES

-WEEKLY
BREAKDOWN-

911 EMERGENCY & CALL CENTRE COMMUNICATIONS

COURSE NAME	CODE	PREREQUISITES	COREQUISITES	LECT. HRS	LAB HRS	ALT. DEL. HRS	FIELD PLMT. HRS
SEMESTER 3							
ANATOMY & PHYSIOLOGY - EMCC	ANTY 1340			3	0		
CALL CENTRE CAREER STRATEGIES	CCCS 1300	RESH 2389, COMP 2340, FIRE 2300, HLTH 2300, COMM 2326, GNED 1408		2	0		
COMPUTER/KEYBOARDING SKILLS III	COMP 3340	COMP 2340		0	3		
G GENERAL EDUCATION ELECTIVE	GNED 0000			3	0		
911 & POLICE DISPATCH	DISP 2354	DISP 1300 COMP 2340	COMP 3340	1	2		
SECURITY GUARD	SECG 1300			1	0	2	
EMERGENCY MANAGEMENT	MGMT 2359			3	0		
				13	5	2	
SEMESTER 4							
CRISIS INTERVENTION - EMCC	CRIS 1342	HLTH 2300		4	0		
COMPUTER/KEYBOARDING SKILLS IV	COMP 4340	COMP 3340		0	4		
DIVERSITY & INTRAPERSONAL COMMUNICATIONS	DIVS 1301			3	0	1	
EMERGENCY MEDICAL DISPATCH	MEDL 2301	DISP 1300, ANTY 1340, COMP 3340		2	2	1	
FIELD PLACEMENT - EMCC	FWK 4351	SPEC 0000		0	0	1	120
				9	6	3	120

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911 EMERGENCY & CALL CENTRE COMMUNICATIONS – JANUARY START

COURSE NAME	CODE	PREREQUISITES	COREQUISITES	LECT. HRS	LAB HRS	ALT. DEL. HRS	FIELD PLMT. HRS
SEMESTER 1							
APCO PUBLIC SAFETY TELECOMMUNICATOR	DISP 1300			3	0		
ETHICS	ETHC 1301			3	0		
CANADIAN LAW-EMCC	LAW 1316			3	0		
G INTRODUCTION TO PSYCHOLOGY	GNEC 1102			3	0		
COLLEGE FUNDAMENTALS I	FUND 1305			2	0	2	
CUSTOMER SERVICE - EMCC	SERV 1302			3	0		
				17	0	2	
SEMESTER 2							
COLLEGE FUNDAMENTALS II	FUND 2305	FUND 1305		2	0	2	
COMPUTER/KEYBOARDING SKILLS I	COMP 1396			0	0	3	
FIRE DISPATCH	FIRE 2300	DISP 1300	COMP 1396	1	2		
G SOCIOLOGY & CANADIAN SOCIETY	GNEC 1408			3	0		
CALL CENTRE CAREER STRATEGIES	CCCS 1300	FUND 1305 DISP 1300 ETHC 1301 LAW 1316 SERV 1302)		2	0		
INTERPERSONAL & GROUP DYNAMICS	COMM 2326			3	0		
				11	2	5	

NOTES:

ELE - ELECTIVE - Students may take one or many subjects, depending on the requirements of their program. ELET - represents a typical subject load and IS included in the total hours per week, to reflect the total hours per week required.

OPT1/OPT2/OPT3 - OPTIONS - Students choose subjects. OPT1 subjects are included in total hours per week.

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Program Specific

Academic Policies & Procedures

In order to ensure a quality learning environment for all students the following policies have been established. Any behaviour that disrupts the learning environment will be dealt with accordingly.

This program adheres to core values: Honesty, Integrity, Commitment, Respect, Accountability, Teamwork and Leadership.

Honesty

We are truthful and open in our interactions with each other, faculty and staff.

Integrity

We are honourable, trustworthy and strive to do what is right.

Commitment

We are dedicated to completing our course of study, tests and exams.

Respect

We demonstrate that we value ourselves, each other, and our college, by treating everyone in an impartial, equitable, and sensitive manner.

Accountability

We are conscientious, acting in a professional and forthright manner accepting responsibility for our actions.

Teamwork

We work together within our classes and with members of our program to achieve our goals, making use of diverse skills, abilities, roles and views.

Leadership

We call upon diverse knowledge, skills, abilities and views of our faculty and fellow students to achieve constructive outcomes.

This program acknowledges cultural pluralism and that through distinctions in race, creed, ability, place of origin and/or sexual orientation, there are many perspectives which shape and create meaning in this world. This course specifically endorses, where possible, the use of readings, discussions and case studies that enable students to understand and recognize the legitimacy of difference as well as engage and support concepts of compatibility.

