

2023-24 Student Handbook



Northern Lights
College

The information contained in this handbook is subject to change and revision. While we make every effort to ensure that the content remains valid for the academic year, we recognize that changes may occur.

The information in this handbook is current as of August 25, 2023.

Please contact Student Services for any updated information. For further information, please visit our website at **nlc.bc.ca**, call toll free at **1-866-463-6652**, or contact your nearest campus.

Northern Lights College acknowledges that our campuses are situated on the ancestral and traditional land of many nations, including the Dunne-Za, Cree, Tsáá? Ché Ne Dane, Saulteau, Tse'Khene, Kaska Dena, Tahltan, and Tlingit. We also recognize Metis Nation members who share a deep history with this land.

We, at Northern Lights College, commit to restoring and honouring the Truth and Reconciliation calls to action; we strongly believe that truth must be acknowledged to move forward to reconciliation.

We are grateful for the Traditional Knowledge Keepers and Elders who are still with us today and those who have gone before us. We acknowledge our hosts and honor their gracious welcome to those seeking knowledge.

On behalf of myself, the Board of Governors, faculty, and staff, I extend a heartfelt welcome to all students joining Northern Lights College for the 2023/24 academic year. We are thrilled to have you join our vibrant community of learners and embark on an exciting journey together.

At Northern Lights College, we stand united with a shared vision for the future—moving forward together. Our strategic plan serves as a guiding light, illuminating the path ahead and shaping our collective efforts. It is a testament to our unwavering commitment to provide you with a transformative educational experience that equips you with the skills, knowledge, and values necessary to succeed in an ever-evolving world.

We believe education is powerful and can unlock boundless potential in each and every one of you. Our institution stands as a beacon of opportunity, a place where dreams are nurtured, and aspirations are realized. We are dedicated to fostering an environment that encourages curiosity, ignites creativity, and celebrates diversity.

As you join the NLC family, you will find a community brimming with vitality, curiosity, and a genuine feeling of belonging. Here, you will be supported by a faculty who are not only experts in their fields but also passionate about imparting knowledge and guiding you on your educational journey. Our staff members are committed to ensuring your experience at Northern Lights College is enriched and fulfilling, providing you with the necessary resources and support to thrive.

As you navigate through your academic pursuits, I encourage you to embrace the multitude of opportunities that lie before you. Immerse yourself in the richness of our programs, engage in meaningful collaborations, and seize the chance to explore new horizons. Remember, education is not solely confined to the classroom; it is a holistic experience that encompasses personal growth, cultural understanding, and the development of essential life skills.

Moving forward together, we recognize that success is not an individual pursuit but a collective endeavor. The Northern Lights College community thrives on collaboration, inclusion, and mutual support. As you embark on this exciting chapter of your academic journey, we invite you to embrace every opportunity, overcome challenges with resilience, and revel in the joy of discovery. Together, we will unlock doors to endless possibilities and forge a brighter future for ourselves and our communities.

Once again, a warm welcome to Northern Lights College. Let us stand shoulder to shoulder, united in our pursuit of knowledge, growth, and excellence. We are thrilled to have you as part of our family, and we cannot wait to witness your remarkable achievements.

Sincerely,

Todd Bondaroff

President & CEO, Northern Lights College

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Student life

There is more to college than just attending classes. You could join the Northern Lights College Students' Association or help govern the College. Read on for more about opportunities outside of your studies.

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Students' Association - (NLCSA)

- › Do you want to get involved in improving student life at NLC?
- › Do you have ideas for new student events?
- › Are you interested in developing your leadership abilities and shaping the student experience at NLC?

If you answered 'yes' to any of these questions - please consider participation in your local campus Student Council, and their governing body the Northern Lights College Students' Association (NLCSA).

The NLCSA manages the money received through student fees to enhance the student experience at NLC, by funding social, cultural, and recreational events and awards.

The Association's goal is to represent NLC students from all campuses through local student councils. They provide you with a voice, and an avenue for shaping your student life.

If you are interested in getting involved with student life on campus, this is a great place to start. Elections are held in September or October following a nomination period. For more information, visit nlc.bc.ca/student-governance.

For more information, call **250-784-7536** or email nlcsa@nlc.bc.ca.

The NLCSA maintains the following social media pages:

Facebook

Dawson Creek

[/nlcdcstudentcouncil](https://www.facebook.com/nlcdcstudentcouncil)

Fort St John

[/nlcsjstudentcouncil](https://www.facebook.com/nlcsjstudentcouncil)

Instagram

Dawson Creek

[/nlc_dcstudentcouncil](https://www.instagram.com/nlc_dcstudentcouncil)

Fort St John

[/nlcsjstudentcouncil](https://www.instagram.com/nlcsjstudentcouncil)

Student representation

Each year, we seek student representatives on NLC's Education Council and Board of Governors. Student participation is how we receive feedback on programming and services. In addition to helping shape the college you attend, participating provides you valuable volunteer experience and insight into how to develop policy, run meetings, and lead organizations. Student representatives are elected positions.

Elections are held in September or October following a nomination period. For more information, visit nlc.bc.ca/student-governance.

Education Council

The *College and Institute Act* legislates the need for an education council, including the requirement for student representation. Our Education Council sets educational policies and curriculum at NLC. It also advises the Board of Governors on other issues, including the criteria for awarding of certificates, diplomas, and degrees.

Board of Governors

The Board of Governors is empowered by the *College and Institute Act* to manage, administer, and direct the affairs of the institution. Under the Act, the Board makes bylaws for the orderly conduct of its affairs. It also requires student representation.



On-campus services

This is where you will find information on services you may need while studying here.

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Northern Lights College provides a variety of services and supports designed to ensure your success and well-being.

Bookstore

Each campus has a bookstore where you can purchase textbooks, school supplies, and promotional clothing and gifts. Hours vary according to location. In Dawson Creek and Fort St. John, the bookstores are located in the main campus buildings. If you are a student on the Chetwynd, Fort Nelson, or Tumbler Ridge campus, you can purchase books and supplies through Campus Services.

Daycare

There are daycare centres on the Chetwynd and Dawson Creek campuses. Full-time students' children have first priority.

For specific information regarding daycare services, please contact the daycare directly:

Little Lights Daycare, Chetwynd

250-788-2248

Campus Kids Daycare, Dawson Creek

250-784-7523

Internet access, computer labs, and charging stations

We provide computers with internet access on all campuses, through the libraries or in separate labs. You can charge mobile devices in the libraries. All campuses offer wireless internet, and you can get the password to access the internet from Campus Services or the libraries.

Lockers

You can rent a locker at the bookstore. Some programs and departments have assigned locker locations, all others are available for general use.

All you need to do is locate an available locker (in your program's designated area, if applicable) and sign up for and pay the rental fee at the bookstore.

Public transit

Public transit is available on the Dawson Creek and Fort St. John campuses. You can purchase monthly bus passes from Campus Services.

Recycling

We are committed to energy conservation and recycling, and we encourage you to participate. Each campus has its own recycling procedures.

Student housing

We offer student housing on the Dawson Creek and Fort St. John campuses. Living in student housing is a great way to meet fellow students and get involved with activities outside of class time. You can find the application forms at nlc.bc.ca/student-housing.

If you live in student housing, we expect you to follow the guidelines published in the *Student Housing Guide and Handbook*.

For more information, contact one of the managers.

Dawson Creek

250-784-7524

dc-housing@nlc.bc.ca

Fort St. John

250-787-6239

fsj-housing@nlc.bc.ca



Online services

Much of the information you need as a student is found online, including our specific apps.

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ASTRA	10
Borealis	10
Desire2Learn	10
Devant	11
Early Alert Retention System (EARS)	11
Office 365	11
Telus Health Student Support (keep.me.SAFE)	11
TouchNet	11

MyApps

MyApps is your online resource hub with links to all your applications. Visit myapps.nlc.bc.ca to login.

Your username is your student ID followed by '@students.nlc.bc.ca,' for example 0012345@students.nlc.bc.ca. Your student ID is a seven-digit number. If necessary, add leading zeros. When logging on the first time, you will need to initiate a password reset.

Alertus App*

If there is an emergency or security risk on campus, this app, available for iOS and Android, will let you know about it. The code to activate this app is 6521. See page 21 for more information on Alertus.

ASTRA*

The NLC Foundation's online award application platform. NLC students can access ASTRA via MyApps to apply for over 200 awards. Log in today to start your application and be auto-matched with the awards that fit you!

Borealis

This online student information account will show you:

- › your class schedule,
- › your course grades,
- › your personal information, and
- › tuition charges and payments.

You can also use this account to:

- › get an unofficial transcript and
- › print off your T2202 tax forms

Desire2Learn*

Desire2Learn (D2L) is NLC's learning management system. Faculty use D2L to teach online courses and enhance classroom instruction with around-the-clock access to course-related materials, electronic drop boxes for assignments, online quizzes, and grades.

Devant

Devant is a **FREE**, online career centre portal that can assist you with the following:

- › Create a professional quality resume (CV)
- › Career search support
- › Scan, analyze and provide immediate feedback on your resume
- › Obtain tools to lead to a successful career search
- › Live workshops and events to enhance your job search skills
- › And much, much more

To access this incredible career portal visit northernlights.devant.ca

Early Alert Retention System (EARS)*

The EARS program allows you and your instructors to get help for yourself or someone you are worried about, whether with academic success, maintaining good mental health, or coping with life's challenges.

Office 365*

This is your portal to access Microsoft Office apps and your OneDrive documents from anywhere you have internet access.

Telus Health Student Support (keep.me.SAFE)*

keep.me.SAFE Student Support Advisors can help you anytime with;

- › School - homework, teamwork,
- › Health - loneliness, stress, pressure, sadness,
- › Relationships - family, friends & teachers, communication, feelings, and
- › Adapting to a new Culture - people, weather, language.

Connect with an Advisor who speaks your language, understands your culture and keeps your information confidential. Access support by mobile and web chat, over the phone, through video.

Download the free TELUS Health Student Support App today.

