

WOUND, OSTOMY AND CONTINENCE INSTITUTE

WOUND, OSTOMY AND CONTINENCE EDUCATION PROGRAM POLICIES

MARCH 2020



NURSES SPECIALIZED IN
WOUND, OSTOMY AND CONTINENCE
CANADA
INFIRMIÈRES SPÉCIALISÉES EN
PLAIES, STOMIES ET CONTINENCE
CANADA



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ADMISSION

Admission Requirement

A Nurse Specialized in Wound, Ostomy and Continence (NSWOC) is a registered nurse with advanced specialized knowledge and clinical skills in wound, ostomy and continence care. Recognized by the Canadian Nurses Association (CNA), as nurses specialized in wound, ostomy and continence, NSWOCs are the only nursing specialty eligible to obtain CNA certification in the tri specialty of wound, ostomy and continence care. Across the continuum of healthcare, NSWOCs demonstrate leadership, education, critical thinking, and research, in interprofessional collaboration through specialized consultations to ensure optimal outcomes for complex issues related to the areas of wound, ostomy and continence. NSWOCs have a demonstrated commitment to lifelong continuing education.

In addition to tuition fees, students MUST be an active NSWOC member (WOC student associate membership) throughout the course of their WOC-EP study.

Acceptance into the Wound, Ostomy and Continence Education Program (WOC-EP) is a competitive process. Enrolment is limited to 44 students per cohort. **The WOC-EP is offered twice per year in English (fall and winter cohorts) and once per year in French (fall cohort). Applications for WOC-EP are accepted throughout the year. Deadlines for completed applications are April 30 for the fall cohort (English and French) and September 30 for winter cohort (English only).**

- Application materials must be submitted as one file in **pdf format** other formats will not be accepted.
- Submit all application materials online (scan paper copies of documents as required). Only transcripts will be received by Post.
- Pay the \$50 non-refundable application fee online
- Applicants must have a **minimum of a Bachelor's degree**. Nurses without a Bachelor's degree are invited to apply to the Skin Wellness Associate Nurse (SWAN) Program <https://wocinstitute.ca/swan/>.
- Applicants will be required to demonstrate a passion for wound, ostomy and continence nursing evidenced by a history of wound, ostomy and/or continence

Wound, Ostomy and Continence Education Program

related volunteerism, education and leadership. The ideal applicant is committed to pursuing a career in wound, ostomy and continence nursing.

Priority will be given to those applicants who:

- Are currently working in a position as a Nurse Specialized in Wound, Ostomy and Continence.
- Have a guaranteed NSWOC position that is dependent upon graduation from the WOC-EP. A signed letter from an employer stating that there is a position offer must be attached to the application. Applicants must request priority admission at the time of their application.
- Work in area of practice that is underserved by NSWOCs.
- Demonstrate a passion for wound, ostomy and/or continence nursing.
- Provide evidence of a commitment to life-long learning

The admission process includes:

- Completion of an online application form,
- Submission of a current resume/curriculum vitae, and
- Completion of the supplemental questionnaire.

Please include all relevant research, publications, education, presentations, and other leadership activities on your resume/curriculum vitae.

For more information about the application process please go to the application page <https://wocinstitute.ca/woc-ep-program/>

Additional Requirements for Admission

1. Must be a registered nurse with a valid license to practice in the province or region where the clinical preceptorship is to be completed.
2. Must be fluent in English and/or French both orally and in writing. It is the student's responsibility to ensure language proficiency. Failure to be proficient (English or French) will greatly impact the student's ability to succeed in the

program. No accommodations will be made for students who are not able to complete the program secondary to language comprehension issues.

3. All students applying into the French program **MUST** be able to read English as the majority of the text books and articles will be in English. The WOC-EP strives to ensure as much material as possible is available in English and French.
4. Evidence of successful academic achievement in the completion of at a **minimum a Baccalaureate Degree** in any field. As part of the competitive admission process, higher ranking will be given to candidates with education at a Master's or PhD level.
5. Please note – Applicants who completed their university education outside of Canada or the United States must submit a formal credential evaluation completed by a recognized Canadian Credential Evaluation Service.
6. Applicants must have at least 3000 hours of employment, in the last 3 years, as a Registered Nurse.
7. Current Cardiopulmonary Resuscitation (CPR) or Basic Cardiac Life Support (BCLS) Certificate.
8. Current immunization.
9. Two professional references (one must be from a direct supervisor or NSWOC, and one from a professional colleague or academic professor). Please note – References must be completed online by the professional providing the reference.
10. Submission of the supplemental questionnaire.

Computer Requirements

The WOC-EP is a web-based program on a Moodle platform. Applicants must have basic computer skills, including knowledge of Microsoft Office. WOC-EP faculty are committed to mentoring students. Training and IT support are available.

Computer requirements include:

- Up to date computer – either a PC or a MAC
- High speed internet connection
- Windows Media Player

- Quick Time
- Java

Wound, Ostomy and Continenence Education Program Application

The online application and supplemental forms are to be completed and submitted electronically. The remainder of the application requirements must be scanned and sent via a single email to the Wound, Ostomy & Continenence Institute's Registrar at registrar@wocinstitute.ca. Ensure that your file name and each component are clearly marked with your name and date of application. Do not submit applications in installments, ensure application is complete prior to submission. Only University Transcripts are to be sent separately.

Prior to starting your application please refer to the [application requirements](#). It is the responsibility of the applicant to ensure that all elements of the application have been received by the Wound, Ostomy & Continenence Institute's Administrative Assistant office. Please contact the program administrator at admin@wocinstitue.ca with any questions regarding your application.

Complete the on-line [application form](#) to apply for the WOC-EP. Ensure you have all of your information readily available prior to starting the application, e.g. contact information of references. Upload all documents at the time of completing your application. Have your references complete the on-line [reference form](#) upon submission of your application.

The personal information collected is maintained as part of the student's records and will be used for the purposes of admission review, registration, and issuing receipts, graduation certificates and for WOC-EP research and planning. Contact information will also be disclosed to Nurses Specialized in Wound, Ostomy & Continenence Canada (NSWOCC) to provide membership information and to wound, ostomy and continence product manufacturers to provide product information and samples. Personal information **will not** be shared with any other business or organization.

Proof of Criminal Screening

Although the Wound, Ostomy & Continence Institute does not require proof of criminal screening, most facilities in which students will complete their clinical preceptorships require this. Students are advised to consult the WOC-EP Preceptorship Planning and Pre-Requisites Guide for up-to-date information.

Curriculum Vitae /Resume

To enable the best possible match between your expectations, learning and experience, and the capacities and goals of the WOC-EP the information requested below is wide-ranging. Your resume should include the following:

- Name at the top of every page
- Formal educational achievements (most recent listed first), including any credentials (e.g. degrees, certificates, diplomas) awarded
- Other training/educational experiences (e.g. courses, workshops) that relate to wound, ostomy and continence nursing
- Informal/non-formal activities or life experiences that relate to your career and educational goals
- Professional employment history (most recent listed first), with enough detail to adequately describe the experiences and your level of responsibility including total full-time years as a Registered Nurse
- Publications, professional presentations, and research activities
- Membership and leadership involvement in professional organizations and governance activities (e.g. participation on work committees)
- Volunteer activities demonstrating your commitment to patients with challenges in wound, ostomy and continence
- Grants, scholarships and awards you have received
- Language proficiency

Application Checklist

- Completed Application and Supplemental Form
- \$50 non-refundable application fee, payable online
- Official transcript sent directly to the WOC-Institute Administrative Office from an accredited university. Please have transcripts sent directly to: Suzanne Sarda, Wound, Ostomy and Continence Institute Administrative Office, 1873 Chaine Court, Ottawa ON, K1C 2W6
- Two professional references submitted using the on-line reference form. One from a direct supervisor or NSWOC and one from a professional colleague or academic professor.
- Copy / proof of current RN license. NOTE: the WOC-Institute will not search “find nurse” website. The student must download proof of registration and upload the Pdf file with their application.
- Copy of current CPR or BCLS Certificate
- Current Resume

Please Note: You are responsible for following up on your application to ensure that all materials are received at the WOC-EP office by the application deadline. Please contact the Admin Office to ensure your file has been received and is complete.

