
Course Delivery and Evaluation of Learning

Policy Number:	1109
Key Process Area:	Academic Planning & Evaluation
Owner:	VP AR
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POLICY STATEMENT

Faculty will prepare relevant course outlines which will be adhered to, informing students of the learning activities and related assessment criteria. Students can expect delivery of progressive learning experiences and timely feedback in the form of both formative and summative evaluations.

PURPOSE

This policy assures a teaching approach which encompasses sound course preparation based on the approved program and course profiles in the Curriculum Standard, organized and effective content delivery, ongoing learning evaluation, and continuous recognition and recording of the student's academic standing.

SCOPE AND LIMITATIONS

This policy applies to all students currently enrolled in courses offered by NBCC, faculty instructing in those courses and Academic Chairs managing those programs.

1.0 DEFINITIONS

Course

- a self-contained part of a prescribed program that encompasses a predetermined set of instructional objectives related to a specific content area and a specific period of instructional time.

Course Delivery Survey

- formal student feedback about course delivery, evaluation of learning and course-related content.

Course Outline

- a succinct document that presents the objectives and content of a course. It may include among other things, information on methodology, bibliography, details on course participation and the learning.

Curriculum Standard

- an approved document that contains all academic elements required for program delivery. It encompasses the information contained in the program profile, program structure, sequence of delivery, and course profiles.

Discrimination

- a practice or standard that is not reasonably necessary, that has the effect intended or not, of putting certain persons or groups at a disadvantage because of shared personal characteristics such as race, sex or religion, and that is based on stereotypes about them or perpetuates the view that they are less capable or less worthy of recognition or value.

Extraordinary Circumstances

- those incidents that are beyond the student's control such as, but not limited to, hospitalization, accident or injury, or death of a family member.

Formative Learning Assessment

- a variety of assessment methods administered by instructors during the learning process to discern student comprehension, learning needs and academic progress related to a lesson, unit, or overall course content.

Learning Management System (LMS)

- a software application for the administration, documentation, tracking, reporting and delivery of educational courses or training programs.

Micro-credential/Digital Badge

- a badge issued to a student who has successfully completed a designated collection of courses related to a specific area of competency or knowledge. If a student completes all the micro-credentials/digital badges associated with an NBCC program in a specified time frame, they will be awarded with the certificate or diploma granted to students who successfully complete the training program, have accumulated the required credits, and have satisfied the requirements of the program profile.

Missed Evaluation

- an evaluation that was missed during the course for which alternative arrangements can be made only in the event of extraordinary circumstances and/or prior approval of the instructor.

Prior Learning Assessment

- a process that gives students the opportunity to receive formal credit for knowledge and skills gained through education, life or work experience.

Religious Holy Days

- a day on which a religious observance is held. See Religious Holy Days beyond existing Statutory Holidays, for calendar including some which may require absence from school beyond existing Statutory Holidays.

Summative Learning Assessment

- learning assessment of which the primary purpose is to recognize the student's degree of knowledge and skills acquired in order to grant course credit based on computation of the student's marks and grades. Summative assessment may include periodic assessments done at pre-determined times during the course and at the conclusion of the course as specified in the course outline.

Undue Hardship

- Undue hardship must be demonstrated objectively.

Factors to consider include:

- a) significant alteration of the fundamental nature of the program or service,
- b) financial costs of accommodation,
- c) organizational inconvenience which has a substantial effect on the College due to disruption of operations,
- d) significant adverse impact on learning opportunities for other students, and
- e) risk of safety or health hazards to other persons or property.

2.0 IMPLEMENTATION

2.1 Instructor Delivery

- 2.1.1 The instructor facilitates the delivery of course content that aligns with the competencies and outcomes as stated in the curriculum standard.

- 2.1.2 The instructor is available to the student during regularly scheduled classes, during flexible delivery touch points to support online and flexible learners, and by appointment at office hours as stated in the course outline.
- 2.1.3 The instructor is responsible to manage the classroom (virtual and physical) in such a way that promotes a positive learning environment for all students in alignment with both policies for Student Code of Conduct and for Maintaining a Respectful Workplace.
- 2.1.4 The student is notified immediately of any changes to the delivery schedule by the Academic Chair or their designate.