TouchNet*

This is the college bill payment app to pay your tuition and fees. You can sign up your parent or sponsor so they can pay the bills here as well.

**Visit myapps.nlc.bc.ca to access these applications.*



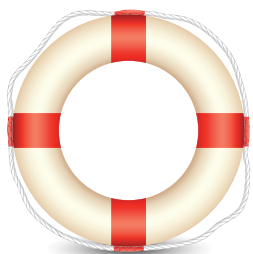
Northern Lights
College

EARS Early Alert
Retention
System



Need Help?

Alert Us if you need support!



- Go to myapps.nlc.bc.ca or <https://nlc.pharos360.com>
- Log in using your NLC issued email address and password
- Click on the icon "Ask for Help"
- Complete the form
- Click the Submit button

Once your self-referral is accepted you will receive a confirmation email from the Care Centre.

nlc.bc.ca • 1-866-463-6652

04/12/2014

Student support

We want you to be the best you can be while being a student here. In this section, find out about assistance information, learning support, accommodations for those with diverse abilities, library services, and emergency funding.

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Services for adult learners

The career and college preparation programs at most campuses host adult learning centres. They assist you with individualized instruction in scheduled study blocks to help you succeed in your academic, technical, or vocational program. Student fees apply. Textbook or supply costs may also apply.

For detailed information, contact a CCP instructor or Campus Services at your local campus, call 1-866-463-6652, or email studenthelp@nlc.bc.ca.

Services for Indigenous students

If you are an Indigenous student, the Indigenous Education department can provide support and services.

The Indigenous Education staff can:

- › advise on and provide support for admissions, programs, and services,
- › advocate for Indigenous student issues,
- › refer to community agencies for additional personal support,
- › aid with financial tasks, for example applying for band funding or student loans, information about bursaries and scholarships, and assisting with the application processes, and
- › help with band applications and connect with education coordinators.

There are gathering spaces on the Chetwynd, Dawson Creek, Fort Nelson, and Fort St. John campuses. They are dedicated to the promotion of Indigenous culture, tradition, and ceremony. These rooms are safe spaces for all students to relax and share understanding and knowledge. Indigenous Education staff have offices adjacent to the gathering spaces.

For more information or to set up an appointment to talk, email indigenous@nlc.bc.ca.

Services for international students

If you are an international student, International Education supports you and your family's transition to NLC and your community.

Available assistance includes:

- › advice about admissions, programs, and services,
- › information about study permit and work permit applications,
- › off-campus accommodations information and referrals,
- › school registration information for your dependent children,
- › child-care information,
- › information on maintaining the conditions of your study permit and off-campus work permit,
- › information on NLC policies about international students,
- › assistance with and information about finances and medical insurance,
- › support in resume writing and job search, and
- › referrals to NLC-based services and community services.

For more information, email students@international.nlc.bc.ca.

Services for students with disabilities

Oftentimes, students choose not to declare their disability and that's alright. However, if you find you need additional support, we promote equitable access to NLC programs for all students by arranging services to support and accommodate their learning journey. We also help you obtain professional documentation.

Reasonable accommodations may include:

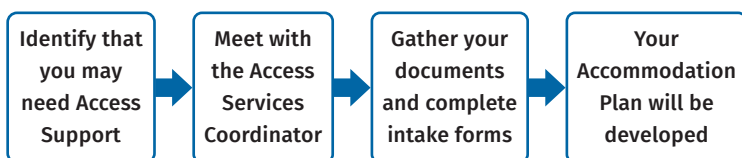
- › exam accommodation, including readers or scribes, extended time, and access to quiet rooms,
- › books and materials in alternate formats, such as e-text, large print, or Braille,
- › note-taking,
- › peer tutoring,
- › access to interpreting services,
- › access to adaptive equipment,
- › assistance with disability-related financial aid, if eligible,
- › referral to community resources, and
- › liaison with community-based disability service agencies.

The functional impact of your disability determines reasonable accommodations. We determine what services to provide in accordance with our policies and based on the diagnosis provided. Some support services can take more than three months to arrange.

For more information, contact the access services coordinator by calling

To Register with Access Services

1-866-463-6652 or email accessibility@nlc.bc.ca.



Support for students in distress

We use our Early Alert Retention System (EARS) to reach out to you if you're identified as a student in distress. Do not be alarmed if a staff member contacts you by phone or email. Remember, it is your choice to accept support and assistance.

If you feel that you need support and would like to refer yourself, go to myapps.nlc.bc.ca, click on the EARS widget, and select "Send Alert."

Copyright assistance

You must comply with the Canadian *Copyright Act* and other Canadian intellectual property legislation. If you use copyrighted materials in print or online, we will work with you to ensure that you adhere to all legal obligations.

Follow these guidelines to minimize legal and other risks.

- › Comply with the Colleges and Institutes of Canada guidelines as set out in instructions posted by every photocopier.
- › Comply with our copyright policy.
- › Comply with copyright requirements posted on websites and other digital and non-print format works.
- › Credit any copyrighted work you copy from any source.

Copyright violation is a crime and a breach of policy. If you violate copyright, we may penalize you with loss of use of materials, services, or technology for a length of time or other appropriate consequences. We review violations on a case-by-case basis. Depending on severity, you may also face legal action.

If you have any questions about copyright rules and regulations or need help to properly attribute an author for materials you wish to use, please consult the library's copyright guide at libguides.nlc.bc.ca, contact 250-784-7533, or email copyright@nlc.bc.ca.

Emergency funding

If you find yourself in unexpected financial difficulty, you may be eligible for emergency funding through the Northern Lights College Foundation. Have a confidential conversation with a financial aid officer to explore your options as soon as you can. We can help before you run into academic difficulties due to financial strain. For assistance, please email finaid@nlc.bc.ca or call 1-866-463-6652.

Health and well-being

Staying well while studying is key to succeeding in school and life.

Keep the following tips in mind as you go through your academic year:

- › Keep a schedule whenever possible—to sleep, eat, study, work and exercise. It will help you cope better with stress.
- › Make a friend. Studies show that interaction with others, even only one other person, helps increase your mood and quality of life. Reach out and get to know someone.
- › Take a walk. Even walking around the block for a few minutes can greatly improve your mood and clear your thoughts. It doesn't have to be strenuous. Ten minutes will do.
- › Get some sun. Exposure to sunlight for a few minutes every day boosts your mood. Step outside and catch some rays daily.
- › Speak kindly. If you say negative things to yourself, it can bring you down. Instead, stay positive and keep telling yourself that everything will be okay. It usually will be.

- › Talk to someone. If you are not feeling yourself or are experiencing culture shock, let somebody know who can help you. Get the help you need to be your best self. Don't be afraid to reach out and let someone know what's going on. A staff or faculty member are best. They usually know how to help.
- › Celebrate. Give yourself breaks after you have worked hard. You deserve good things, and allowing a time of relaxation and reward will help you to give, be, and do more.
- › Be grateful. Research shows that those who focus on what they have, instead of what they don't, are happier. Be thankful for even the simplest of things, and you'll probably begin to feel better right away.
- › Show up. Try to attend every class and lab. Missing lectures tends to increase anxiety or fear of falling behind. Work may be a tempting option when you are trying to support yourself or your family, but remember why you are here. Make it to every class so you can stay on top of things and succeed academically.

In addition to these tips, we have created a web page with a number of resources to support your health and well-being. Remember that your health and wellness includes your sexual and mental health too. Be sure you take care of yourself and know that it's okay to talk about what you are going through. Visit nlc.bc.ca/wellbeing for more information.

Learning support

Learning support specialists are here to support your learning and success as a student.

Available assistance includes:

- › workshops and one-on-one help with topics such as study skills, time management, exam writing, taking notes, and budgeting,
- › access to resume writing support and interview preparation through Devant (please see page 10 for more information on Devant)
- › workshops on topics such as mental health and general well-being,
- › tutoring, some available free of charge to students,
- › referrals to other NLC services and community agencies, including counselling services, food banks, and literacy societies, and
- › support for students placed on academic monitoring.

For more information, email learningsupport@nlc.bc.ca.

Libraries

Our Libraries support teaching and research activities by providing easy access to our resource collections and services, whether you are attending classes on campus or via distance learning.

The libraries offer:

- › in-person library support,
- › around-the-clock access to online services and resources at nlc.bc.ca/services/library,
- › help with research, citations, avoiding plagiarism, and more,
- › books, DVDs, and online resources, including database articles, e-books, and streaming films,
- › free interlibrary loans and document delivery,
- › subject guides and how-to guides,
- › guided tours and library orientations,
- › free wireless internet access,
- › access to computer workstations, course software, and charging stations for your cellphones, computers, and other electronic devices,
- › group study spaces and quiet workspaces, and
- › printing, scanning, and photocopying.

Dawson Creek, Chetwynd, and Tumbler Ridge

The library is located in Campus Centre on the Dawson Creek campus, up from the lobby. If you attend the Chetwynd or Tumbler Ridge campus, contact the Dawson Creek library by phone or email for assistance.

Phone

250-784-7533

Email

dc-lib@nlc.bc.ca

Fort St. John, Atlin, Dease Lake, and Fort Nelson

The library is located in Campus Centre on the Fort St. John campus, adjacent to the lobby and opposite the reception desk. If you attend the Atlin, Dease Lake, or Fort Nelson campus, contact the Fort St. John library by phone or email for assistance.

Phone

250-787-6213

Email

fsj-lib@nlc.bc.ca

Distance and online learning

If you are a distance learning or online student and live near campus, contact the appropriate library listed above.

Otherwise, contact the Fort St. John Library for personal assistance. When emailing the library, please include your name, program, mailing address, and contact phone number.

We will email you journal articles at no cost to you. Depending on where you live, you may be able to borrow books. If eligible, we mail books to you for free. There is no cost for postage and handling. For more information, visit nlc.bc.ca/library/.