Office: 1-877-614-1262. Email: admin@wocinstitute.ca

Graduation from the Program

The Wound, Ostomy & Continence Institute’s WOC-EP consists of three (3) required academic courses: Ostomy Management, Continence Management and Wound Management, and 225 hours of approved clinical preceptorship divided among the three courses.

The CNA WOCC(C) exam is the final exam for the WOC-EP. At the completion of the three courses students **MUST** register to write the Canadian Nurse’s Association (CNA) wound, ostomy and continence certification exam (an additional fee will apply). For more information on the CNA WOCC(C) certification exam please visit: <https://www.cna-aiic.ca/en/certification>.

The exam is to be written within **one (1) year** of completing the program. Students can sign up to write the exam immediately upon completing the wound management course. The WOC-EP will provide letters of completion to facilitate applying to write the exam. Students must provide proof of exam registration in order to complete the program and graduate. Graduation certificates will not be provided without proof of exam registration. Note: The WOC-EP will not request proof of passing the exam.

A CNA certification prep course has been developed and is available to students upon completion of the course if required however, it is the belief of the WOC-EP that students will be well prepared to sit the exam. The current exam pass rate is 95%.

Application to Graduate

Students must complete a formal application to graduate.

1. The student must have or will have completed (by May 1st of the current year) all of the academic (theory and preceptorship) requirements for the program.
2. The student must provide proof of registration for the Canadian Nurses Association (CNA) Wound, Ostomy and Continence (WOCC(C)) certification exam.
3. The student must submit the signed Application to Graduate form (Appendix A) by email **no later than March 1st** to the WOC Institute's Administrative Assistant at registrar@wocinstitute.ca. Ensure that your name is spelt EXACTLY how you want it to appear on your graduation diploma/certificate.
4. The student must indicate on the form plans to **attend convocation**. Convocation will take place at the banquet during the annual NSWOCC conference. **In order to attend the convocation graduates must register for the NSWOCC conference. Full conference or one-day Saturday registration is required. A student/new graduate discount will apply. Graduates may purchase additional banquet tickets if they would like family members to attend the banquet/convocation.**

If the student is **not attending** convocation and selected 'mail diploma', the diploma will be shipped to the student's primary address as listed with the **WOC Institute three to four weeks after the convocation**.

It is the student's responsibility to ensure that contact information is up-to-date (including telephone phone number as this is a mailing requirement).

Wound, Ostomy and Continence Education Program

All applications are subject to academic review by the faculty or school, and approved by the WOC Institute Chair.

If students require assistance, contact the WOC Institute Administrative Assistant (registrar@wocinstitute.ca) or the WOC Institute Chair (chair@wocinstitute.ca).

Important Notice: As per the WOC Institutes policy on Default of Payment **if a student has an outstanding debt to the WOC Institute or NSWOCC, the student's diploma/Certificate will not be printed.** Once the debt has been paid, contact the WOC Institute's Administrative Assistant at registrar@wocinstitute.ca.

Time to Complete the Program

Students are expected to complete the program within two (2) calendar years from their start date. Course semesters are approximately thirteen (13) to sixteen (16) weeks.

There are two start dates per calendar year (January and September) in the English Program and one start date for the French Program (September).

The student may take a semester off but must graduate within the two-year timeframe. Students must advise the Institutes Administrative Office of their decision to take a semester off. They must also confirm their intent to enroll and pay all course fees for the next course **four (4) weeks** before the start date of the course. Admission to a course is not guaranteed. If the course is full, the student will be notified of the next possible opening. If they are unable to complete the program within two years they will not graduate and will need to reapply to the program. It is the student's responsibility to work with the Institutes Administrative Office to ensure that they are registered for courses within the time period defined

Once accepted into the program prospective students may defer the start date of the program for up to **one (1) calendar year** from the date they were accepted into the program.

Academic Awards

Academic awards are available annually depending upon sponsorships. To be eligible for academic awards students must graduate in the cohort they started in. Students taking a semester off are not eligible. Award information is found on the Wound, Ostomy & Continence Institute's www. <https://wocinstitute.ca/>

Students who receive recognition of prior learning are not eligible for awards in courses they received recognition of prior learning.

Awards

The following awards are available (depending on funding availability):

The Bill Carcary Award

- Sponsored by ConvaTec Canada
- A financial award to the top academic student from the French or English programs in any calendar year
- Value of award varies from year to year
- Application not required

The Smith and Nephew Achievement Award in Wound Care

- Sponsored by Smith and Nephew
- The Smith and Nephew Award for Excellence in Wound Care will be awarded to 2 WOC-EP Students (1 French student and 1 English student) with the highest Wound Care marks overall.
- The award is in the amount of \$1000.00
- Application not required

The Coloplast Clinical Achievement Award in Continence Care

- Sponsored by Coloplast
- The Coloplast Award for Excellence in Continence Care by an WOC-EP Student provides an award of \$1000.00 annually to a student who display excellence in Continence Care
- Application not required

The Clement LeBlanc Memorial Scholarship

- Sponsored by the family of Clement LeBlanc in his memory (pending funding)
- The Clement LeBlanc memorial scholarship is for a New Brunswick WOC-EP graduate with the highest academic marks each graduating year.
- Application is not required.

The Summit Award

- Sponsored by Rob Hill
- Annual award available, funding pending
- Valued at \$1000.00
- Students must apply for this award – applicant must submit an environmental scan of ostomy services in their region

Gail Hawke Trail Blazer Award

- Sponsored by Nightingale Medical
- Annual award to a WOC-EP student who:
 - resides in the province of British Columbia
 - has demonstrated that they are a leader in the tri-specialty of wound, ostomy and continence nursing
 - who meets the written criteria for this award
- Valued at \$2,500
- Students must apply for this award

The Ostomy Canada Award

- Sponsored by The Ostomy Canada Society
- Annual award (pending availability of funding) to encourage Registered Nurses to pursue a NSWOC career with a focus on ostomy care
- Value \$1000
- Students must apply for this award

Vancouver United Ostomy Chapter Award

- Sponsored by The Vancouver United Ostomy Association Chapter
- Annual award (pending funding availability) to recognize a WOC-EP student who:
 - Resides in the province of British Columbia
 - Had demonstrated a high degree of volunteerism with, and support of people in Vancouver, Lower Mainland or Province of British Columbia living with an ostomy
- Value \$1000
- Student must apply for this award

Rules of Conduct

The WOC-EP fosters the acquisition of knowledge and its application through a process of knowledge transfer to a clinical setting. It is presumed that students accepted into the program can and will maintain their provincial nursing certificate of competence and licensure. Inability to provide proof of registration/licensure will result in immediate dismissal. It is the student's responsibility to ensure that proof of renewals (e.g. nursing license, CPR, mask fit testing, influenza vaccination and criminal screening) is sent to the Institute's Administrator.