Attendance

Attendance will be taken in every class. Students who miss or arrive late to class are responsible for all material covered during the missed class time including notes, handouts, and any verbal instruction. Late admittance to class will be at the professor's discretion. Regular attendance is required for a student to be successful in this program. Given the importance of attendance, in-process marks may be allocated at the discretion of the professor and will be reflected in the evaluation criteria. Students are reminded that some courses have attendance requirements that must be met to ensure certification eligibility.

Evaluation Activities

In-process evaluation activities are conducted randomly throughout the semester and are intended to be attendance based evaluations that give students the opportunity to apply theories and concepts covered in class. There are no make-ups for in-class evaluations for ANY reasons

DC Connect Issues

In general, all assignments are to be submitted via hardcopy in class. If a student is given permission to submit an assignment electronically, it is the student's responsibility to ensure he/she can produce a hard copy of the assignment if requested by the professor. If the student experiences difficulty making the electronic submission he/she must contact the IT Helpdesk at (905) 721-2000 ext. 3333 or e-mail servicedesk@dc-uoit.ca and have a "ticket" opened. If the technical issue cannot be resolved, the ticket number must be provided to the professor. Late penalties apply to all assignments, whether submitted electronically or via hard copy in class.

Late Assignment

Hand-in assignments must be delivered to the professor at the beginning of class. Students will be penalized by 25% per school day. Any assignment handed in after ten minutes after the hour will be considered one day late. An assignment handed in the next day will be considered 2 days late etc.

Absenteeism: (Missed Test/Late Assignment/Missed Class)

If a student misses an assignment deadline or test, he/she will be required to submit appropriate documentation in order to be eligible for special consideration with respect the evaluation method missed. Contact the professor BEFORE the due date if possible to make alternate arrangements. If the conflict is an emergency, contact the professor or School of Justice & Emergency Services Administrative Assistant (Treina Kennington @ 905-721-2000 X 3070) as soon as humanly possible. The weighting for an assignment or test missed for legitimate reasons will be added to another assignment at the professor's discretion. Situations will be reviewed on an individual basis.

Documentation for absenteeism: Illness or injury – medical note required. Death – obituary notice required. Court Appearance – letter of request is required. Professor discretion will be applied to absences not falling under the above stated criteria.

Laptop & Desktop Computers: (Instant Messaging, (MSN, etc.) Chat, Gaming, Cell phones) Research studies and feedback have shown that these activities can cause a distraction to other students. They are not acceptable classroom

behaviours. Students involved in chatting or gaming during a teaching session will be asked to leave the classroom.

Plagiarism

Plagiarism is the act of submitting, as your own, material which is in whole or in part, someone else's work. You, the student, are expected to acknowledge the sources of ideas and expressions you use in essays. Failure to do so is dishonest and subject to serious academic penalty. Submission of a paper written in whole or part by someone other than yourself, or copying of an answer and answers of another student in any test, examination or assignment also constitutes plagiarism. Refer to your Durham College student handbook, Student Rights and Responsibilities for definitions and penalties.

Late Arrivals

If you arrive late for class, please enter the classroom as quietly as possible and/or wait until there is a formal break in the class to minimize disruption to students who arrived on time. If you disturb the class upon your arrival, you will be asked to leave the class. If you arrive late on a regular basis, you may not be granted access to the class after the normal start time of 10 minutes after the hour.

Varsity Athletes

A note requesting an excused absence must be given to the teacher two working days in advance of the class to be designated as an "excused absence".

References/Family/Friends

Information about a student will not be released to anyone without the prior **written** consent of the student.

Electronic Communication Devices

When you are in class, please turn all electronic communication devices off. If you must leave a device on because someone may need to contact you (family member, caregiver, etc.), then please ensure it is set to vibrate and leave the class prior to responding to the message. If you forget to set an electronic communication device to vibrate and it is activated, please turn it off as quickly as possible. If a device is activated frequently causing unnecessary disruption to the class, you will be asked to leave. There is absolutely no text messaging allowed during class. If you use a device for this purpose, you will be asked to leave the class.

Music Devices/Earphones

Music devices/earphones are not permitted in the classroom at any time. When you arrive and the class begins, please remove all music devices/earphones and put them away. If you are found to be in contravention of this policy, you will be asked to leave the classroom.