Personal counselling

Attending college can be stressful, and things may come up during the school year that you want to talk about with someone. keep.meSAFE, available on iOS and Android, is a student support program offering free personal counselling via phone, online chat, or in person. Counsellors are available around the clock and speak multiple languages. If you are feeling low during the school year, consider downloading the free app by searching for 'Telus Health Student Support' online. Additionally, the app features many great articles and videos on topics to help you cope with life's challenges and has an expansive selection of virtual fitness programs.

For more information, contact learningsupport@nlc.bc.ca or connect with a counsellor at mystudentsupport.com.



Safety

We are committed to a healthy and safe working and learning environment. For more information, visit nlc.bc.ca/health-and-safety. We have installed the Alertus emergency response system on the Chetwynd, Dawson Creek, Fort Nelson, and Fort St. John campuses should we need to lock down one or more of these locations. We will use the system only when we believe someone has violent intentions on the grounds of one of our campuses. If we detect an armed intruder, the Alertus Emergency Response triggers an alarm on the yellow beacons found throughout each campus, computer desktops, and mobile devices.

We strongly recommend that you add the Alertus app to your mobile device. You can download the app from the Apple App Store and Google Play. Our activation code is 6521.



Enrolment services

This section includes important information you may need regarding attendance, grades, dropping or changing classes, financial arrangements, practicum, and more.

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Attending your first class

If you can't attend the first week of classes, whether on-campus or online, please contact your instructor before the class starts. If your course is part of a trades or vocational program, please ensure you attend before the end of the second meeting of your course. Failure to follow these instructions could cause you to be dropped from the course without notice.

Auditing a course

Auditing a course allows you to take a course without having to complete assignments or exams. You do not receive credit for auditing a course, and your instructor does not need to grade your paper or exam. You can register to audit a lecture course by paying the regular tuition and fees. You can change from 'audit' to 'credit' with your instructor's consent and completing the appropriate form. The deadline for this is six weeks after classes start. To change from 'credit' to 'audit', the deadline is eight weeks. Some program areas or courses do not have audit registration.

Contact Campus Services for more information.

Convocation

NLC holds convocation ceremonies each year on the Dawson Creek, Fort Nelson, and Fort St. John campuses. Convocation is a celebratory event where you walk across the stage in an NLC gown and cap and the President confers the credentials you have earned.

To participate in convocation, you must:

- a) complete and submit a request to graduate form, available at nlc.bc.ca/graduation,
- b) meet or expect to successfully meet your program outcomes within the academic year, and
- c) complete and submit a convocation registration form and pay the convocation fee at Campus Services.

The registrar's office will verify your eligibility. A dean or the registrar may also recommend you for recognition of an achievement. For more information about convocation, including forms and other details, visit nlc.bc.ca/graduation/.

Course and program changes

You can complete most course changes by logging into Borealis. Course changes include adding a course, dropping a course, withdrawing from a course, or accepting a wait-list offer.

Changing your program requires several steps. If you want to pursue a different program at NLC, please contact Campus Services for information and instructions.

Course feedback

We provide feedback in a timely manner to minimize financial or academic penalties associated with withdrawing from a program or course. We recognize that a variety of evaluation methods better assesses your abilities and that evaluation should not be based on a single instance.

Your instructor, following the syllabus and generally expected standards, determines the number and complexity of assignments and examinations. We typically ask instructors to use at least four separate evaluative items as the basis for final grades, and to make the final exam worth no more than 50 per cent of a final course grade. In certain instances, outside agencies may impose restrictions that may limit the methods used in, and the frequency of, evaluation.

In each class, you will be provided with feedback on at least one substantial assignment or examination prior to course withdrawal deadline. This will give you a reasonable opportunity to assess your ability to succeed in the course and choose whether to withdraw.

Examinations

Normally, final exams for each academic course take place during the exam period of the semester. If you miss an examination that has been announced in advance, you are not entitled to a make-up exam unless you can prove that the absence was unavoidable. You can appeal an instructor's decision to the dean. We return graded course assignments to you. Final examinations are the property of NLC. We retain them for 12 months.

Grades

Most programs use letter grades, except where provincial or external agency sources require percentage grades. Grade points assigned to letter grades determine your grade point average. Marking is to an institutional standard and not on a curve. Your instructors calculate final grades and submit them to the registrar's office within five working days of course completion as defined in the course syllabi. Some courses or programs may require a 70 per cent passing grade.

Grade definitions

For the list and explanation of all grades and percentages, see *Policy E-1.07 Evaluating Students*.

Grade point average

Your grade point average is calculated by dividing the total grade points earned by the total number of credit hours attained. The total grade points earned are equal to the number of course credits multiplied by the grade point value assigned to that grade. The calculation only applies to courses with credit hours in their course description. For example, soci 101 is a first year course with three credit hours.

Graduation

When you are in your final semester or the last five months of your program, you should prepare to graduate. The first step towards graduation is completing a graduation request form and submitting it to the registrar's office. The form is available at nlc.bc.ca/graduation/.

You will not receive your credential if you have a hold on your record. Please ensure that your account is up to date, you have returned all tools, and paid any library fines.

Honours list

Each August, we establish an honours list to recognize achievements by full-time students in the completed academic year. Inclusion on the list shows that you have achieved a high standard of learning excellence:

- › for academic programs, a grade point average of 3.67 or better, and
- › for vocational programs, 90 per cent or better.

If you make the list, you will receive a letter from the Senior Vice President, Academic and Research, and your achievement will be noted on your official transcript.

Income tax receipts for tuition

In February, we issue T2202 tuition and enrolment certificates to eligible students for income tax purposes. Tuition credits help reduce your taxes.

You can also transfer them to another Canadian taxpayer. Consult the Canada Revenue Agency to determine if your tuition fees and supplies are acceptable for a tax credit. You must access your T2202 through WebAdvisor. If you cannot find your T2202, or believe it is incorrect, please email records@nlc.bc.ca.

Paying for college

Our financial aid officers can assist you in creating a plan to pay for college. They can help with awards, scholarships, government student loans and grants, and other government funded programs. They can also help you make a realistic, reasonable budget. Visit nlc.bc.ca/finaid for more information.

Student awards

The Northern Lights College Foundation administers awards available to students and community members. Most awards have deadlines and specific criteria for eligibility. They may include financial need, academic standing, community involvement, and the completion of a written submission. All awards provided through the Northern Lights College Foundation are made possible by the generous support of industry partners, individuals, businesses, and community organizations.

There are a wide range of student award categories:

- › Entrance awards are scholarships and bursaries given to you when you are thinking about or planning to attend NLC.
- › New student awards are scholarships and bursaries available when you are just starting.
- › General awards are scholarships, bursaries, and awards available to you when you are already a student.
- › Graduate awards are bursaries and awards for when you are almost finished your program and ready to graduate.

- › Emergency assistance are grants for you while studying here and get into a financial bind.
- › Indigenous awards are awards that are available if you are a First Nations Canadian.
- › External awards are scholarships and bursaries awarded from outside of NLC, but available to students.

To apply for awards and to find information on eligibility and deadlines, log onto the ASTRA app. For more information see page 10. You can also email finaid@nlc.bc.ca to contact a financial aid officer.

Financial assistance

There are many sources of government-sponsored financial assistance to attend college. The government continuously revises these programs, and we advise you to check with Financial Aid for current information. A financial aid officer can help you determine which programs best fit your financial needs.

Sponsorship

Sponsorship can cover some or all of your tuition and other fees through federal or provincial training programs, such as Northeast Native Advancing Society, Métis Nation Bc, First Nations, Employment Insurance, or Job Search. These agencies provide information on funding and any prerequisites. Please note that agency requirements may differ from or exceed those set by us. For more information, please email: studenthelp@nlc.bc.ca.

If you are being sponsored, you need to work with your sponsoring agency to ensure we receive payment on time. Apply for financial assistance as early as possible as sponsorship and loans can take time to arrange.

Assistance programs for Indigenous students

If you are an Indigenous student looking for financial aid, see the “Services for Indigenous students” section on page 14 for information on how to connect with an Indigenous Education staff member.

Assistance programs for former youth in care

If you're living—or have lived—as a youth in care in Bc, you could qualify for financial support to cover the full costs of your education at Northern Lights College. Visit nlc.bc.ca/former-youth-in-care/ or contact a financial aid officer to explore your options.

Adult upgrading grants

If you want to earn your adult dogwood diploma through NLC's career and college preparation program, pursue English as a second language, or adult special education, there are specific grants available to help you out. Funding may cover direct educational costs such as instruction related fees, books, and, in some cases, transportation and childcare. To get started, apply for an adult upgrading grant or find more information by visiting nlc.bc.ca/student-loans-grants/.

Assistance programs for students with disabilities

If you are a student with disability, you may have access to tailored funding. See the "Services for students with disabilities" section on page 15.

Practicum placements

We have a variety of work (or practicum) placement agreements in order to provide you with off-campus learning environments. A practicum placement refers to any placement, work experience, or community agency visit that is part of your program's completion requirements. You and your instructors complete a checklist and enter into an agreement that indicates the responsibilities and expectations associated with the placement. You must have a student work-study agreement in place before you begin your placement.

In some instances, students are considered "workers under the crown" while completing work experience or practicum placements. In these cases students are covered under the *Workers Compensation Act* (BC). Work placements or practicums are generally unpaid and may require you, your instructor and your employer to report any illness and injury that occur on the job both to WorkSafeBC and the NLC Health and Safety Advisor. In some programs, there may be a paid work experience component. In this case the student who is paid by an employer while on a paid work experience or practicum component of their post-secondary studies will be provided WorkSafeBC coverage through that employer.

Refunds

To be eligible for a refund, you must formally drop or withdraw from your class(es) or program. The date you complete the drop or withdrawal determines the refund amount:

29 OR MORE DAYS PRIOR TO START OF CLASSES

90 per cent of tuition, plus all student and instruction-related fees

WITHIN 28 DAYS PRIOR TO START OF CLASSES

85 per cent of tuition, plus all student and instruction-related fees

DURING THE ADD/DROP PERIOD

85 per cent of tuition

AFTER THE ADD/DROP PERIOD

No refund

We issue all refunds to you unless we have a sponsorship authorization on file. You can find the add/drop periods for semester-based courses in the academic schedule beginning on page 42. You can find the add/drop periods for non-semester based courses at nlc.bc.ca/applying-dates-deadlines/.