It is also expected that the student will practice acceptable professional and academic conduct that includes honest representation of facts and materials and acknowledgement, through references for the ideas and contributions of others. Plagiarism of any kind will result in immediate dismissal from the program.

Misconduct

Students are expected to be respectful and professional at all times. Failure to conduct themselves in an appropriate and professional manner is grounds for suspension or dismissal from the program.

If a student is reported for **unsafe, unprofessional, or unacceptable academic or clinical conduct a full investigation will be held**. The student's participation in the

program may be suspended while the investigation takes place. The investigation will include discussion of the conduct with involved parties, opportunity for the student to present relevant information, and development of an action plan. The student may be suspended from the program and may ultimately be dismissed from the program at the sole discretion of the WOC Institute Chair.

Plagiarism

Plagiarism in any form will **not** be tolerated. Students should be aware that **ALL** assignments including discussion forum posts will be subject to anti-plagiarism software.

Students should be aware that many of our faculty have dual appointments with other programs. For example, many faculty are also teacher's assistants for the International Interdisciplinary Wound Care Course (IIWCC) and the Master of Clinical Science in Wound Healing Re-cycling or self-plagiarism will also NOT be tolerated. Plagiarism is an academic offence and will result in dismissal from the WOC-EP.

We are aware that many institutions outside of Canada have broader interpretation of plagiarism. At its most basic plagiarism is defined as presenting another person's work or ideas and using them as one's own. The student must ensure that full credit is given to the ideas as well as the words of all authors to ensure that the risk of inadvertent plagiarism is minimized.

Students are expected to be knowledgeable about intentional and unintentional plagiarism and avoid it. Always cite words, phrases, ideas, opinions, theories or tables and charts that are not your own. Use quotes or paraphrase as appropriate. Students who use the internet for their studies are at risk of inadvertent plagiarism and are advised that faculty often use online services to detect plagiarism such as the one found at <http://www.plagiarismchecker.com/>. When in doubt ask your Academic Advisor.

Students using online translation services must be especially careful that they do not plagiarize the translated content. Students may not use translated content as their own but must paraphrase this content and reference the translation service. Online translation services are discouraged, students are encouraged to write their

own assignments in English or French and then work with a peer for editing. The result will be a greater learning experience for the student.

Tuition

The student is responsible to pay tuition fees. If tuition is being covered by a third party the student remains responsible to ensure that all fees are paid within the mandatory payment schedule. If fees are in arrears the student may face removal from the program. The fees are income tax deductible and tax forms will be provided.

Tuition Fees

The program consists of 3 mandatory courses: Ostomy plus a two-week introduction to the program, Continence and Wound Management. Fees may be paid in 3 installments: 4 weeks prior to the start of each course or may be paid in full 4 weeks prior to the start of the program.

Fees cover the cost of program support, correction of assignments, guidance during discussion forums, examinations, and support for arranging clinical preceptorship placements.

Payments plans must be negotiated with the registrar registrar@wocinstitute.ca at least 4 weeks prior to the start of the program

Fees **DO NOT** cover the cost associated with the CNA certification exam, the clinical preceptorships (Refer to Clinical Preceptorship below) or the costs of textbooks. Students must arrange to purchase their textbooks prior to the start of each course. See information on the WOC Institute website <https://wocinstitute.ca/>

for purchasing textbooks. Students will have CINHAL library access and access to the WOCN Journal as part of their NSWOC membership.

All tuition fees must be received by the WOC-Institute at least 4 weeks (20 business days prior to the start of the course unless negotiated otherwise. Changes to this policy are rare and must be approved by the WOC Institute Chair. Students who fail to submit fees on time will lose their position in the course and will be moved to the waiting list for the next course start date dependent on receipt of required fees. **Fees are subject to yearly review and may be increased without notice.** Students are requested to refer to the tuition fees listed on the WOC Institute website. Students who take a semester off may be

subject to tuition increases if an increase was implemented during that time frame. It is the student's responsibility to verify tuition rates with the academy administration.

Payment

Fees for the program can be paid by credit card on the secure WOC Institute website. If the use of a credit card is not possible, a money order or a corporate cheque, made out to the Wound, Ostomy & Continence Institute is acceptable. Please contact the WOC Institute administration with any questions.

NO personal cheques will be accepted.

Default of Payment

Late payment is subject to a \$100.00 penalty fee if the student is not removed from the course. No grading or certificates will be processed until outstanding payments have been made. Validation of program completion to write the Canadian Association of Nurses (CNA) certification exam will not be provided until all outstanding fees are paid in full.

Evaluations, Grading and Extensions

The WOC Institute WOC-EP is competency based and uses a variety of assignments, discussion forums, quizzes, clinical preceptorship evaluations and journals to formally evaluate the student's grasp of the competencies. This allows for the assessment of the acquisition of different kinds of knowledge by testing the understanding of facts and concepts and the demonstration of knowledge synthesis and critical evaluation capabilities in the clinical experience.

The various forms of evaluation are designed to capture various learning styles and to promote student success in the program. In addition, the various evaluation methods are also used to simulate real life situations and to promote the NSWOC leadership role. Students are encouraged to use these methods of evaluation as a means to solidify the WOC competencies and to enrich their personal leadership capabilities.

Course Evaluation Tools

The objectives of all assessment tools are to reinforce learning and to measure knowledge acquisition and integration of knowledge into practice.

Each course uses a similar set of evaluation tools. Although the tools are similar and the rhythm of evaluations is consistent throughout the program, the amount that any one evaluation tool may contribute to the final course grade and the number of evaluations may vary. A schedule is posted in each course.

Assignments

All assignments are compulsory and must be submitted online and in Microsoft word format. There are no exceptions to this rule. Failure to submit an assignment will result in failure of the course.

The purpose of the assignment is to consolidate the learnings over several units. Students must achieve an overall mark of 70% for each course. This means that students must achieve a 70% for the theory portion of the course AND the clinical preceptorship in order to pass the course.

Assignments are marked by an Academic Advisor or delegate using a rubric and are graded out of 100. Each assignment contributes a percentage that varies, to the final academic mark. Grading will be completed and posted in the grade book within 4 weeks of the due date of the assignment. All assignments are submitted online and the date and time of submission is recorded by the system.

Students are referred to the document “WOC Institute Guidelines for Preparing Assignments” available online in the WOC-EP area for information regarding acceptable APA formatting. All assignments MUST be completed using APA sixth edition formatting. Marks will be deducted for inappropriate APA formatting.

Length and Format of Assignments

All written materials must be submitted in MS WORD. No other format will be accepted or graded. All assignments must be referenced using APA formatting. OWL Online Writing Lab is a useful resource.

https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_style_introduction.html

Students are required to adhere to the assignment guidelines for style, length and format. Assignments required to be in table format must be submitted in table format.

Assignments found to be in variance to the requested format or 10% longer than the guidelines will not be marked and will be returned to the student as a failed assignment. The student will be allowed two weeks to resubmit the assignment. The maximum grade possible for a failed assignment is 70%.

Extensions

NOTE: Only one (1) extension (see below) may be granted per academic course, at the sole discretion of the Academic Advisor in consultation with WOC Institute Chair. An extension will not be granted if there has already been an extension granted for the course.