SCHOOL OF JUSTICE & EMERGENCY SERVICES

Policies

1. Freedom of Information/Protection of Privacy - Pursuant to the Freedom of Information & Protection of Privacy Act, the School of Justice & Emergency Services Office will not release any personal information regarding a student. This includes academic standing, personal data, timetable information etc.
2. Timetables are available online through our intranet – “MyCampus”. You can view and/or print your timetable from any computer with internet access. If you require assistance, please contact the Help Desk : 905-721-2000, ext. 3333 or by email servicedesk@dc-uoit.ca and have a “ticket” opened for you.
3. Timetable Changes – MyCampus provides students with the ability to modify timetables at specified times as listed in the Academic Calendar (see the Student Handbook for dates). **Please note: It is the students’ responsibility to ensure that all of their required courses are on their schedules.** Assistance is available via your Student Advisor or designate. Should you find a discrepancy on your timetable – report it immediately.
4. Emergency Calls – School of Justice & Emergency Services staff will accept messages for students only in the event of a family emergency. Please make sure that anyone in your life that needs to locate you during class time for reasons other than an emergency has a copy of your timetable (eg. classmates, family, day care provider, employer). Staff are unable to release your schedule information due to the Freedom of Information Act.
5. Disclaimer - Because of our commitment to continuous improvement of our curriculum, there may be some changes in courses offered or course content. If this occurs, we will notify those affected.
6. Computer Labs - Computer labs are reserved for coursework. Games are not permitted. Adult materials must not be displayed at any time. Laptops are to be used only to support student learning; laptop use not related to classroom activities is not permitted.
7. Graduation Requirements - Students must have a minimum G.P.A. of 2.0 to be eligible for graduation. In addition, a student must have successfully completed all required courses. A student who has a G.P.A. of less than 2.0 should contact the School of Justice & Emergency Services Office to arrange for academic counselling. Please refer to the Grading System section located on the college website, www.durhamcollege.ca for detailed information. At least 25% of the completed program courses and/or weighted credit hours

must be completed at Durham College to be eligible for a Durham College diploma.

8. Final Marks - Final marks will not be released by faculty members or office staff. Grades will be posted on MyCampus and the marks will be released on a set date/time as indicated in the Important Dates.
9. Students are able to print their own grade reports, at the end of each semester, through MyCampus. Refer to the Academic Calendar in the Student Handbook for the specific date whereby students can view and print their grade reports. No grade reports will be mailed out to students. Students can request, for a fee, an official transcript from the Registrar's Office.
10. Field Placement – One of the requirements for field placement eligibility is a cumulative GPA of 2.0. Please refer to your field placement course outline(s) for a complete list of requirements.
11. Course Outlines – Students print their own course outlines for each of their current semester's courses through MyCampus. Students can also print course outlines for courses that they wish to apply for credit.
12. Exam Schedules – Exam schedules are available, electronically, through MyCampus, under the heading, Important Announcements. Below the image for DC Exam Schedules for the specific semester, click on the link below the image. It will open to a page that lists the schedules and messages pertaining to the exams for your specific program. Please refer to your course outline, under Evaluation Criteria, if you are unsure whether there is a final exam in your specific course or consult with your professor.
13. Academic Probation – Students on academic probation must meet with their student advisor or designate, and conditions for continuing in their program may be applied.
14. Students who have a cumulative GPA of less than 1.5 at the end of the academic year will not receive an invoice for the following year.

School of Justice & Emergency Services Policies & Expectations for the Learning Environment:

1. Class attendance and participation will enhance your opportunities for success.
2. Refer to the course outline for specific expectations, prerequisites, corequisites, requirements and evaluation criteria for each course.
3. Students are responsible for regularly checking their MyCampus and DC Connect areas for messages from professors and College Administration. Communication will come in the form of email, targeted messages, announcements and posted documents.
4. Students should keep back-up copies of all assignments in case the original is lost.
5. Visit the Durham College website, www.durhamcollege.ca for detailed policies and procedures relating to "Student Rights and Responsibilities".
6. Course prerequisites exist to promote student success. Exceptions to the established prerequisite course structure are not permitted.

ADDITIONAL IMPORTANT INFORMATION

Academic Advising - Student Advisors

Each school provides a student advisor(s) to help you reach your full academic potential. These representatives can assist you with: accessing other college services; developing academic plans to promote success in the event of failed subjects or a low GPA; finding equivalent credits; identifying career goals and making sound academic decisions; making decisions regarding full- and part-time studies; reviewing graduation requirements; selecting electives and options; setting up academic plans; or transferring to another program. To view contact information for your Student Advisor, please visit:

<http://www.durhamcollege.ca/student-experience/helping-you-succeed/academic-support-resources/academic-advising>

Academic Integrity

Academic integrity refers to the pursuit of scholarly activity in an open, honest and responsible manner. Acts that undermine academic integrity, such as plagiarism, cheating and misrepresentation of work, contradict Durham College's core values. To ensure the highest academic standards, students are accountable for the work they produce, and student work must be the product of his or her efforts. Durham College has purchased a license with Turnitin.com, an online service to detect unoriginal work and citation errors. The Academic Integrity Policy and Procedure documents (<http://www.durhamcollege.ca/academicpolicies>) provide a comprehensive explanation of Durham College's expectations regarding academic integrity.