Please note that tuition fees are not transferable to other institutions.

Student ID cards

We rely on you to use your student ID card as your primary form of identification at Campus Services, in the library, or during examinations. Visit nlc.bc.ca/student-records/ for detailed instructions on how to get your student card.

Supplemental examinations

Unlike a make-up exam, a supplemental exam is an additional exam opportunity for a student to retake a comparable exam. You don't automatically have the right to a supplemental examination. Supplemental exams are a privilege determined by your instructor and the dean that oversees your program. In some instances, a supplemental exam will be prohibited or otherwise regulated by an external governing body. If you are given the chance to take a supplemental exam, there will be a fee charged for each exam (as per NLC fee schedule) that will include any invigilation fee.

Unless previously sanctioned by program policy, a supplemental examination may not be repeated for an individual course.

The following guidelines apply:

- › Your class mark must have been within five per cent of passing in the course prior to the exam being replaced/retaken.
- › You must have written the original exam and completed all course requirements.
- › Recommendations from your instructors should reflect evidence of your good efforts in the class, such as attendance, previous tests, academic integrity, etc.
- › In no case will your recalculated (by supplemental exam grade) final grade be greater than the minimum passing grade of the course.

For more information please contact studenthelp@nlc.bc.ca.

Transcripts, certificates, and diplomas

Official transcripts bear the registrar's signature and seal. At your written request, we can send them to employers, educational institutions, government and other agencies, or yourself. Visit nlc.bc.ca/records for instructions on how to order a transcript.

Unofficial but free copies of transcripts do not bear the registrar's signature. You can find unofficial transcripts in Borealis.

Although we make every effort ensure transcripts and parchments are correct, we will reissue the document at no cost to you if there is a mistake. Service charges do apply to transcripts and re-issuing certificates and diplomas. Visit nlc.bc.ca/graduation for instructions on how to order a duplicate or replacement parchment.

Tuition and other fees

Deposits

Before you register for your class(es) or program, you need to pay a deposit or present a sponsorship authorization to Campus Services. Your deposit lets us know you will be attending. You cannot transfer your deposit to another person.

Tuition fees

Tuition and fees include your tuition, student fees, and instruction-related fees, which are sometimes called supplies or materials fees. The amounts vary depending on program, course load, type of course, and whether you are a domestic or international student. You must pay all tuition and fees no later than the first day of class. We deduct your deposit automatically from the balance you owe.

How to pay

IN PERSON

Payment may be made at Campus Services during regular business hours. We accept cash, cheque, *Interac* Debit, Visa, and MasterCard. You may also present Passport to Education or sponsorship letters. We cannot accept cash payments over \$3,000.

ONLINE BANKING

Most banks and credit unions allow payment directly from your bank. To pay with online banking, select Northern Lights College as the payee, and use your student number as the account number.

Please allow a minimum of two business days to receive and process your payment. If you completed your online banking payment less than 48 hours prior to your deadline, you must email your payment confirmation number to studenthelp@nlc.bc.ca. We strongly encourage you to pay within the timelines to accommodate this delay.

ONLINE PAYMENT

You can make payments online using the TouchNet web application. Payments are applied directly to your account, so you can immediately see your account balance. For more information about TouchNet see page 11.

TouchNet supports Visa, MasterCard, and *Interac* Debit for selected

Canadian banks and credit unions. You can also give others permission to pay without giving them your username and password.

PHONE, EMAIL, FAX, OR MAIL

Payment via credit card can be taken over the phone. We do not accept credit card payments by email, fax, or mail.

WESTERN UNION

You may make payments from outside of Canada using Western Union. Visit nlc.bc.ca/how-to-pay/.

WIRE TRANSFER

We no longer accept wire transfers.

Tuition fee deferral

Occasionally, deposits or tuition payments are beyond your control, for example if you are a sponsored student or receive financial aid. In such an instance, you can request a deposit waiver or a tuition fee deferral. A financial aid officer can outline all funding options available to you and assist with a waiver or deferral if appropriate.

If you do not pay your fees

If you have not paid your tuition fees by the first day of classes, whether you are attending NLC or not, we will contact you regarding payment. If fees remain unpaid, we may drop you from your classes without notice, and you will not receive diplomas, certificates, transcripts, enrolment verifications, or any other documents until you have paid all fees owed in full. You may not enrol or register for additional courses until you have paid. We send unpaid debts to a collections agency, which may negatively affect your credit rating.

Other fees

There are other required fees that are specific to individual courses and programs. These fees may include, but are not limited to, application, assessment, textbooks and other instructional materials, field trips, lab, technology, facility, and library fees. There is also a students' association fee paid by all students, except those taking certain continuing education or other short-term courses. In addition, there may be optional fees for items such as locker rental or parking. For current fee schedules, or to see the cost of your program, please see calendar.nlc.bc.ca/content.php?catoid=5&navoid=144#other-fees-and-charges for guides.

What to do if you cannot attend

Sometimes things come up, and your plans to attend or pay for college change. If this happens, inform Campus Services by emailing studenthelp@nlc.bc.ca or calling 1-866-463-6652.

If you do not inform us of your change of plans, we expect you to pay for your classes and programs. If you cannot pay for college but would still like to study with us, please call a financial aid officer at 1-866-463-6652 or email finaid@nlc.bc.ca.

If something really bad happens to you or your family, for example a serious health issue or death, which is called an 'extenuating circumstance,' you can appeal with a written letter and official documentation to the registrar and request a refund. For more information, please email studenthelp@nlc.bc.ca.

Withdrawal

To withdraw from a course, you must officially withdraw within the dates specified in the academic calendar. You can complete your withdrawal using the registration system in Borealis or visit Campus Services for assistance.

Updating your contact information

When you move, update your mailing address with us. Download the student record update form at nlc.bc.ca/student-records/ and email the completed form to studenthelp@nlc.bc.ca.

If you've moved to attend NLC, also be sure to:

- › update your driver's license at icbc.com,
- › update your vehicle registration with your new address,
- › let your insurance, bank, and credit companies know about your change of address,
- › update your renter's insurance or homeowner's insurance if needed, and
- › find new doctors, dentists, and other specialists depending on your needs and insurance.

Regulatory information

Here you will find the fine print—written plainly for your knowledge—of policies, rules, and your rights while attending college.

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Student rights and responsibilities	40

We are committed to protect the individual rights of all students. We promote a culture founded on academic integrity, mutual respect, and a clear and fair application of policies and regulations. We are outlining policies pertaining to students in this section. Please note that policies may change.

You can access the full policies at nlc.bc.ca/policies.

Academic appeal

Policy E-1.01

You have the right to appeal a course grade if you believe the grade is inaccurate. You can appeal a grade earned while a course is in progress as well as a final grade. The procedures are similar. If an informal review is not satisfactory, you can lodge a formal appeal with a *Final Grade Appeal Form*, available at nlc.bc.ca/policies/ under Education section of Student Policies.

Academic integrity

Policy E-1.08

Academic integrity involves relying on your own work when instructed to do so. Where appropriate, you also need to provide full documentation to indicate where you used the work of others. Not following these practices means you are being academically dishonest.

There are two related but distinct forms of academic dishonesty: cheating and plagiarism.

Disciplinary action may vary according to particular circumstances. Some forms of academic dishonesty may call for more severe treatment than others. Disciplinary actions are based on infractions against the policy, not individual incidents, and can be as severe as withdrawal from the College. You have the right to appeal disciplinary decisions.

Academic monitoring

Policy E-1.02

We believe it is important to intervene early when you begin to struggle academically. This policy will place you on academic

monitoring if you complete a semester with a term GPA of less than 2.0. Academic monitoring is reported on your transcript.

There are three levels to academic monitoring: alert, restriction, and limited to developmental studies. If we require you to withdraw, we will place you on academic probation when you return from your suspension period. In all cases, you return to good standing in any term in which you achieve a GPA of 2.0 or greater.

Alcohol use on college property

Policy A-1.01

Consumption of alcoholic beverages during special occasion functions held on NLC property is legal only in those places licensed for this purpose by the Liquor Control and Licensing Branch (LCRB) and is authorized only at times and on conditions approved by the NLC administration and LCRB. This does not apply to student housing areas if you consume alcohol in the private area you are paying to stay in and are of legal drinking age.

We encourage groups that organize social events on NLC property at which alcohol may be available to promote designated drivers and make individuals aware of non-alcoholic beverages.

Confidentiality and freedom of information

The *Freedom of Information and Protection of Privacy Act* regulates how we collect, record, maintain, and access information about you. We collect only that information which is necessary for administrative purposes. Similarly, we share that information only with persons who have a legitimate reason for accessing it or when complying with a court order.

You can grant access to your records to others, for example a parent or partner, by completing a release of information form available by emailing studenthelp@nlc.bc.ca.

You can request access to your file by emailing records@nlc.bc.ca.

Publicity and photography

We regularly organize events or projects. If you participate in them, we or other agents may take photographs or recordings of you for use by NLC, our programs, or partnerships. You can request that we do not use your

name and image. If you do, we will stop using your likeness, poses, acts and appearances, or sound recording wherever possible. Please note that completely removing your name, image, and audio and video clips from media already in existence may not be possible.

For more information, email marcom@nlc.bc.ca.

Request for variance

To request an exemption from a policy or procedure, you must submit a formal request. This includes requests to:

- › drop or withdraw from a course or program past the deadline without a W on transcript,
- › refund or transfer a deposit, and
- › refund tuition or fees.

You must make the request in writing and include:

A letter that includes:

- › your full name,
- › your student number,
- › the date of request,
- › a clear rationale for your appeal or request,
- › the remedy you seek, and
- › your signature.

Supporting documentation, for example:

- › medical documentation,
- › financial documents,
- › a letter of support from a counsellor,
- › a letter of support from an instructor, or
- › a death certificate or an obituary published in a newspaper

Email your request to registrar@nlc.bc.ca.

