



SHEPHERD'S CARE FOUNDATION

# Health Care Aide Workplace Training Program Information Booklet

In Partnership with



Shepherd's Care Foundation is collaborating with NorQuest College to provide the **Health Care Aide Workplace Training Program** throughout our sites in Edmonton, Barrhead and Calgary. This is an "earn as you learn" approach, which applies to those applicants who seek to become certified as a Health Care Aide and work as Health Care Aides or Home Care Attendants with Shepherd's Care.

### **Eligibility:**

*To be eligible for the Program, applicants must be a Permanent Resident or Canadian Citizen and must be able to balance studying and working.*

The Program is **12** months long and has a total of **6** online courses which you will take through NorQuest College. A total of **320** clinical hours with Shepherd's Care Foundation is required to complete the Program. During the Program, our nurse tutors will be available onsite to assess and sign off on your skills.

You will be hired and working as an Uncertified Health Care Aide or Uncertified Home Care Attendant to be eligible to enroll in the Program. Class and labs are both part of the program and attendance is mandatory.





## **SCF Requirements:**

- *Resume*
- *Criminal Record Check (Vulnerable Sector Check)*
- *Up to date Immunization Record*
- *Interview*

## **NorQuest College Admission requirements:**

- *Language Arts – this requirement can be met with any of the following or an equivalent course:*
  - *60% in English Language Arts 20-2*
  - *55% in English Language Arts 30-2*

*To be admitted to the Program, NorQuest requires you to meet certain English language requirements. Please, talk to our Education Department team members about whether you meet these requirements.*

If English is your second language, you must provide proof of English language proficiency (“ELP”) before admission into the Program. These results must be no more than two years old when you start your Program. If you do not have proof of ELP, please start working on it ASAP. We find Duolingo to be flexible and fast.

## **Test scores NorQuest College will accept:**

- *IELTS Academic: 6; no section score below 5.5*
- *TOEFL iBT: 71*
- *Duolingo: 237*
- *CLBA or CLBPA: no section below 7*
- *English language proficiency: 95*



## **Frequently Asked Questions:**

### ***What does the Program consist of?***

The Program consists of online courses, classes, labs, and working shifts at the site where you are hired.

### ***What do I need to do to become a Certified Health Care Aide?***

You need to complete the Program and write and pass the final college exam and the provincial exam.

### ***What if a class, lab, or exam falls during one of my scheduled shifts?***

Class calendars and class lists will be emailed out to all managers. You will be released from your scheduled shifts for classes, labs, and exams.

For example: if you are scheduled to work a shift (0700-1515) during which one of your exams is also scheduled, you will be released from the shift for the hours of that shift needed to write your exam and you will be paid for the time missed. If an exam lands on a shift you are not working, you will not be paid for that time.

### ***If class, lab, or exam ends early can I go for a coffee?***

If you are **not scheduled** to work you are able to continue your day as you choose. However, if you are scheduled to work the shift during which you have been relieved to attend a class or lab or to write an exam, you are expected to resume your shift asap. You must return to work as there are other staff covering your shift while you are at the class or lab or writing an exam.

### ***I notice some of the HCA modules are not taught in class.***

You are gaining skills and knowledge as you work and participate in training within Shepherd's Care Foundation (e.g., Lifts and Transfers, Assisting Residents with Feeding, Dementia Care, etc.). The course material is self-directed learning online. You are responsible for learning and studying this material on your own. There will not be classroom instruction on the self-learning modules. Shepherd's Care Foundation nurse tutors and college instructors are available to help answer any questions you have about the materials and to support you with additional resources. The content you learn in these modules is assessed during written exams and during your clinical skill evaluations. You must be able to balance studying and working.

### ***How often do I have to attend my classes and work shifts?***

**Classes/labs and exams are mandatory.** The first step in your journey to success is to attend all classes and labs and all your work shifts. Attendance will have more impact than anything else when it comes to guaranteeing your success in the Program.