The dates for submission of assignments are specified in the course schedule. Extensions may only be granted by the Academic Advisor. A request for an extension must be submitted at least **one (1) week** in advance of the assignment due date. Last minute extensions are rarely granted except in exceptional circumstances.

Delay in Submitting an Assignment

For unauthorized delays in submitting an assignment the student will receive a 5% penalty deduction for each day (24-hour period) late up to 120 hours (5 days). After 120 hours, the grade will automatically be 0% and the student will be in the position of having failed to submit an assignment. See “Failure to Submit an Assignment” below.

Failure to Submit an Assignment

All assignments are mandatory. There are no exceptions to this rule. **The failure to submit an assignment will result in automatic zero on the assignment and result in failure of the course.**

Failure of an Assignment

Students who achieve less than 70% on an assignment have failed the assignment. If students fail an assignment they have several options:

- Students may choose to let the grade stand as is and may continue with the course. **In order to pass the course, the student must have an overall 70% average in both the theory and clinical preceptorship portions of the course.**
- Students may re-write up to one assignment per course. Students may not obtain more than 70% on a re-written assignment. If a student chooses to re-write an assignment, they will no longer be eligible for academic achievement awards related to the course.
- Students must decide **immediately** after receiving a failing grade if they wish to re-write the assignment. Requests to re-write the assignment must be submitted in writing to the Academic Advisor prior to the return of assignments.

Failed assignments will not be returned if the student opts to re-write the assignment until after the assignment has been re-submitted. The Academic Advisor will provide a summary of issues related to the assignment and where marks were lost on the grading rubric. Should the student choose to re-write a failed assignment, they must advise the Academic Advisor immediately and will have two weeks to resubmit the assignment. The assignment will again be marked out of 100. The maximum grade a rewritten assignment will be awarded is 70%. If the student's assignment still receives less than 70% the student may remain in the course and proceed to clinical preceptorship only IF they maintain an overall 70% average in the course. Students may only rewrite one assignment per course.

Students who fail to achieve a 70% average in a course will have failed the course. Students who fail a course will have the option to redo the course at a later date. The student will be required to redo all elements of the course **(including preceptorship)** and repay the tuition fees.

The student will need to confirm their intent to redo the course four weeks before the start date of the course. Admission to a course is not guaranteed. If the course is full, the student will be notified of the next possible opening. If they are unable to complete the program within two years of their start date they will not graduate and will need to reapply to the program.

Students are only permitted to repeat a course ONE time. A second failure will result in failure of the program.

Remarking of Assignments

Assignments may be remarked under exceptional circumstances, when the student presents a legitimate case for remarking. The decision to allow a remarking of the assignment rests solely with the Academic Advisor in consultation with the WOC Institute Chair.

Students who would like to have an assignment re-marked, must submit a written request including rationale for the re- mark, to the Academic Advisor within one week of failing an assignment. Only failed assignments may be re-marked.

If the student is granted an assignment re-mark the Academic Advisor will forward the assignment without any personal identification or the initial marking to the WOC Institute Chair. The Chair will forward the assignment to a new independent marker without the student's name or original mark. **The new mark provided by the independent marker will be the final mark.**

Discussion Forums

All Discussion Forums are compulsory. There are no exceptions to this rule. The purpose of the Discussion Forum is to promote professional collaboration between students regarding a variety of topics that will be assigned by the Academic Advisor one week prior to the opening of the discussion. Discussion Forums are held for five days.

The student is expected to participate within their assigned topic thread three out of five days (excluding the introduction and summary), and contribute to other discussion topics a minimum of 3 out of 5 days that the forum is open.

The Academic Advisor will assess the contributions of each student using the Discussion Forum rubric and assign a mark out of 100. Each Discussion Forum contributes a

percentage to the final academic mark. Students are expected to demonstrate critical thinking that is evidence based and referenced. Plagiarism within the Discussion Forum will not be tolerated

Grading will be completed and posted in the grade book within 4 weeks of the closure of the Discussion Forum.

Exemption from a Discussion Forum

The dates and times for the Discussion Forum are specified in the course schedule. A student may, in special circumstances be exempted from the Discussion Forum and required to complete an assignment in lieu of participation. The decision to allow an exemption is at the sole discretion of the Academic Advisor in consultation with WOC Institute Chair and must be arranged at least one week before the start of the Discussion Forum. Only 1 exemption or extension may be granted per course.

Failure to Participate in the Discussion Forum

Failure to participate in a discussion forum or make prearrangements for an exemption will result in automatic zero on the forum. Students are encouraged to pay attention to the date and time (hour and time zone) forums will open and close. Students must maintain a 70% in a course in order to pass the course.

Failure of the Discussion Forum

Students who fail a Discussion Forum will be permitted to continue in the course but must achieve an average of 70% for theoretical part of the course to pass the course. They will not have the option to complete an assignment in lieu of a failed discussion forum.

Final Course Quiz

Each course includes a Final Course Quiz. The purpose of the Final Course Quiz is to confirm that the student has learned key principles and content of the course.

Completion of the Final Course Quiz is compulsory. There are no exceptions to this rule. Each student may make only one attempt at the Final Course Quiz. Students are encouraged to pay attention to the date and time (hour and time zone) quiz will open and close.

Failure to Attempt the Final Course Quiz

The dates for the Final Course Quiz are posted in the course schedule. The failure to attempt the Final Course Quiz may result in automatic dismissal from the course.

Students dismissed from the course have the option to redo the course. The student will be required to redo all elements of the course and repay the fee. The student will need to confirm their intent to redo the course 4 weeks before the start date of the course.

Readmission to a course is not guaranteed. If the course is full, the student will be notified of the next possible opening. If they are unable to complete the program within two years they will not graduate and will need to reapply to the program.

Failure to Complete the Final Course Quiz Due to a Systems Issue

In the event of a system failure in the WOC Institute Education Platform during the time the student is attempting the Final Course Quiz, the student must immediately notify the Academic Advisor and the WOC Institute Chair chair@wocinstitute.ca who will evaluate the situation and determine the problem. A rewrite may be permitted at the sole discretion of the Academic Advisor in consultation with the WOC Institute Chair.

Failure of the Final Course Quiz

Students who fail the course quiz will not fail the course, but they must achieve an overall course average of 70%. If the quiz failure reduces their course average below 70% they will have failed the course and will have to re-take the course in order to complete the program.

Readmission to a course is not guaranteed. If the course is full, the student will be notified of the next possible opening. If they are unable to complete the program within two years they will not graduate and will need to reapply to the program.

If a student wishes to challenge their mark on a quiz question this must be done within 5 business days of the end of the Quiz week. They must send an email to the WOC Institute Chair and Academic Advisor stating the question and identifying the chapter and page of the text or journal article from which their challenge stems.

Clinical Preceptorship

The role of the WOC Institute and its agents, the Preceptorship Manager and Placement Coordinators, is to assist the student to plan a clinical preceptorship that will meet their learning needs and program requirements.

Preceptorship is an essential and compulsory component of the WOC –EP.

Each clinical course: Ostomy Management, Continence Management, and Wound Management **requires 10 days** (75 hours) of preceptorship (225 hours total). The preceptorship and associated learning activities are worth 20% of your final mark per course.