Aegrotat

Aegrotat refers to a 'compassionate pass' in a course in which, due to **emergency circumstances** related to health and wellness, a student was unable to complete all of the evaluation requirements. Emergency circumstances that may warrant the designation of an Aegrotat include, but are not limited to: injury, illness and/or bereavement. Documentation supporting the request for an Aegrotat designation may be required.

The awarding of an Aegrotat credit is noted in a student's transcript as AEG and is therefore not included in the calculation of a student's grade point average. A student shall receive Aegrotat standing only once in a five year period.

Further information about Aegrotat standing can be found in the Aegrotat Policy and Procedure documents, please visit the following link:

<http://www.durhamcollege.ca/academicpolicies>

Campus Conflict Resolution Services



CAMPUS CONFLICT
RESOLUTION SERVICES

~Mission~

To provide a free, confidential conflict resolution service, assisting the campus community to collaborate in a safe and professional environment

~Vision~

Resolving conflicts to promote educational success

Confidentiality is our promise.

What does CCRS provide?

- An impartial and structured setting
- Work with students to create group-work contracts
- Facilitate pre-conflict negotiations
- Third-party mediations
- Classroom visits to discuss conflict resolution at the request of faculty
- Provide tips on effective listening and communication skills to help build and strengthen relationships
- Help devise a mutually acceptable solution to conflicts

How long is a session?

Sessions can take anywhere from half an hour to two hours, depending on the conflict.

How is the session structured?

When a request is received by CCRS, a mediator is assigned to it. The mediator then works with the students involved to schedule a meeting at a mutually convenient time. At the meeting, the mediator:

- Listens to each participant's views
- Helps identify key issues
- Encourages students to discuss options to resolve conflict
- Assists with negotiating a mutually acceptable agreement
- Discusses how to implement the agreement

Note: The final outcome of a mediation process will depend on the willingness of students to resolve conflicts.

What types of conflicts are resolved?

- Friends
- Groups (including group work)
- Classmates
- Relationships
- teams

How do you get help?

To book an appointment please contact:

CCRS@durhamcollege.ca

Centre for Students with Disabilities

The Centre for Students with Disabilities (CSD) at Durham College provides services to students with disabilities to ensure that equal access is available to all aspects of the academic environment. These services are designed in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Our services are confidential. Please visit the following link to view valuable information regarding the CSD:

<http://durhamcollege.ca/student-experience/helping-you-succeed/centre-for-students-with-disabilities>

Continuing Education Course Book

If you are unable to access a day-time course (timetable conflicts, wish to repeat a course, etc.) or want to get a head start on your next semester, discuss your options with your Student Advisor. To view comprehensive information regarding Continuing Education offerings, please visit the following link:

<http://www.durhamcollege.ca/academic-schools/school-of-continuing-education>

Course Outlines

For each course, a Course Outline that describes course learning outcomes, course content, learning activities, evaluation methods, timelines and support resources is available online. Please note that students are expected to download copies of their course outlines from MyCampus prior to the first class in each course. Instructions for downloading are located on MyCampus at:

<http://www.durhamcollege.ca/mycampus>

Please visit the following link to view the Course Outlines Policy and Procedure documents: <http://www.durhamcollege.ca/academicpolicies>

Credit Transfer Information

Durham College is dedicated to helping you build upon your previous education. If you have studied previously at Durham College or another recognized post-secondary institution, you may be eligible to receive credit for the courses you have successfully completed. Please view the following link for credit transfer information:

www.durhamcollege.ca/credittransfer

Durham College Mission, Vision and Values

Our mission, vision, values were created to help ensure the success of our students, staff and faculty. Please view our guiding principles at the following link:

<http://www.durhamcollege.ca/about-us/corporate-links/governance/mission-vision-and-values>

Essential Employability Skills

Essential Employability Skills (EES) are skills that, regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning. Please view the following link for further information:

General Education

The Ministry of Colleges and Universities requires all Ontario college students enrolled in a 2-year Ontario College Diploma or a 3-year Ontario College Advanced Diploma program to successfully complete three or more General Education (GNED) courses prior to graduation. For more information about GNED course selection, a full listing of GNED electives (with course descriptions), and how to receive GNED credits for prior post-secondary studies, please visit the General Education website at: <http://www.durhamcollege.ca/academic-schools/school-of-interdisciplinary-studies-employment-services/general-education>

Important Dates

Durham College strives to keep you informed of all important dates throughout the academic year. Please review the 2014-2015 important dates that includes fee payments, web registration, add/drop, exam dates etc. You can find this information online, in the Durham College handbook and on MyCampus. Please review MyCampus for important updates and reminders on important dates.

