



# Health Care Aide and Personal Support Worker

Program Guidebook

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May 2025

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## About MITT

MITT is a post-secondary institute offering industry-driven, student-focused education in the areas of applied business, design and manufacturing technologies, health care, human services, information and communication technology, and skilled trades. We provide affordable, timely, skills-based education for learners seeking career entry and those looking to acquire relevant, in-demand competencies at any point in life.

### Mission

To be an education provider of choice in Manitoba, a catalyst of success for students and industry, and a nimble innovator, driving Manitoba's economic future.

### Vision

To support Manitoba's economic, social, and technological progress through industry driven and student focused education that advances learners of all backgrounds and identities.

### Values

**Student Focused:** Encouraging the personal and professional growth of individuals and their pathways to employment in a student-centred environment.

**Academic Excellence and Innovation:** Striving for excellence and high standards in technical education, and encouraging innovation, creativity, and entrepreneurship.

**Respect and Inclusion:** Embracing diversity by providing our students, staff, and partners with an inclusive, safe, and respectful environment.

**Employee-Centred:** Valuing, respecting, and investing in our faculty and employees.

**Effective Management:** Ensuring fiscal responsibility, accountability, and corporate social responsibility.

**Partnerships:** Building partnerships with families, communities, industry, business, government, and other educational institutions.

**Industry Driven:** Reaching out and responding to industry and the needs of the labour market with flexibility.

## Land Acknowledgement

MITT is situated on Treaty 1 land and the traditional territories of the Anishinaabe, Cree, Anisininew, Dakota, and Dene peoples and the homeland of the Red River Métis. We honour the sacredness of these lands and waters and dedicate ourselves to reconciliation and partnership today and in the future.

# Introduction

## Purpose of this Guidebook

This guidebook was designed to help you navigate your studies in the Health Care Aide and Personal Support Worker (HCAPSW) program and support your academic success. It includes program-specific information such as graduation requirements, progression requirements, and course-eligibility requirements.

## Welcome Message from the Dean

On behalf of faculty and staff, I am excited to extend a warm welcome as you start your journey here at MITT. As the Dean, Health, Hospitality, Human Services and Post-Graduate Studies, it is my privilege to welcome you into our learning community.

As you attend our campuses, you will become part of a diverse and vibrant community of individuals that are passionate about learning, personal development, and making a positive impact in Manitoba. We strive to create an environment that fosters academic excellence, personal growth, and the exploration of innovative ideas.

I hope your time at MITT is one of immense growth, memorable experiences, and the beginning of lifelong connections. Thank you for choosing the Manitoba Institute of Trades and Technology and I wish you all a successful and fulfilling academic year.

Sincerely,

Curtis Aab

Dean, Health, Hospitality, Human Services and Post-Graduate Studies

## Program Team

The Medical Assistant and Patient Care program team consists of:

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## Program Overview

MITT first launched the Health Care Aide program approximately 20 years ago. While program delivery was suspended after a few years, it was relaunched in September 2015. A program curriculum redesign initiative led to a major program change in September 2021, which included the retitling of the program to the Health Care Aide and Personal Support Worker Program and the introduction of new course curriculum. The new program aligns to Manitoba industry standards and The Canadian Educational Standards for Personal Support Workers (The Association of Canadian Community Colleges competency guidelines).

The Health Care Aide and Personal Support Worker Program will help you gain the knowledge and skills to work to the full scope of practice of the health care aide/personal support worker role within a range of healthcare settings to deliver safe and effective care. Students will sharpen their knowledge and skills through theory, practice, and the real-world experiences they gain through work practicum rotations and position themselves for multiple paths to employment in health care upon graduation.

**Upon successful completion of the program, graduates will be able to:**

- Gain the knowledge and skills to work to the full scope of practice of the health care aide/personal support worker role within a range of healthcare settings to deliver safe and effective care.
- Safeguard and promote patient healthcare rights and comply with all legislation and guidelines.
- Employ patient-centered care practices to promote autonomy, dignity, privacy, preferences, and independence.
- Build strong working relationships and professional boundaries with patients, their families, and other members of the interdisciplinary healthcare team.
- Administer patient care following the key provisions of the care/service plan under the direction of a regulated health professional.
- Record patient information consistently and accurately following facility approved documentation standards or methodologies.
- Assist patients with routine activities of daily living, medication, mobility, and other personal care or restorative health needs.
- Apply safe patient handling techniques to lift, transfer, and transport patients according to individually determined needs.
- Communicate clearly, concisely, compassionately, and respectfully with patients and their families.