There are no exemptions possible for preceptorships. The clinical preceptorship is MANDATORY and students must PASS the preceptorship (achieve at least a 70%) in order to pass the course even if they obtain greater than 70% in the theory of the course. The clinical preceptorship allows the student to integrate newly acquired knowledge and apply it to the clinical setting. The overall goal of the clinical preceptorship is to facilitate the application of knowledge into practice.

The WOC Institute Placement Coordinator **must** approve all plans for preceptorships prior to the beginning of each clinical placement. An unauthorized preceptorship will not be recognized and the student will be obligated to repeat it.

Preceptorship Prerequisites

The WOC Institute has a **legal obligation** to our liability insurance carrier and the facilities in which students do their placement to ensure that all students meet the following pre-requisites. **These documents must be downloaded in your student file PRIOR to requesting a placement.** This holds true even if you are doing your clinical placement in your place of employment.

In summary, you are required to provide:

1. An up-to-date immunization record which includes:

- Tuberculosis screening within the **PAST 12 MONTHS**. If you had a documented severe reaction (e.g. necrosis, blistering, anaphylactic shock, or ulcerations) to the Tuberculin Skin Test (TST or Mantoux), a documented positive result, or have received previous treatment for active or latent Tuberculosis, provide a chest X-Ray report taken within the PAST12 MONTHS.
- Measles, Mumps, Rubella (MMR) vaccination within the **PAST TWENTY YEARS**

- Varicella (Chicken Pox/Shingles) vaccination within the **PAST TWENTY YEARS**
- Hepatitis B vaccination within the **PAST TWENTY YEARS**
- Tetanus, Pertussis and Diphtheria vaccination within the **PAST TEN YEARS**
- FLU Vaccination within the **PAST 12 MONTHS**. If you decline the flu vaccine, there is no guarantee that you will be accommodated for placement during flu season.

In the absence of proof of vaccination, the student should provide serology confirmation of immunization.

2. Police Record Check and Vulnerable Sector Check

You must submit an original Police Record Check (PRC) and Vulnerable Sector Check (VSC) obtained within the **PAST 12 MONTHS**. If you have not completed all your preceptorships within 12 months of the date of your original PRC/VSC or if the placement site requires an updated PRC/VSC, the WOC Institute will ask the student to sign a waiver (Criminal Record Voluntary Declaration) instead of requiring a new one.

WOC-EP students must provide both a PRC and a VSC. However, it is common that when requesting a VSC, it will include the PRC. It is the students' responsibility to clarify this point with the issuing agency.

A PRC and VSC are available from the RCMP, Provincial and Local Police Department.

Some issuing agencies require a WOC Institute attestation letter. This letter (Generic Request PRC_VSC) is available in the Preceptorship area in Moodle.

Students requesting a PRC and VSC from the Toronto Police Department require a special form which can be obtained from the Placement Coordinator. Please contact preceptor@wocinstitute.ca

3. Cardiopulmonary Resuscitation

You must provide a certificate showing you have completed the Cardiopulmonary Resuscitation [CPR] training within the **PAST 24 MONTHS**. If the certificate expires during your studies, the student is responsible to provide an updated certificate.

Basic Life Support (BLS) Providers is available through the Heart & Stroke Foundation and CPR for Healthcare Providers (CPR-HCP) is available through St. John Ambulance or the Canadian Red Cross.

4. Mask-fit Testing

You must provide a certificate showing a completed Mask-Fit Testing within the **PAST 24 MONTHS**. If the certificate expires during your studies, you are responsible to provide an updated certificate.

For additional information, consult the Preceptorship Planning Prerequisites Handbook available in the Preceptorship section in Moodle. **The student is responsible for any costs associated with obtaining mandatory prerequisites such as immunization records, outdated vaccines, Mantoux/TST, blood tests and Xray; PRC/VSC; renewals of BLS, CPR or CPR-HCP; and renewals of Mask-Fit Test**

Placement Request and Approval Process

Prerequisites must be submitted in your student file and verified before the student can request a placement. The Placement Coordinator must approve ALL placements before the start date. Placements may take 3 months or more to finalize. Delaying submitting prerequisites will delay the student from completing placements in a timely fashion.

The recommended preceptorship dates for each course are identified in the course schedule however, the preceptorship timelines are flexible. The WOC-EP allows 2 calendar years [24 months] from your start date to complete all program requirements – theory and preceptorship.

You must communicate any plans to defer a preceptorship to your Placement Coordinator at least 1 week before the end of that clinical course.

Students who fail to maintain an average of 70% for the theory in the course **may not** be allowed to start their Preceptorship. If a student wishing to start a clinical preceptorship has a course average of below 70%, the Academic Advisor in consultation with the Preceptorship Manager and the Clinical Preceptor will determine if the student may pursue their clinical preceptorship or not.

Preceptors

All preceptorship placements must be supervised by a Nurse Specialized in Wound, Ostomy & Continence (NSWOC) or another clinical expert approved by the WOC Institute to be a Preceptor. The Preceptorship Manager has **sole authority** for the approval of Preceptors.

Preceptors are experienced NSWOCs, other nurse specialists or allied health care professionals who meet the established criteria articulated by the WOC Institute. They must have completed a WCET accredited Enterostomal therapy/WOC nursing program, or other specialist certifications and have a minimum of 2 years recent clinical experience. Preceptors include clinical experts such as Nurse Continence Advisors, Physiotherapists specialized in pelvic health, and Advanced Practice Nurses in Wound Management.

Preceptors work in a variety of settings including teaching hospitals, community hospitals, clinics, long-term care facilities and home health settings. To be approved as a Preceptor they must be able to provide specific learning opportunities for students. However, Preceptors are volunteer Clinical Faculty and do not receive compensation from the WOC Institute. In view of this the WOC Institute cannot guarantee their availability at any specific time.

It is strongly recommended that at least 100/225 hours be acquired in a hospital setting. Not all learning opportunities will be available in each setting and students are encouraged to plan a variety of experiences throughout the program. Students may arrange to have several different Preceptors for each course to allow for a greater depth of clinical experience and to experience working with various experts in the field.

Appropriate Preceptors by Course

Ostomy

Appropriate Preceptors for the **Ostomy Management** course are NSWOCs who have an ostomy component in their practice.

Continence

Appropriate Preceptors for the **Continence Management** course are NSWOCs who have a continence component in their practice, Nurse Continence Advisors (NCA) or Physiotherapists who specialize in pelvic floor rehabilitation.

Wound

Appropriate Preceptors for the **Wound Management** course are NSWOCs who have a wound component in their practice, Advanced Practice Nurses or Clinical Nurse Specialists whose focus is wound care and who have advanced education in this area.

Other preceptorship opportunities are available in all three (3) courses. These are listed in the document Preceptorship-At-A-Glance available in the Preceptorship section in Moodle.

Student Responsibilities

The student is responsible to:

- Attend the Preceptorship Planning Orientation call at the start of the program and each course.
- Consult the preceptorship specific resource documents located in the Preceptorship section in Moodle. These include, province-specific placement process and Lists of Preceptors, Preceptorship-At-A-Glance and Frequently Asked Questions.
- Develop a preceptorship plan based upon individual identified learning needs.
- Communicate the name of your Preceptor(s) & dates to the Placement Coordinator and wait for approval prior to starting your placement.
- Meet the requirements of the Preceptor's practice facility and respect all site policies.
- Arrange to be available for the dates and times arranged for the preceptorship. Be fully engaged during their preceptorship and free of external demands. Avoid carrying telephones and beepers while doing your placements. Arrive **on time** and prepared for the clinical day. If the student is late they may be sent home and will have to make up the time lost.
- Assume all costs associated with the preceptorship.
- Dress in an appropriate and professional manner. Students are expected to verify placement site specific dress code with Preceptors.