2.2 Student Participation and Attendance

- 2.2.1 Participation marks are based upon clearly observable, measurable student performance related to specific learning outcomes, especially in the case of practical skill development (i.e., lab and shop work). Attendance and participation are emphasized as they have a direct impact on student success and success in the world of work.
- 2.2.2 Attendance and participation expectations are set in support of the College's effort to support student success and to identify students who are experiencing difficulties and may require remediation or accommodation strategies.
- 2.2.3 At the beginning of a course, the instructor will communicate and provide attendance and participation requirements in writing via a Course Outline to the student.
- 2.2.4 Monitoring of participation and attendance is mandatory in cases where participation is required as part of the evaluation of safe work practices, for teaching practical skills where attendance is mandatory to attain the learning objective, for attaining other clearly specified objectives, and where students are subject to the attendance policies of external accrediting bodies or outside agencies. Failure to meet these attendance and participation expectations may result in a course failure.
- 2.2.5 If a student has not participated in any courses within a program for five consecutive days without notification to the College, withdrawal from the program may occur after consultation between the Academic Chair and the student.
- 2.2.6 Students who will be absent for a religious observance must provide their Academic Chair or designate with a minimum of two weeks prior written notice (signed letter, email, text) of their request to be absent under the terms of this policy.

Once notified, the Academic Chair or designate will ensure that the student has a reasonable opportunity to complete their work or write the examinations or tests they have missed owing to absence on their religious holy days. Possible solutions include:

- a) rescheduling the evaluation, or
- b) preparing an alternative evaluation for that student, or
- c) shifting the weight normally assigned to the evaluation to the weight assigned to the remaining evaluations.

Likewise, the student will make the necessary arrangements with instructors to complete the required work. It is the students' responsibility to see that required work (laboratories, reports, etc.) is completed.

2.3 Student Success

- 2.3.1 Results of student evaluations of learning, such as assignments, tests, lab and shop work, presentations and project work will be made available to the student within five (5) academic days (courses scheduled over 7 weeks) or ten (10) academic days (courses scheduled over 14 weeks). Any exceptions to this must be approved by the Academic Chair and students must be notified.
- 2.3.2 When a concern exists regarding student performance, the instructor informs the student of the concern, as per the Student Assessment Policy and explains the nature of the concern, outlining reasonable expectations for improvement and asking how the student intends to improve.
- 2.3.3 The instructor may make a referral, through the Program to Assist Student Success (PASS) program, by which the student can be referred for counseling and other assistance.
- 2.3.4 Depending upon the severity of the concern, if no significant improvement is noted after a reasonable period of time, the instructor advises the Academic Chair or designate requesting a formal assessment through a Student Assessment Committee.
- 2.3.5 The instructor maintains a record of student submitted work (tests, homework, projects, etc.) via the Learning Management System.

2.4 Alternative Arrangements

- 2.4.1 **Missed Evaluation:** If extraordinary circumstances exist, an instructor makes every reasonable effort to make alternative arrangements. The instructor may request a doctor's certificate from a student in the case of absence due to illness. Extensions may be granted, and a reasonable penalty may be attached. If no extraordinary circumstance exists, and the instructor has not given prior approval for an extension, then a grade of zero is given on the evaluation.
- 2.4.2 **Supplemental Evaluation Measure:** Refer to Supplemental Evaluation Measures policy for further details.

2.5 Incomplete Grades

- 2.5.1 An incomplete (IC) grade is granted in the case of extraordinary circumstances whereby the student, for documented medical or personal reasons, is unable to complete course requirements by the end of the course. The student is responsible to inform the instructor of these circumstances prior to the final course grade submission and their request for an IC status for that course. The decision to grant an IC must be approved by the Academic Chair or designate.
- 2.5.2 A student who has an incomplete (IC) in a course that is a pre- or co-requisite to another course will be allowed to proceed on a probationary basis with the course(s) until the results of the incomplete are known. The student will be required to withdraw from subsequent and co-requisite courses if the incomplete results in a failure.
- 2.5.3 If no additional course requirements are completed, the course grade of incomplete (IC) shall revert to the final course grade (based on work complete) on the student transcript after four (4) weeks, unless the Office of the Registrar is advised otherwise by the Academic Chair.

2.6 Adding Courses

- 2.6.1 For the student who enrolls into a course late, the instructor is responsible for working with the student and the Academic Chair or designate to develop a learning plan that will assist the student in catching up as quickly as possible. This learning plan will not impose undue hardship on the instructor or NBCC and will be deemed reasonable for student success.
- 2.6.2 For most courses, the student may enroll into a course if no more than 20% of the course duration has already elapsed. Exceptions are made during the program start-up if appropriate resources exist to support the late registrant.
- 2.6.3 The student who begins a course late shall be responsible for missed work - obtaining missed information, completing any missed evaluations based on a timeframe set out by the instructor, and for paying any associated costs. The instructor is not required to repeat previously delivered lectures, labs, demonstrations, etc. for students who begin a course late.
- 2.6.4 Course management can vary according to the course outline provided.