It is necessary that you attend and are punctual for classes, labs and work shifts. It is also necessary that you are prepared for classes and labs. Sometimes class participation is used to sign-off a skill that is challenging to acquire at the sites (e.g., tube feeding, oral suctioning).

If you are working as a casual Uncertified Health Care Aide or Uncertified Home Care Attendant, you are encouraged to pick up as many shifts as possible during the duration of the course to meet the minimum hours (320 hrs.) required to graduate from the Program. If your academic or clinical performance is affected by your absences from classes, labs, or work, Shepherd's Care and the post-secondary school involved in the Program reserve the right to withdraw you from the Program.

### ***What is clinical time or practicum time?***

Clinical time is the time that you spend working on the floor gaining hands-on experience. These hours count towards the 320 clinical hours that are required to pass the program. During Clinical time your nurse tutors will assess the skills you have learned.

You need to be prepared for clinical assessments. If the tutors feel you are not meeting the requirements in order to successfully pass the skill, you will need to spend more time practicing. You will need to bring your Clinical Skills Record to class/labs. If it is not available, tutors cannot sign it.

### ***What do my instructors and tutors expect from me?***

We do have high expectations. However, we are realistic and understand you are balancing your job, family, and college studies. If you have any concerns or are struggling with balancing school and work hours, come talk to us. We will work with you and find ways to meet your needs as well as the demands of the program.

### ***What can I expect from my classes?***

All classes are held online through Norquest college via Moodle. You will be assigned an Instructor from Norquest college if you have any questions regarding the class content.

### **SCF expectations in a nutshell:**

- Scrubs are mandatory on the floor and encouraged during labs.
- You are expected to be on time for your scheduled shifts and labs.
- No cell phones on the floor and during labs and exams. If you are expecting a very important phone call, then let your instructor know, set your phone to vibrate and take the call out of class.
- Be prepared for class/labs and clinical skills. Please read the modules and lab skills before class and skill assessments.
- Please bring the required modules and texts to class/labs. Some materials may be provided (lab supplies).

### ***Are the exams difficult?***

If you study your modules each day you will do well. The passing grade for each exam is 70%. The final course exam is 50 multiple-choice questions and you have 2 hours to complete it. The final exam is worth 100% of the overall course grade.

The HCA Provincial Exam is scheduled within a couple weeks after your program is complete. The HCA Directory manages the provincial exam. It is \$200/attempt. Only three attempts are possible. The College you are registered with will send out reminder emails about the Provincial exam 30 days before your program ends. Please check your College email often.

### ***Do I need to bring anything to an exam?***

Your exams will be held at an SCF site. All the exams are online and in order to access your exams, you must use your login and password information that your College issued to you in an email. We do not keep this information for you. **YOU MUST BRING IT WITH YOU.** Please be sure you can log in before exam day.

### ***What happens if I am unsuccessful on a final course exam?***

The College will withdraw you from that particular course. You have to pay the course fee and you will be enrolled within the month to take the course again. The cost of the course is the student's responsibility.

### ***Is there a convocation ceremony?***

All HCA graduates or potential graduates are invited to the convocation. The invitation will be sent to your email account in February or March.

### ***What is the process once I get my HCA Certificate?***

You must Apply to Graduate to initiate your HCA certificate. Once you receive your HCA certificate, it is important you provide your manager and the SCF Education team with a copy. The Alberta Government has mandated all HCAs enroll into the HCA Directory. Once you are certified, please upload your certificate at [www.albertahcadirectory.com](http://www.albertahcadirectory.com).

SCF may be able to provide Tuition assistance. Please contact [education@shepherdscore.org](mailto:education@shepherdscore.org) for more information.

Email your resume to  
**[education@shepherdscore.org](mailto:education@shepherdscore.org)**  
and type  
**HCA Workplace Training Program**  
in the subject line.

Questions?  
**[education@shepherdscore.org](mailto:education@shepherdscore.org)**



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