Documentation/Identification of a NSWOC Student

- Wear and keep visible their WOC-EP student ID at all times. Please contact the Administrative Assistant at admin@wocinstitute.ca if you have not received it.
- During your preceptorship, the student will be required to identify themselves to patients as a NSWOC Student and the documentation must also be signed off as a

NSWOC Student. The title of Nurse Specialized Wound, Ostomy & Continence leads to expectations for the patient and staff that the individual has completed the program and has a certain level of expertise in wound, ostomy and continence care. In the event of a complaint from a patient individuals may be held to this standard. This is true whether the student already have a position as an NSWOC.

- If the student is doing the preceptorship in their own facility and documentation requires an IT access, the student is not permitted to use their work access to document care. Pre-arrangements need to be made for a student access.

Cost of Preceptorship

The course tuition fee does **NOT** cover any costs associated with the preceptorship. Students are responsible to ensure that all preceptorship fees are paid in full. The cost varies and is determined by the clinical setting and the availability of an approved Preceptor.

The WOC Institute makes no guarantee of a Preceptor being available in the student's geographical area. Students may have to travel outside their geographical area and are responsible for all costs associated with a displaced preceptorship. Inability to travel outside their own geographical area may be grounds for inadmissibility to the WOC-EP.

Additional Requirements of the Preceptorship

The Preceptorship Manager will assist the student with the negotiation of the contract with the clinical setting(s). However, the clinical setting(s) may have additional requirements such as proof of nursing registration, extra malpractice insurance, orientation requirements, etc ... These requirements are not within the jurisdiction or control of the WOC Institute and students are advised to check for these requirements carefully so as not to lose their eligibility for placement. The clinical setting has the right to terminate the preceptorship for any reason.

Insurance

The WOC Institute provides liability insurance for students. The Preceptorship Manager, upon request from the facility or student, will provide proof of insurance.

Workplace Safety and Insurance Board

As a not-for-profit organization located in Ontario, NSWOCC and the WOC Institute can offer WSIB coverage for the province of Ontario only. Students doing placements outside of Ontario must provide their own personal injury insurance coverage and sign a waiver exempting the NSWOCC and the WOC Institute from any liability related to workplace safety.

Exemption from Clinical Preceptorship

There are limited and specific situations in which a student is exempt from clinical preceptorship.

Clinical Preceptorship Evaluation, Grading and Extensions

The Clinical Preceptorship represents 20% of the overall course mark. The Clinical Experience contributes 10% and the Preceptorship Assignment – Personal Reflection contributes 10%.

Clinical Experience

Preceptor Responsibility

The Preceptor evaluates the student's integration of knowledge into practice and the student's clinical performance during the clinical placement using a Clinical Evaluation form. The Clinical Evaluation form will be completed by the Preceptor in consultation with the student and submitted online by the Preceptor or student.

In observational placements, Preceptors are not required to complete the Clinical Evaluation form but may provide comments to the Preceptorship Manager.

Student's Responsibility

The student must report on clinical activities/experiences encountered daily during the placement using the Clinical Journals. These contains a summary of clinical activities based on NSWOC nursing competencies. It also serves to confirm that the student has achieved a minimal amount of clinical experience during the preceptorship. The Clinical Journal consists of two documents. The first document records the clinical activities of the preceptorship for days 1 to 5 and the second for days 6 to 10. The student is required to complete and submit Clinical Journals for each preceptorship.

Preceptorship Assignment – Personal Reflection

The information regarding this assignment and submission site are located in each course area. This assignment is evaluated by the Preceptorship Manager or delegate and graded out of 100. The student must respect the WOC Institute's style, length and table format recommended. A personal reflection that is found to be in variance to the requested format (table) or 10% longer than the guidelines will not be marked and will be returned to the student. The student will have the opportunity to resubmit but will only be awarded a maximum of 70% for a rewrite.

Assignments that are not submitted properly (labelled Draft) will not be marked. The student will be notified by email and asked to finalize the submission. Failure to do so will impact the timeliness of course completion and the posting of grades.

Students **MUST** ensure that the Clinical Evaluation, Clinical Journal and Preceptorship Assignment – Personal Reflection are submitted within **14 days of the completion of the placement** in order to pass the preceptorship portion of each course. Failure to do so will impact the timeliness of course completion and the posting of grades.

Failure of the Preceptorship Assignment – Personal Reflection

If a student fails to achieve a 70% on the Preceptorship Assignment – Personal Reflection they will have the opportunity to resubmit the assignment but will only be awarded a maximum of 70% for a rewrite. Students may fail the Preceptorship Assignment – Personal Reflection and still pass the course if their total preceptorship grade is greater than 70% including the Clinical Experience mark.

Extensions for Submitting the Preceptorship Assignment – Personal Reflection

The date for submission for the Preceptorship Assignment – Personal Reflection is **14 days of the completion of the placement**. In extenuating situations, an extension may be granted. Since each student will have a variable schedule depending on the preceptorship dates, the student should contact the Preceptorship Manager at least one (1) week before the end of the preceptorship to negotiate an extension. Last minute extensions are rarely granted other than in exceptional circumstances.

Failure to Submit the Preceptorship Assignment – Personal Reflection

The failure to submit the Preceptorship Assignment – Personal Reflection or to make pre-arrangements for an extension will result in a **0 which automatically means that the student will fail the Preceptorship.**

Extension or Deferrals of the Clinical Preceptorship

In some instances, students may request to extend or defer the clinical preceptorship. The student must contact the Preceptorship Manager at least 1 week prior to the end of the session / course to make the request. Failing to contact the Preceptorship Manager to make prior arrangements for an extension or postponement before the end of the session / course will result in failure to complete the course. Students who fail a course have the option to redo the course. The student will be required to redo all elements of the course and repay the fee. The student will need to confirm their intent to redo the course 4 weeks before the start date of the course.

Failure of the Clinical Preceptorship

Should the clinical evaluation submitted by the Preceptor(s) be less than 70% the student may be required to spend an additional amount of supervised clinical time or repeat the entire clinical experience with another Preceptor. This decision is at the sole discretion of the Preceptorship Manager in consultation with the WOC Institute Chair.

Students who fail the preceptorship have the option to redo the preceptorship. The student will be required to redo all elements of the preceptorship and repay preceptorship fees. The clinical preceptorship is MANDATORY and students must PASS the preceptorship in order to pass the course even if they obtain greater than 70% in the course theory.

If the student fails the preceptorship a second time, the student must repeat the entire course. The student will be required to redo all elements of the course and repay the tuition fee. The student will need to confirm their intent to redo the course and pay applicable tuition 4 weeks before the start date of the course. Readmission to a course is not guaranteed. If the course is full, the student will be notified of the next possible

opening. If they are unable to complete the program within two years they will not graduate and will need to reapply to the program.

Learning Activities in Lieu of Clinical Preceptorship

Several activities can replace preceptorship hours. These include WOC Institute workshops, assignments in lieu of continence preceptorship and special projects. These activities are NOT compulsory. However, participation in any of these activities **MUST** be approved by the Preceptorship Manager in advance.