Student non-academic code of conduct

Policy A-5.04

We expect you to act with integrity, dignity, honesty, and respect. We do not condone disruptive or dangerous behaviour and other actions that disrupt instructional activities and services or otherwise undermine an environment conducive to learning—both on and off campus. There are disciplinary measures for behaviour that is not acceptable.

Sexual violence and misconduct

Policy A-5.18

We are committed to providing a learning environment which is free from sexual violence and misconduct. Sexual misconduct is a broad term that encompasses unwelcome conduct of a sexual nature or targeting sexuality. The policy applies to behaviour on and off campus, online conduct, and text messaging. It does not replace a criminal process. If you are a survivor or witness of criminal behaviour, we encourage you to report that behaviour to the RCMP.

Email complaints to studentconduct@nlc.bc.ca.

Student appeals

Policy E-2.10

You have the right to appeal decisions that impact your ability to register in a program or course, to continue attending a course or program, or to use services available to registered students. Unless there are health and safety issues, you can attend classes until we make a decision.

Student discrimination, bullying, and harassment prevention

Policy A-5.15

We are committed to providing a learning environment that supports academic excellence and protects the dignity, self-esteem, and fair treatment of all members of our community. We do not tolerate any form of discrimination, bullying, and harassment in any educational, business, or other dealing. You must lodge a complaint within six months of the last alleged incident.

Student rights and responsibilities

Policy E-4.05

As a student you have rights and responsibilities, regardless of race, religious belief, colour, sex, physical condition, ancestry, sexual orientation, or place of origin. Complying with them will enhance your academic experience and overall student experience. If you have questions about these rights and responsibilities please email talktous@nlc.bc.ca.

Academic calendar

This is the place where you will find the important dates of your school year.

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20-week Winter term	43
Spring 2024	44
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Fall 2023

SEPTEMBER–DECEMBER

September

- 04 Labour Day
- 05 First day of classes
- 18 End of add/drop period

October

- 02 National Day for Truth and Reconciliation*
- 09 Thanksgiving Day*
- 31 Last day to withdraw

November

- 13 Remembrance Day*

December

- 02 Last day of classes
- 04 Final exams start
- 14 Final exams end
- 21 All grades submitted
- 25 Christmas Day*
- 26 Boxing Day*
- 27 Start of holiday closure*

20-week Fall term

SEPTEMBER–JANUARY

September

- 04 Labour Day
- 05 First day of classes
- 18 End of add/drop period

October

- 02 National Day for Truth and Reconciliation*
- 09 Thanksgiving Day*

November

- 10 Last day to withdraw
- 13 Remembrance Day*

December

- 25 Christmas Day*
- 26 Boxing Day*
- 27 Start of holiday closure*

January 2024

- 01 New Year's Day*
- 26 Last day of classes

February 2024

- 02 All grades submitted

* Campuses closed

Winter 2024

JANUARY–APRIL

January

- 01 New Year's Day*
- 02 First day of classes
- 15 End of add/drop period

February

- 19 Family Day and start of reading break*
- 24 Reading break end*
- 27 Last day to withdraw

March

- 29 Good Friday*
- 31 Easter*

April

- 01 Easter Monday*
- 08 Last day of classes
- 10 Final exams start
- 20 Final exams end
- 26 All grades submitted

20-week Winter term

FEBRUARY–JUNE

February

- 05 First day of classes
- 19 Family Day and start of reading break*
- 20 End of add/drop period

March

- 29 Good Friday*
- 31 Easter*

April

- 01 Easter Monday*
- 15 Last day to withdraw

May

- 20 Victoria Day*

June

- 24 Last day of classes
- 30 All grades submitted

July

- 01 Canada Day*
- 02 All grades submitted

* Campuses closed

Spring 2024

MAY–AUGUST

April

29 First day of classes

May

13 End of add/drop period

20 Victoria Day*

June

24 Last day to withdraw

July

01 Canada Day*

27 Last day of classes

30 Final exams start

August

05 British Columbia Day*

10 Final exams end

16 All grades submitted

Intercession 2024

MAY–JUNE

April

29 First day of classes

May

06 End of add/drop period

20 Victoria Day*

27 Last day to withdraw

June

15 Last day of classes

17 Final exams start

21 Final exams end

28 All grades submitted

July

01 Canada Day*

* Campuses closed

Summer 2024

JULY–AUGUST

July

- 01 Canada Day*
- 02 First day of classes
- 08 End of add/drop period
- 30 Last day to withdraw

August

- 05 British Columbia Day*
- 19 Last day of classes
- 21 Final exams start
- 26 Final exams end

September

- 03 All grades submitted

* Campuses closed

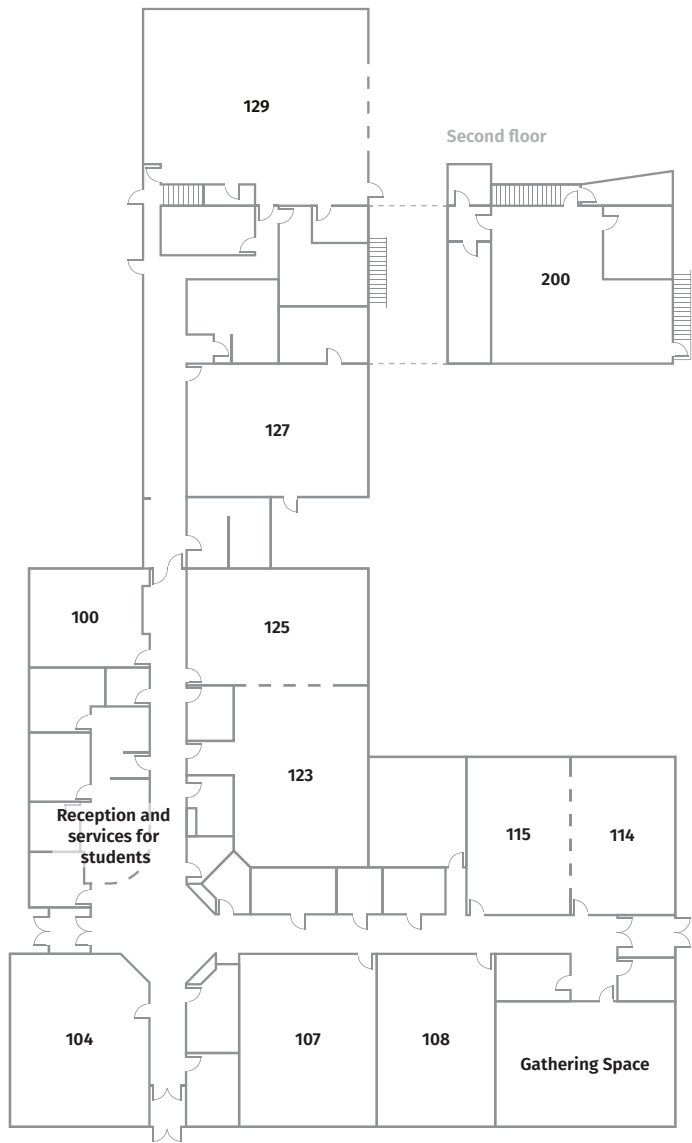


Campus maps

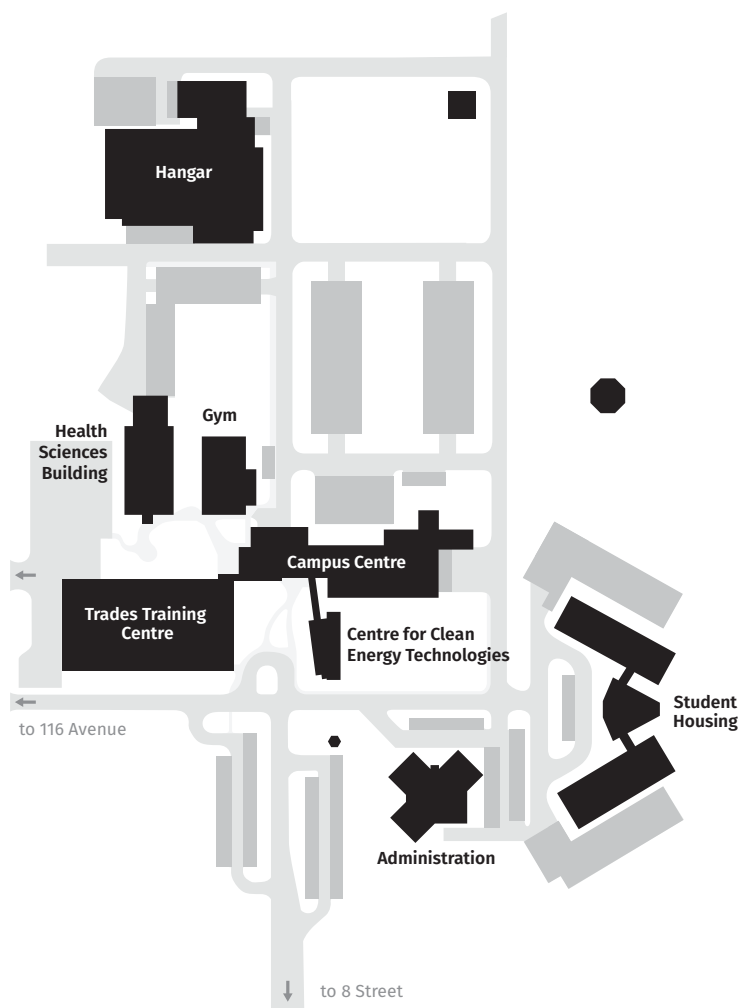
We don't want to lose you, or for you to feel lost. Here you'll find maps to all our campuses and major buildings.