Learning Management System Usage (LMS)

Professors are expected to use LMS or DC Connect to support student learning. As per the Learning Management System Usage procedure, faculty will post and reveal all marks to their students on an ongoing basis. To view the LMS Usage Policy and Procedure, please visit the following link:

<http://www.durhamcollege.ca/about-us/corporate-links/governance/policies>

Library

The Library is here to help you succeed! Stop by for help to research a topic, complete an assignment, or when you just need a quiet place to study. You may visit the library virtually at <http://www.durhamcollege.ca/library> or to view information regarding locations, hours, and more, please visit the following link: <http://www.durhamcollege.ca/student-experience/learning-spaces/library/about-the-library>

Missed Final Examinations

A final examination is a discretely designed assessment administered in Week 15 of a 14 week semester. Students who, as a result of **non-emergency circumstances**, miss one or more final examinations during a single examination period may be eligible to apply to defer/reschedule the writing of these assessments.

To be eligible, students must have no less than a cumulative 1.5 GPA, apply for consideration using the appropriate forms and pay a fee. This privilege can only be used by a student once in a five-year period. External accreditation requirements, the availability of appropriate examination facilities and other constraints necessitate that not all courses will be eligible.

For more details, students should speak with their Student Advisor or review the Missed Final Examination Policy and Procedure documents at the following link: <http://www.durhamcollege.ca/academicpolicies>

Pathways to Degrees

Continue your post-secondary journey and leverage your Durham College education to earn additional credentials. To learn how you can further your education, visit www.durhamcollege.ca/pathways or check out the Durham College Transfer Guide at www.durhamcollege.ca/transferguide. Additional information regarding transferring between institutions in Ontario can be found at www.ontransfer.ca.

Prior Learning Assessment and Recognition (PLAR)

Prior Learning Assessment and Recognition (PLAR) is the process you can use to gain college credit(s) for learning and skills acquired through previous experiences. This may include workplace training, life experiences, self-directed study, community work, travel, hobbies and military service. By using the PLAR process, you may be able to complete a college certificate or diploma program in less time. Please view the following link for PLAR information:

<http://www.durhamcollege.ca/wp-content/uploads/plar.pdf>

Requirements for Promotion

Evaluation and Promotion:

Academic courses are evaluated using a variety of methods such as tests, essays, labs, written or verbal assignments, in-process activities, group work and/or final examinations. The evaluation criteria for each course are noted in its course outline. Students are advised to familiarize themselves with these criteria early in the semester. Please refer to the Grading and Promotion Policy and Procedures documents (<http://www.durhamcollege.ca/academicpolicies>) for a complete overview of grading and promotion practices.

Academic Probation:

Students who are not progressing satisfactorily according to criteria published in their respective program guides may be placed on academic probation, at the discretion of the school Dean or designate. Such students may be allowed to continue their studies on a Letter of Permission (an academic student contract) which will specify conditions which must be met to continue in their programs. Students who do not meet the conditions of their academic probation may be required to withdraw from full-time studies.

Scholarships, Bursaries and Awards

The Financial Aid and Awards office provides students with options to help fund their educational costs. To view valuable information, please visit the Financial Aid and Awards [Web Site](#).

Student Academic Learning Services (SALS)

The Student Academic Learning Services Centre helps Durham College students to achieve their academic goals. Academic supports include: peer tutoring, learning skills services, writing skills services, English language services, and subject specific supports for math, science, and business. Please visit the following link to view valuable information regarding SALS including how to register for 24/7 online access to SALS academic resources:

<http://durhamcollege.ca/student-experience/helping-you-succeed/student-academic-learning-services-sals>

Student Communications

Durham College is committed to communicating important information to you. Please view the following link to reference a comprehensive chart indicating specific vehicles. For example, social media, DC website, DC Mail, MyCampus, DC Connect, and more:

http://www.durhamcollege.ca/wp-content/uploads/DCCares_StudentMatrix_v5.pdf

Student Rights and Responsibilities

A policy and procedure is in place which articulates the rights and responsibilities of students at Durham College, and provides a framework for addressing non-academic misconduct by students. To view the Student Rights and Responsibilities Policy and procedure, please visit the following link:

<http://www.durhamcollege.ca/academicpolicies>