WOC Institute Workshops

Students have the opportunity to participate in real time to WOC Institute workshops in lieu of clinical placement hours during the NSWOCC annual conference. This opportunity will be advertised when available and be included in the conference registration. Each workshop includes participation in the workshop, an invitation to the post-workshop call, the assignment workbook/resources and is equivalent to 2 days of preceptorship credit.

Students may also participate in WOC Institute workshops in lieu of clinical placement hours online, at their convenience, for a fee. Each workshop includes a recording of the workshop and the post-workshop call, the assignment workbook/resources and is equivalent to 2 days of preceptorship credit.

Students may complete a maximum of one (1) workshop per course (wound, ostomy or continence). The workshop assignment grade will contribute a percentage to the final academic mark for the course.

Eligibility Criteria

- The student must have completed the course theory for the workshop they wish to earn preceptorship credits OR be enrolled in the course;
- The student must contact the Preceptorship Manager at preceptor@wocinstitute.ca to confirm intention to participate in a workshop and receive approval in advance;
- The student must register for the NSWOCC annual conference or pay the fee to receive access to The Workshop in Lieu of Clinical Preceptorship area on Moodle;
- The student must complete, submit and pass the associated assignment to earn preceptorship credits. Assignments will be graded out of 100 and the student will

need to achieve 70% in order to receive the preceptorship credits. The student who achieves less than 70% will have failed the assignment.

- If the student fails the assignment:
 - The student may re-write the assignment once. If a student chooses to re-write an assignment, they will no longer be eligible for academic achievement awards related to the course.
 - The student must decide **immediately** after receiving a failing grade if they wish to re-write the assignment.
 - Requests to re-write the assignment must be submitted in writing to the Preceptorship Manager prior to the return of the original assignment. Failed assignments will not be returned if the student opts to re-write the assignment until after the assignment has been re-submitted. The Preceptorship Manager or delegate will provide a summary of issues related to the assignment and where marks were lost on the grading rubric.
 - The student will have two weeks to resubmit the assignment. The assignment will again be marked out of 100. **The maximum grade a rewritten assignment will be awarded is 70%.**
 - If the student's assignment still receives less than 70% the student will be required to complete the 2 days of clinical preceptorship.
- The student must account for the workshop preceptorship credited days in their clinical journals.

Assignments in Lieu of Continence Preceptorship

Considering the paucity of continence preceptorship opportunities, students are encouraged to consider completing an assignment in lieu of continence preceptorship. This assignment can provide continence preceptorship credits up to a maximum of 5 days. Information about this activity and the submission area is located in the Continence Management course.

Eligibility Criteria

- The student must be enrolled in or have completed the Continence Management course;

- The student must contact the Preceptorship Manager at preceptor@wocinstitute.ca to confirm intention to complete the assignment and receive approval in advance;
- The student must complete, submit and pass the assignment to earn preceptorship credits. Assignments will be graded out of 100 and the student will need to achieve 70% in order to receive the preceptorship credits; the student who achieves less than 70% will have failed the assignment.
- If the student fails the assignment:
 - The student may re-write the assignment once. If a student chooses to re-write an assignment, they will no longer be eligible for academic achievement awards related to the course.
 - The student must decide **immediately** after receiving a failing grade if they wish to re-write the assignment.
 - Requests to re-write the assignment must be submitted in writing to the Preceptorship Manager prior to the return of assignments. Failed assignments will not be returned if the student opts to re-write the assignment until after the assignment has been re-submitted. The Preceptorship Manager or delegate will provide a summary of issues related to the assignment and where marks were lost on the grading rubric.
 - The student will have two weeks to resubmit the assignment. The assignment will again be marked out of 100. **The maximum grade a rewritten assignment will be awarded is 70%.**
 - If the student's assignment still receives less than 70% the student will be required to complete the equivalent number of clinical preceptorship days.
- The student must account for the assignment in lieu of preceptorship days in their clinical journals.

Special Projects

Under exceptional circumstances, the student may be permitted to do a special project to receive preceptorship credits up to a maximum of 5 days for the Continence Management OR the Wound Management courses. The project must have a clinical focus. The focus, process, reporting and grading structure of the project is negotiated with the Preceptorship Manager on an individual basis. The student is only permitted to complete 1 project (continence OR wound) during the program.

Eligibility Criteria

- The student must be enrolled in or have completed the Continence Management or the Wound Management course;
- The student must contact the Preceptorship Manager at preceptor@wocinstitute.ca to discuss the possibility of completing a project and receive approval in advance;
- The student must submit a Project Report. The report will be graded out of 100 and the student will need to achieve 70% in order to receive the preceptorship credits. The student who achieves less than 70% will have failed the assignment.
- If students fail the assignment:
 - The student may re-write the report once. If a student chooses to re-write the report, they will no longer be eligible for academic achievement awards related to the course.
 - The student must decide **immediately** after receiving a failing grade if they wish to re-write the report. Requests to re-write the assignment must be submitted in writing to the Preceptorship Manager prior to the return of assignments.
 - Failed assignments will not be returned if the student opts to re-write the report until after the assignment has been re-submitted. The Preceptorship Manager or delegate will provide a summary of issues related to the assignment and where marks were lost on the grading rubric.
 - The student will have two weeks to resubmit the report. The assignment will again be marked out of 100. **The maximum grade a rewritten assignment will be awarded is 70%.**
 - If the student's assignment still receives less than 70% the student will be required to complete the equivalent number of clinical preceptorship days.
- The student must account for the assignment in lieu of preceptorship days in their clinical journals.

Wound, Ostomy and Continenence Institute COMPASS Student Portal

Prior to the start of term students will be provided with a username and password. This can be utilized to access the WOC Institute student portal available at www.wocinstitute.ca. This portal provides students with access to important program information, a @wocinstitute.ca email account, and easy access to the institute learning platform for courses, Microsoft Teams, as well as access to online versions of software which can be utilized for courses such as Word, PowerPoint, and Excel.

It is the policy of the Wound, Ostomy and Continenence Institute that students, once provided with a username and password, access the student portal through the www.wocinstitute.ca website through the “Current Students” tab. Students shall then log into their account with the temporary password provided and update it to their own personal password that they are to keep in a secure location. It is the student’s responsibility to familiarize themselves with the COMPASS portal and review the Office 365 Training Center to learn more about any programs they may be unfamiliar with which can be accessed at: <https://support.office.com/en-ca/office-training-center>.

Once students have been provided with login information for the student portal it is the policy of the institute that:

1. Students shall check their student assigned email accounts regularly as all official email from the institute will be sent to the students @wocinstitute.ca email which can be accessed through the student portal.
2. Students shall send all emails to institute faculty through their student @wocinstitute.ca email accounts.

Should the student wish to access their @wocinstitute.ca email account without accessing the student portal and selecting the tile to the right of the screen titled “Access COMPASS Webmail”, they may also log in directly by going to <https://outlook.office.com/owa/> in their web browser and log in using their provided student credentials. Students may also add their email accounts to their devices such as cell phones, through adding a “Microsoft Exchange” profile and utilizing your student provided username and password for the student portal. Please note that you may wish to refer to your cell phone provided for adding a Microsoft Outlook email account to your device as specific support for this cannot be provided by the institute. For further information on utilizing the

@wocinstitute.ca email account please refer to <https://support.office.com/en-ca/office-training-center> and select the “outlook” icon in the left center of the page.