Chetwynd campus	48
Dawson Creek campus	49
Campus Centre	50
Centre for Clean Energy Technologies	52
Hangar	53
Health Sciences Building	54
Trades Training Centre	55
Fort Nelson campus	57
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Chetwynd campus

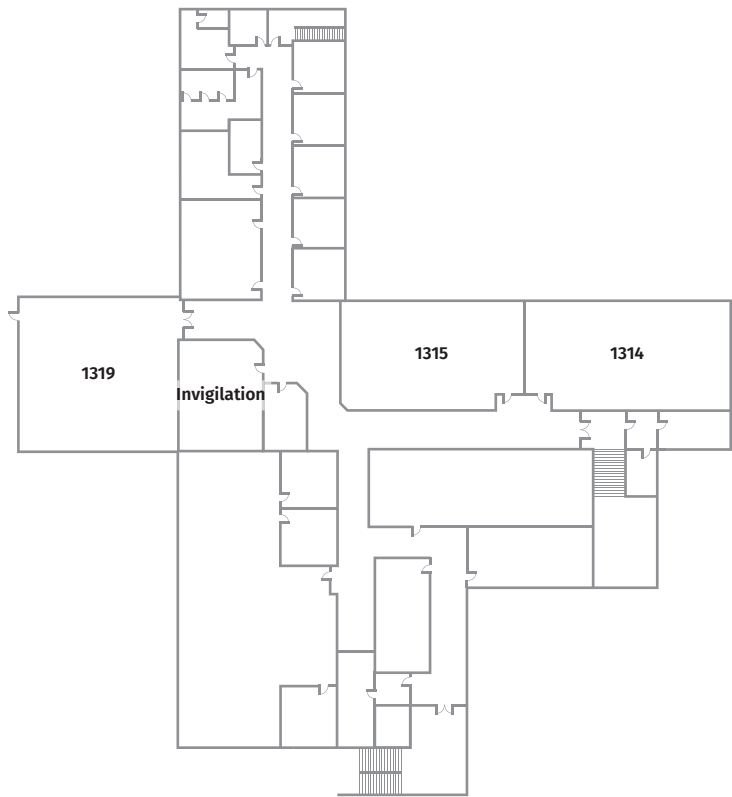


Dawson Creek campus



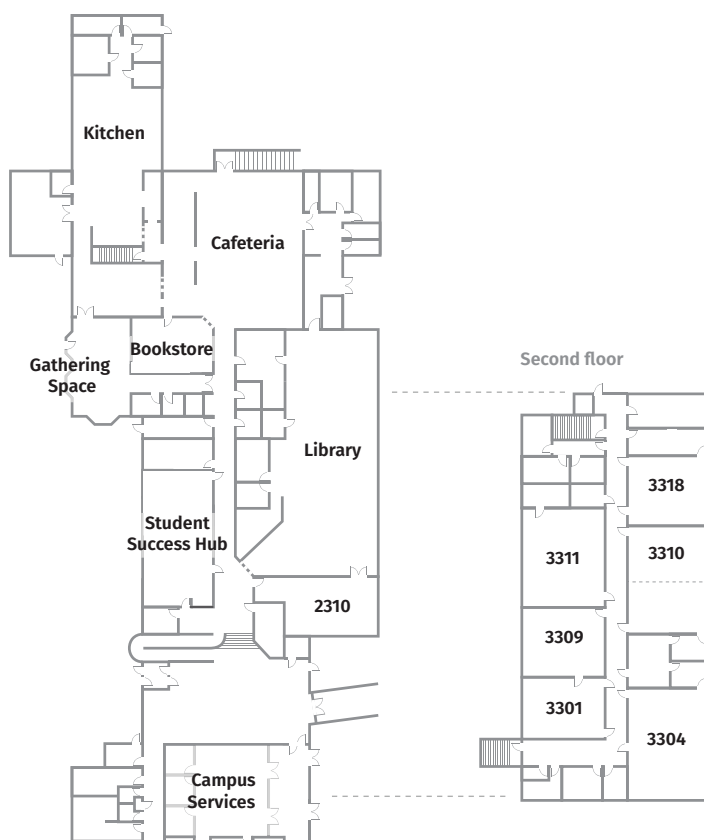
Campus Centre

BASEMENT



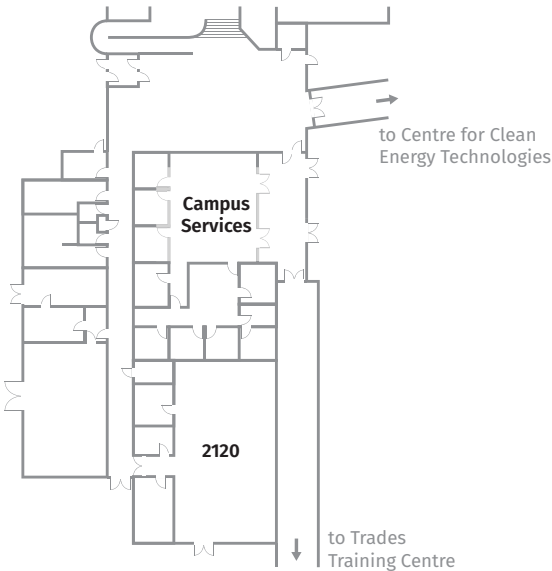
Campus Centre

NORTH SECTION



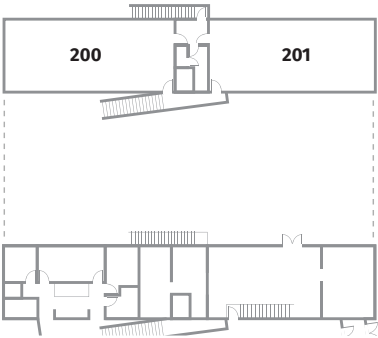
Campus Centre

SOUTH SECTION

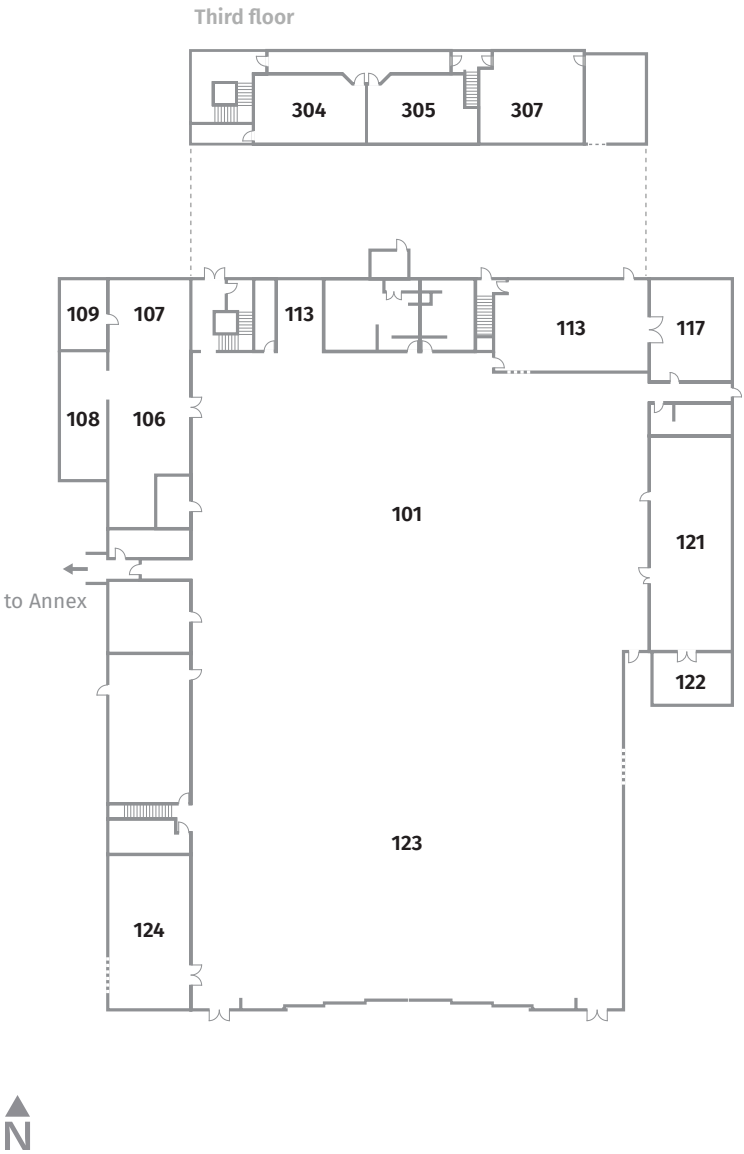


Centre for Clean Energy Technologies

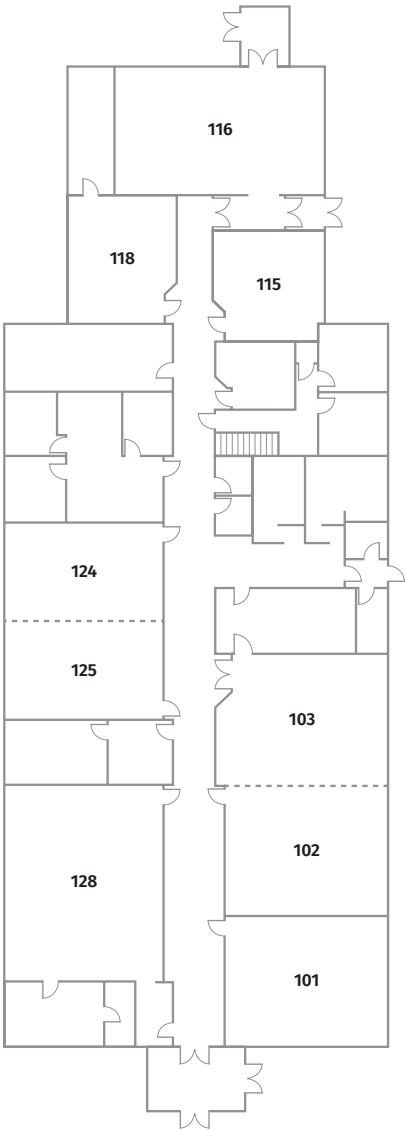
Second floor



Hangar

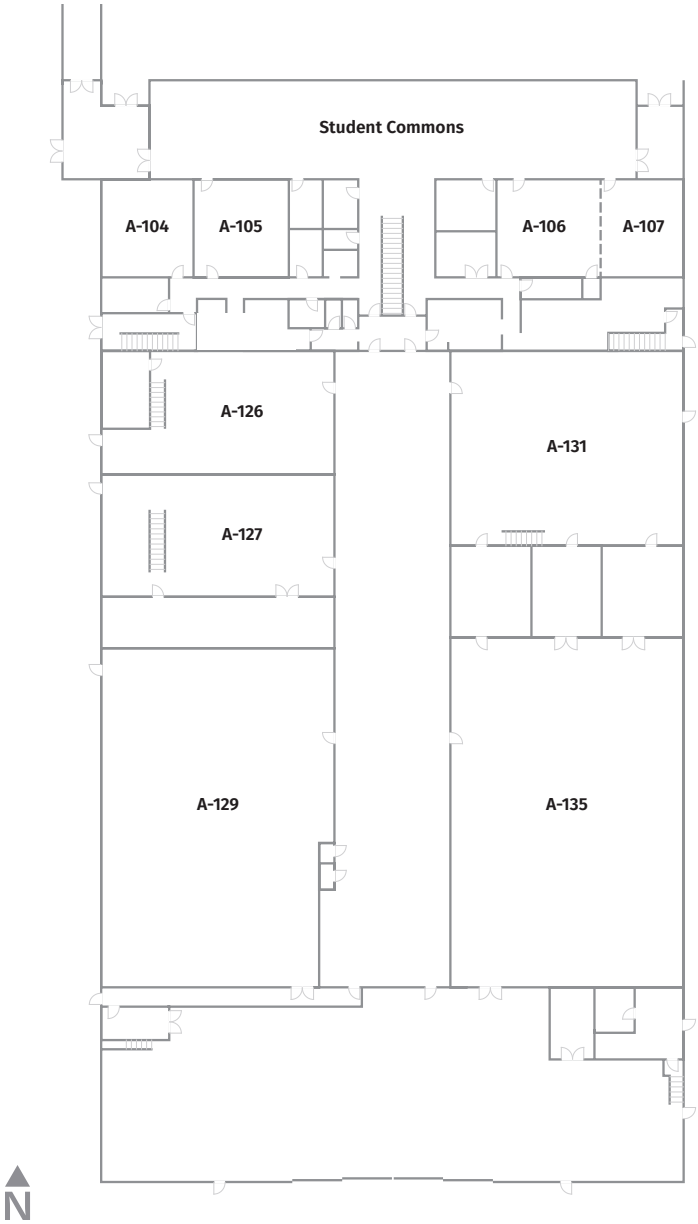


Health Sciences Building



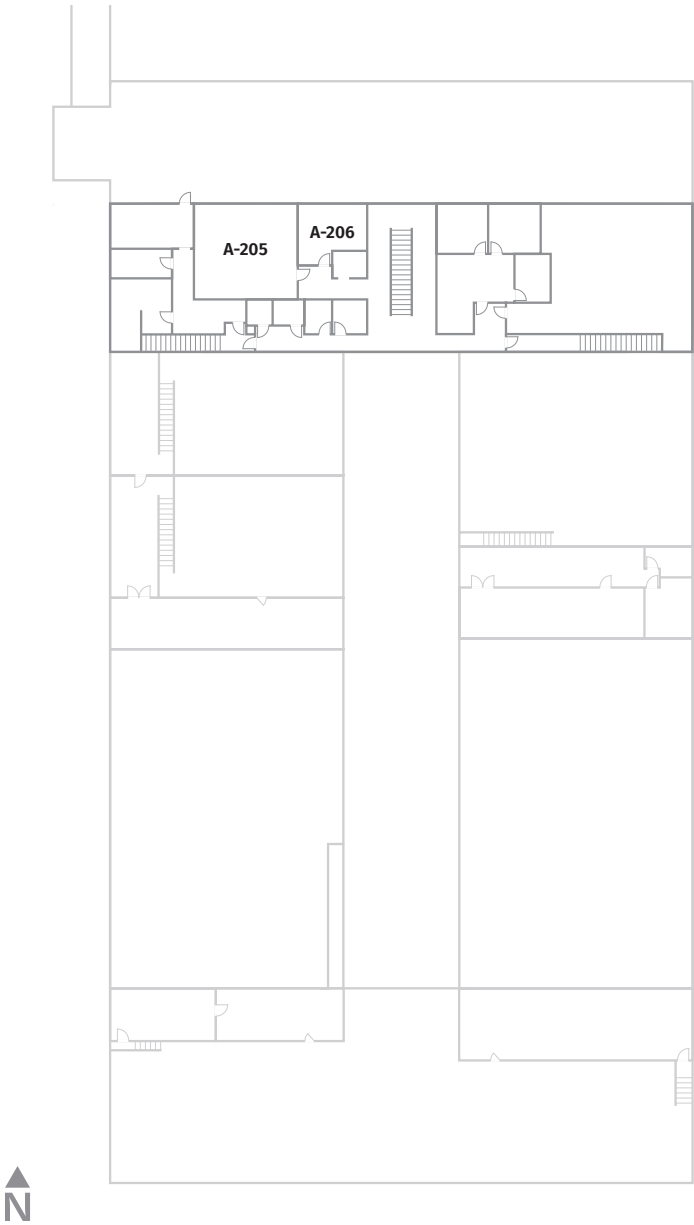
Trades Training Centre

FIRST FLOOR

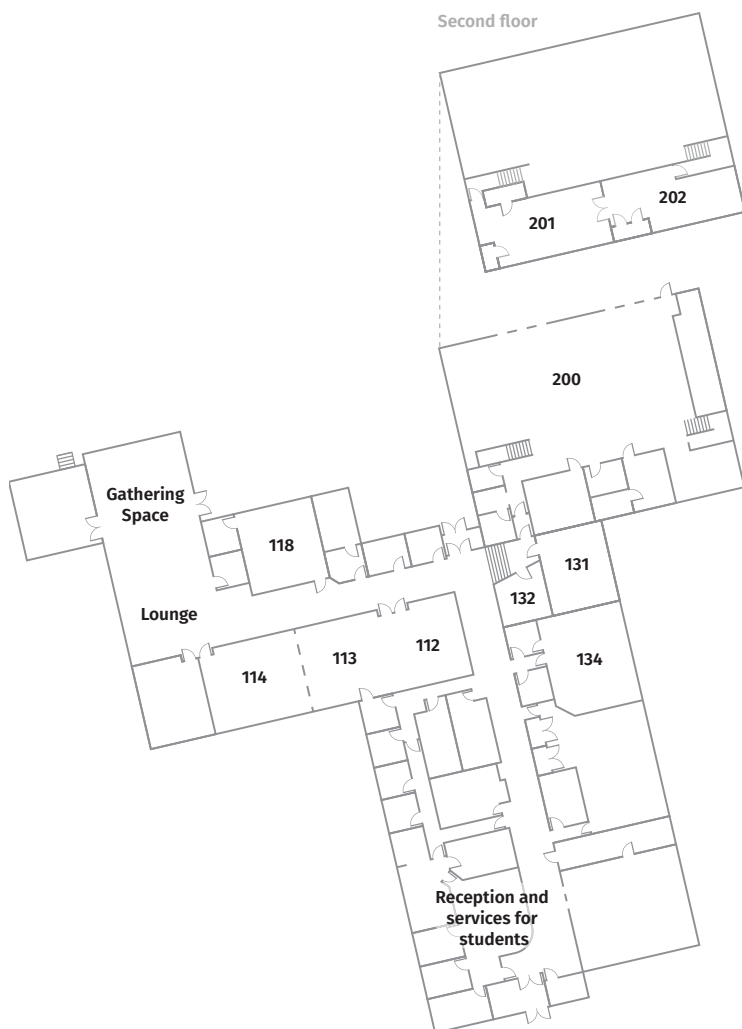


Trades Training Centre

SECOND FLOOR

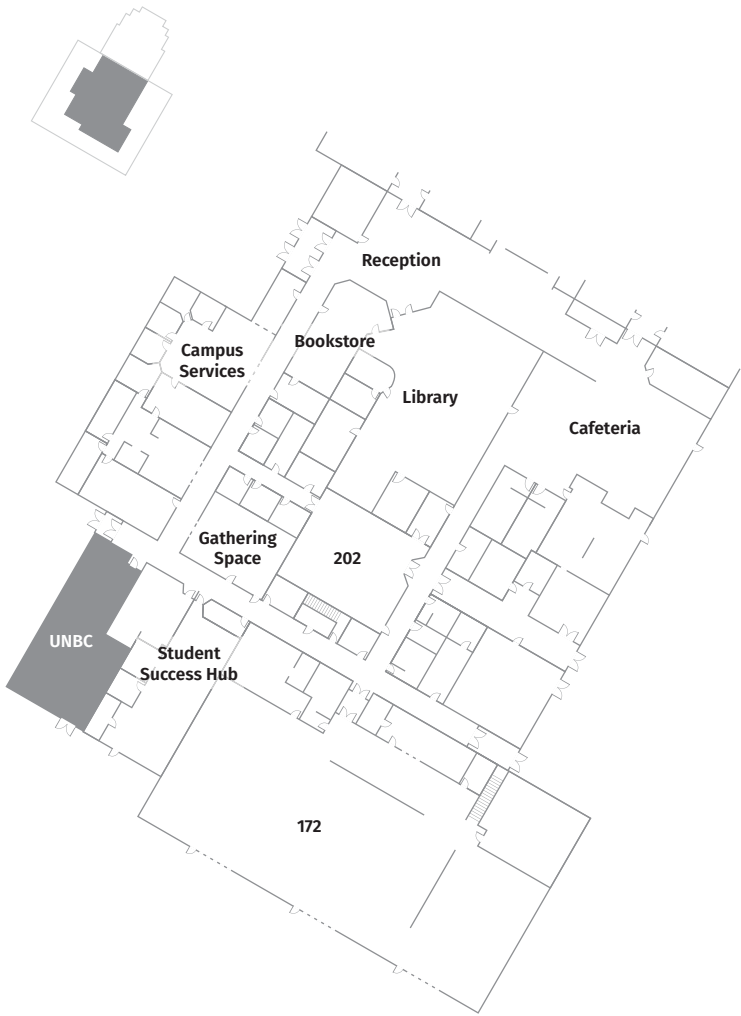


Fort Nelson campus



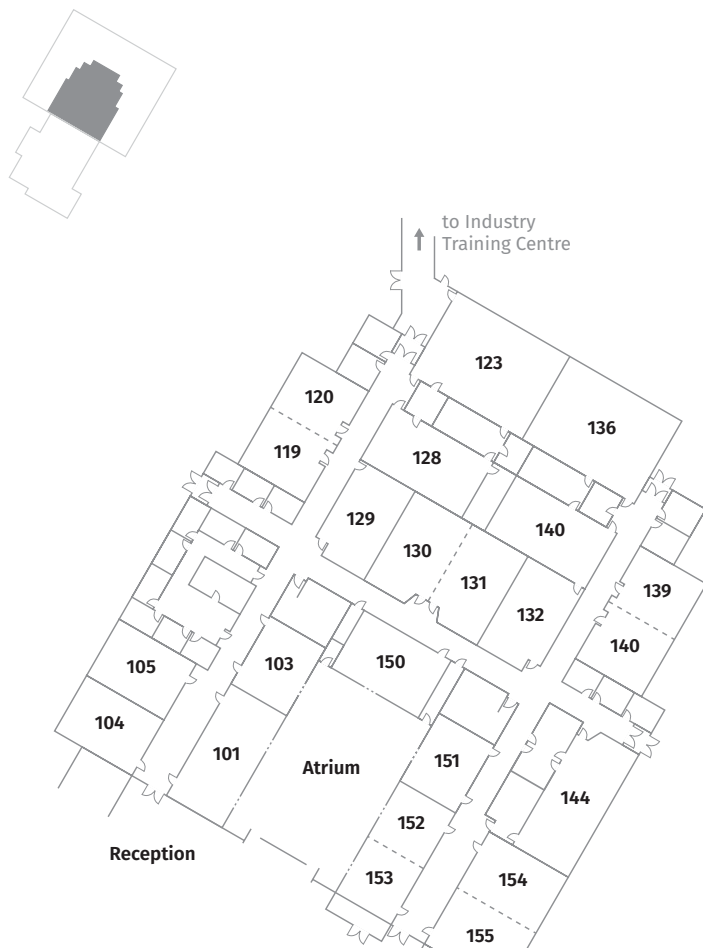
Fort St. John Campus Centre

SOUTHEAST SECTION



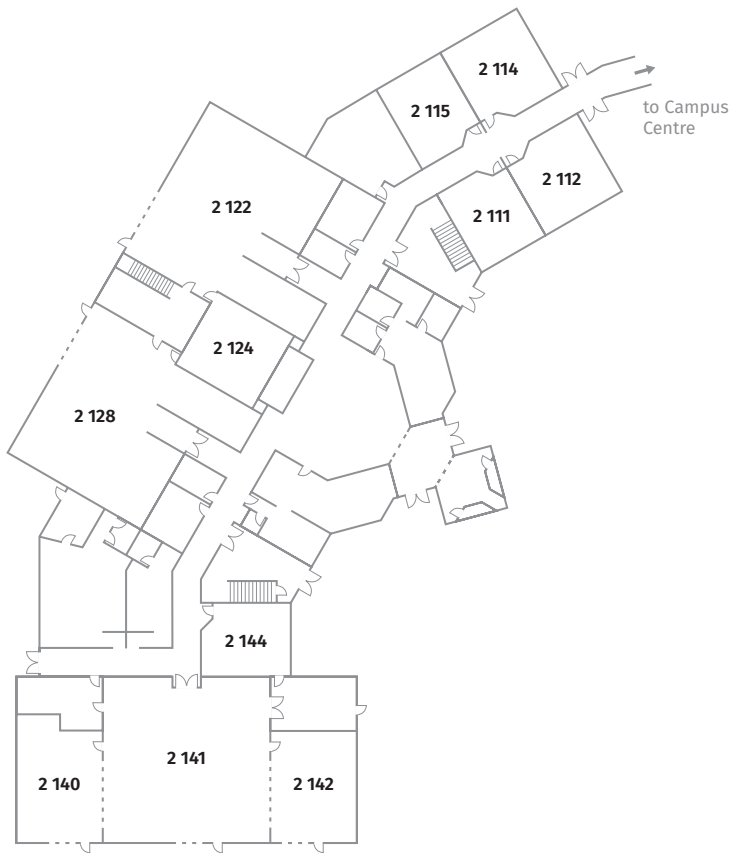
Campus Centre

NORTHWEST SECTION

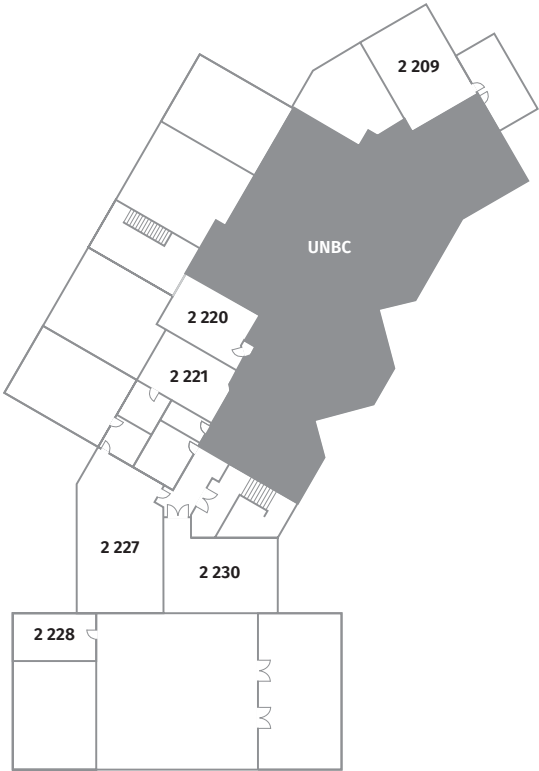


Jim Kassen Industry Training Centre

FIRST FLOOR



Jim Kassen Industry Training Centre
SECOND FLOOR



Tumbler Ridge campus



Contact information

This is where you will find contact details for our campuses, administrators, and deans.

Campus addresses and phone numbers	64
Administrators	65
Deans	65

Campus addresses and phone numbers