2.7 Dropping Courses

- 2.7.1 Student who drops out of a course with up to 20% of total course completed shall not have a notation on their transcript of marks.
- 2.7.2 In the case of short-term courses, the student may drop out of a course after the first class without a notation on the student transcript.

2.8 Withdrawing from Courses

- 2.8.1 Students who wish to withdraw from one or more courses are responsible to complete a Course Change Request Form and submit it to the Academic Chair or designate. The transcript of marks shall show a notation of WI (withdrawn) for courses withdrawn from between 21-50% of the total course duration without academic penalty. Following that date, subsequent to 51% of the total course duration, the course grade will be entered on the Student Transcript of Marks as earned.
- 2.8.2 A failure in a co- or pre-requisite supplemental evaluation measure requires the student to submit a Grade Change Request Form to withdraw from all courses considered a requirement of that course.

2.9 Re-Mark of Individual Work

- 2.9.1 The student may request a formal re-mark of individual examinations, assignments or workplace experiences that are of 25% or greater course value, if the student can demonstrate that inappropriate criteria have been used in evaluation, or that an unfair interpretation of student work has been made in relation to an assignment's criteria. Requests for a re-mark indicate that the original grade assigned is forfeited and the course grade is re-calculated and submitted to the student by email.
- 2.9.2 Before initiating the formal remark process, the student should discuss his or her grade(s) with the instructor.

- 2.9.3 The student has five (5) academic days from receipt of a grade to request a formal re-mark by email to the Academic Chair.
- 2.9.4 The Academic Chair responsible for the course requests a re-mark of the grade from an instructor familiar with the course in question, but not involved in the initial evaluation.
- 2.9.5 The student is to return graded evaluations unaltered.
- 2.9.6 In the case of evaluations on student-shared work, a re-mark may occur if one or more students submit a request. The instructor has the right to revise the grade awarded to each student according to the outcome of the re-mark.
- 2.9.7 The student may attend subsequent courses awaiting the results of the re-mark process.
- 2.9.8 The re-marked grade is provided to the student within five (5) academic days of the application unless extraordinary circumstances exist.
- 2.9.9 The original grade assigned may be raised or remain unchanged based upon the result of the review.
- 2.9.10 If the final grade is not adjusted to indicate a pass, the student is required to withdraw from any course(s) that they are considered to no longer meet pre- or co-requisite requirements.

2.10 Course Credit Recognition

The student may request recognition for course credits by accessing the recognition of prior learning process outlined in the Recognition of Prior Learning (RPL) (1310) policy.

2.11 Course Delivery Survey by Student

Formal student feedback regarding course delivery, evaluation of learning and related learning environment is collected at scheduled times throughout the academic year in accordance with the Course Delivery Survey Standard.

2.12 Meeting Graduation Requirements

- 2.12.1 The Academic Chair or designate ensures that the delivery sequence and any elective courses, if and when required, are covered with the student during program orientation and become part of the orientation kit.
- 2.12.2 The student is responsible for reviewing their overall courses and program requirements for successful completion.
- 2.12.3 To be eligible for a Certificate or Diploma, the student must successfully complete all courses and other requirements as outlined in the current program curriculum specifications.
- 2.12.4 The Office of the Registrar verifies that all graduation requirements, including financial status requirements, are met and prepares the student's official transcript.

3.0 OTHER RELATED DOCUMENTS

Student Confidentiality, Non-Disclosure and Professional Practices Agreement (1109.2810)

Student Code of Conduct (1112)

Recognition of Prior Learning (RPL) (1310)

Maintaining a Respectful Workplace (4202)

Student Appeal (1000.4809)

Training Sales Agreement (1109.2792)

Grade Change Request Form (1109.4753)

Course Change Request Form (CCRF) Guideline (1109.4755)

Course Change Request Form (1109.4766)

Instructor Standards (1109.5016)

Academic Chair Standards (1109.5022)

Course Delivery Survey Standards (1109.5033)

Educational Projects Involving External Parties Standard (1109.4759)

Religious Holy Days Beyond Existing Statutory Holidays (1109.5228)

NBCC Virtual Delivery Standards (1109.5336)

Closing of NBCC Facilities and Cancellation of Classes (4111)