The use of Microsoft Teams is also encouraged to contact Academic Advisors and schedule meetings to discuss course content if required. Students may also utilize Microsoft teams to discuss course content with their peers and the software features provide improved group project collaboration, including document development, file sharing, teleconferencing, video conferencing, whiteboard features, etc. Should a student be invited to a virtual meeting either a video or teleconference, through Microsoft Teams they will receive an invitation in their student email. Students may then access Microsoft Teams for the meeting through the student portal by selecting the “Communication and Teamwork” tile, clicking the link provided in the email invitation, or by downloading the Desktop application of Teams at: <https://products.office.com/en-us/microsoft-teams/download-app>.

Should the student have a technical question related to the student portal, or other technical issue related to the WOC Institute such as Moodle, course registration, etc., they may enter a Help Desk Ticket at <https://wocinstitute.freshdesk.com> or refer to the knowledge base.

Grievance

Students may formally grieve marks, penalties or other academic or clinical occurrences. Every effort will be made to resolve the grievance to the satisfaction of both parties.

Process

Step 1

The student must discuss the issue with the Academic Advisor or Preceptorship Manager.

Step 2

If the grievance is not resolved, the student may submit the grievance in writing to the WOC Institute Chair. A clear description of the grievance and of all the attempts to resolve it is required. The WOC Institute Chair will review the student's case with the Academic Advisor or Preceptorship Manager.

Step 3

If the WOC Institute Chair cannot resolve the grievance, the student may ask the WOC Institute Chair to submit the complaint, in writing, to the WOC Institute Grievance Committee. This committee will not review the complaint unless the previous two (2) steps have been followed. The decision of the Grievance Committee is final. The committee will submit the decision in writing to the WOC Institute Chair. The Chair will inform the student of the decision.

The WOC Institute Grievance Committee is comprised of three NSWOCC board members, the NSWOCC Chief Executive Officer and an independent healthcare professional with experience in adult education at the university level who is exterior to the NSWOCC and WOC Institute.

Dismissal from the Program

A student may be dismissed from the program if the student:

- Does not abide by the rules of conduct established by the program
- Does not meet the academic expectations of the program
- Does not meet the clinical expectations of the program
- Fails to complete the program within the established time frames (2 years from start date)
- Is unable to provide proof of Nursing Licensure upon request.

A student may only fail and repeat one course (ostomy, continence or wound). If they fail more than one course they will be dismissed from the program. They will need to reapply to the program and no credit will be given for work previously completed. Students can only repeat a course one time.

If a student is to be dismissed from the program, they will receive a letter from the WOC Institute Chair outlining the reasons.

A student dismissed from the program will not receive a certificate of completion or refund. The official transcript will reflect the dismissal from the program.

Withdrawal from the Program

A student in good standing who withdraws from the program may re-apply within two (2) calendar years from the original admission date and receive credit for completed courses of the program. Students must reapply into the program.

Students are expected to complete the program within two (2) calendar years from their original start date. Course semesters are approximately thirteen (13) to sixteen (16) weeks.

A student in good standing may withdraw from a course but will have to redo the entire course and repay the tuition fees for the course. Students must advise the WOC Institute's administration and the Academic Advisor of this decision. They must also confirm their

intent to enroll and pay all course fees in the next course 4 weeks before the start date of the course.

Space in courses is limited and there is no guarantee that space will be available in the next available course. Students are encouraged to apply early if they are repeating or deferring a course.

Refunds

Refunds before the Program Starts

If written notification of intent to withdraw is received by email (email: registrar@wocinstitute.ca) **15 working days or more before the commencement of any course**, the WOC Institute will retain a \$300.00 administrative fee from the course tuition fees and refund the balance **excluding cost of text books**.

If written notification of withdrawal (email: registrar@wocinstitute.ca) is received **less than 15 working days before the commencement of any course, there will be NO refunds**.

Refunds after the Program Starts

NO refunds will be issued after the program starts.

Recognition of Prior Learning

The WOC Institute recognizes that education at the level of the NSWOC graduate can occur outside of the WOC-EP. Recognition of prior learning (RPL) is a prescribed process wherein a student accepted into the WOC-EP, who has an extensive theoretical and clinical background prior to starting the program, can demonstrate that they have already achieved advanced beginner level consistent with completion of a WOC-EP course (Ostomy, Continence or Wound). For further information regarding the Recognition of Prior Learning process please contact the WOC Institute Chair chair@wocinstitute.ca

It is a rigorous assessment. If successful in demonstrating that this level of learning has been achieved outside of the WOC-EP, the applicant will be given credit for this learning, in the theoretical and/or clinical portion of the course.

Students must apply for RPL prior to starting the WOC-EP. Students must apply and be accepted into the WOC-EP and pay all applicable fees prior to file review. A fee of **\$250 per course** being challenged must be paid prior to file review. Students who obtain RPL will NOT be eligible for educational awards.

Students who achieve RPL for the theory portion of the course and not the clinical component must complete a clinical preceptorship and **an additional fee of \$250 per course will be applied**. Students wishing to apply for recognition of prior learning must meet the pre-determined criteria.

Course Theory

RPL could be given for the THEORETICAL portion of a course to those who have completed approved national or international programs if the student is able to demonstrate that the key NSWOC competencies and learning objectives were met in the program.

Transcripts from the program completed are required. If successful, students would be given credit for the didactic portion of the WOC-EP.

Course Preceptorship

To challenge the preceptorship the student must:

1. Provide proof from their employer that they are currently working in the specific specialty (Ostomy, Continence or Wound) and have done so for a minimum of 2 years full time or 3 years part time (over the past 3 years).
2. Have the specific specialty (Ostomy, Continence or Wound) clinical evaluation checklist completed independently by a referee such as an advanced practice care specialist and/or a physician. This evaluation should be completed and signed and sent directly to the WOC-Institute administration by the referee.
3. Complete the specific specialty (Ostomy, Continence or Wound) clinical evaluation checklist independently. Submit a **current resume** which includes relevant clinical experience, publications, presentations at conferences, research activities, evidenced commitment to continuing education in continence care and other leadership activities with the completed checklist.

Letters of Reference

The WOC-Institute does not provide references for students.

Academic information can be obtained by the student in the form of transcripts. Students requesting transcripts post-graduation must do so in writing, including student number and year of graduation to the WOC Institute administration registrar@wocinstitute.ca

Student Responsibility for Personal Information

It is the student's responsibility to ensure that information provided to the WOC-Institute is up to date, legible and accurate. Address or name changes must be made as soon as possible. The WOC- Institute takes no responsibility for lost, stolen or otherwise delayed documents or correspondence due to incomplete or inaccurate information provided by the student or delegate.

National Healthcare Disasters

In response to the recent coronavirus endemic, learning institutions across Ontario have instituted the policy that students (Nursing, Medical, and all other Health Provider students) will have NO contact with presumed or confirmed 2019-nCoV patients.

Despite the fact that WOC-Institute students are licensed registered nurses, the WOC-institute has taken the decision that we will follow the Ontario learning institution policy and include our students in the “nursing student” category. This means that our students are not to be involved in the care of patients with presumed or confirmed 2019-nCoV patients.

This includes WOC-institute students who are doing their clinical placements at their place of employment. During the time of their placements these nurses are WOC-institute students and must follow the WOC-institute policies.

The WOC-institute will continue to monitor all healthcare disasters (epidemics, national healthcare emergencies etc.) and will re-evaluate policies as required.



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