Toll-free number for all locations

1-866-463-6652

Atlin

Box 29

Atlin, BC V0W 1A0

250-651-7762

Chetwynd

Box 1180

5132 50 Street

Chetwynd, BC V0J 1J0

250-788-2248

Dawson Creek

11401 8 Street

Dawson Creek, BC V1G 4G2

250-782-5251

Dease Lake

Box 220

Dease Lake, BC V0C 1L0

250-771-5500

Fort Nelson

Box 860

5201 Simpson Trail

Fort Nelson, BC V0C 1R0

250-774-2741

Fort St. John

9820 120 Avenue

Fort St. John, BC V1J 6K1

250-785-6981

Tumbler Ridge

Box 180

180 Southgate

Tumbler Ridge, BC V0C 2W0

250-242-5591

Administrators

These staff members can respond to questions or concerns that are non-academic in nature.

Floyd Bertrand

Campus Administrator,

Atlin, Dease Lake and Fort Nelson

250-774-2741, ext. 4601

fbertrand@nlc.bc.ca

Linda Mueller

Director of Ancillary Services,

Fort St. John

250-787-6214

lmuel@nlc.bc.ca

Karen Mason-Bennet

Campus Administrator,

Fort St. John

250-787-6240

kmasonbennett@nlc.bc.ca

Lorelee Mathias

Director of Student Services

250-784-7555

lmathias@nlc.bc.ca

Mary Ross

Registrar
250-784-7516
registrar@nlc.bc.ca

Mike Calvert

Director of Indigenous Education
250-785-6981, ext. 6202
mcalvert@nlc.bc.ca

Steve Dowling

Campus Administrator,
Chetwynd and Tumbler Ridge
250-788-2248
sdowling@nlc.bc.ca

Tony Mei

Director of International Education
250-782-5251, ext. 1040
tmei@nlc.bc.ca

Deans

If you have questions or concerns related to your studies, these people will be able to help you.

Chante Patterson-Elden

Dean of Continuing Education
250-784-7531
celden@nlc.bc.ca

Leo Manning

Dean, Trades and Apprenticeships
250-784-7560
lmanning@nlc.bc.ca

Kathleen Lewis

Associate Dean, Academic and
Vocational Programs
250-785-6981, ext. 6209
klewis@nlc.bc.ca

Nicole Dahlen

Associate Dean, Academic and
Vocational Programs
250-784-7537
ndahlen@nlc.bc.ca

Kathy Handley

Dean, Academic and
Vocational Programs
250-785-6981, ext. 2025
khandley@nlc.bc.ca

Rod Cork

Associate Dean, Trades and
Apprenticeships
250-784-7503
rcork@nlc.bc.ca

Alarms and Drills

Intruder Lockdown

When the Alertus alarm sounds



Step 1

Seek shelter in a room that can be secured. Lock the doors and close the blinds.



Step 2

Remain silent. Turn off personal electronics.



Step 3

During the drill, hide in a secure location.



Step 4

Stay in place until you receive the all-clear.



The Alertus system is used when there is an armed intruder on campus. When the Alertus system is activated, you need to run, hide or fight.

More information available at nlc.bc.ca/lockdown

Dawson Creek Campus Security:

250-784-8202

Fort St John Campus Security:

250-261-4119

Fire

When the fire alarm goes off



Step 1

Exit the building immediately.



Step 2

Report to the nearest muster point.



Step 2

Stay out of the building until the all-clear is given.



Step 4

Stay on the premises until the fire warden says it's safe to leave.

Fort Nelson Emergency:

911

Tumbler Ridge Emergency:

911

Chetwynd Emergency:

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