Upon successful completion of this program, MITT awards the Health Care Aide and Personal Support Worker Certificate.

## Program Delivery

The HCAPSW Program is part of the Health, Hospitality, Human Services and Post-Graduate Studies (HHHPGS) department. Most HHHPGS programs are situated at the Pembina campus at 1551 Pembina Highway. The Pembina campus offers state-of-the-art classrooms and simulation laboratories to provide students with a realistic, safe learning environment to develop relevant knowledge and skills.

Please note: Classes are subject to change and can be held at other campuses or locations. Students will be notified in advance of room and/or campus changes

## Courses

There are 15 courses in the Health Care Aide and Personal Support Worker program. Refer to [Table 1: Courses](#) for more information.

## Credential

Upon successful completion of this program, MITT awards the Medical Assistant and Patient Care Diploma.

## Course Outlines

Course Outlines provide essential information for academic success, including:

- Course descriptions
- Prerequisites
- Learning outcomes
- Course topics
- Student evaluation details

Students should:

- Read all Course Outlines to understand individual course requirements.
- Seek clarification from instructors at the beginning of a course if needed.
- Retain electronic copies of Course Outlines for future academic and professional use.

## Course Prerequisites

### What is a course prerequisite?

A prerequisite is a type of course eligibility requirement that a student must successfully complete before being eligible to take a specified related course. For example, suppose that Intermediate Math (MATH-200) has a course prerequisite of Basic Math (MATH-100).



This means that a student must successfully complete MATH-100 before they are eligible to take MATH-200.

### What happens if a student does not meet a prerequisite?

If a student does not meet a prerequisite, they will not be eligible to proceed into the associated course. Not meeting a prerequisite may result in a gap in studies and additional tuition costs.

**Table 1: Courses**

The following table provides a comprehensive program progression map (including applicable prerequisites) and general scheduling information (which may be subject to change).

This table presents the courses in the Medical Assistant and Patient Care program.

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
HLTH-1000	Introduction to the Healthcare Environment	This introductory course explores the diverse roles and responsibilities of various healthcare practitioners in Manitoba's healthcare environment. It delves into the intricacies between the Canadian Health Care System and the role of the provincial government. Focusing on key elements of effective healthcare delivery, topics will include patient and provider rights, culturally appropriate care practices, and social determinants of health	n/a	70%	42
COMM-1000	Communication Essentials	This course is designed to equip participants with the essential skills needed for effective communication within various professional settings in Canada. The course combines lectures, interactive workshops, group discussions, and practical exercises to ensure a comprehensive learning experience. Participants will engage in real-world scenarios and case studies	n/a	50%	42

		appropriate for a range of industries to apply the concepts learned in class. Feedback from peers and instructors will refine and enhance communication skills throughout the course			
HLTH-1010	Anatomy and Physiology 1	The Introduction to the Human Body, Anatomy and Physiology will introduce the structure and function of the human body. This course explores the make up our bodies and how our major systems function to help us develop and stay healthy.	n/a	70%	42
HLTH-1020	Human Development for Healthcare Professionals	Knowledge and understanding of human growth and development enables healthcare professionals to provide holistic, individualized, and effective care to patients across the lifespan. This course provides an overview of human development, focusing on physical, cognitive, and socioemotional growth from the prenatal period to end-of-life. The course will focus on genetic and environmental influences on human development, typical and atypical developmental processes, as well as changes in thinking, feeling, social interactions, personality, moral development, and behavior across the lifespan. Emphasis is placed on understanding normal development and behavior concepts to apply caregiving techniques to individuals impacted by injury, illness, or disease.	n/a	50%	42
COMP-1000	Software Application Skills	This course introduces students to the functions and use of software applications such as spreadsheets, cloud storage, emailing and scheduling, presentation, word processing and commonly encountered internet browsers, search engines, research databases, and source citing. Students explore using these programs and are given opportunities to showcase and prepare projects using each	n/a	50%	42

HLTH-1100	Communications in Healthcare	This course is designed for the healthcare professional who frequently engages in communication with other health care professionals, patients, and their families. As effective communication is a vital component of quality healthcare, this course cultivates essential communication and collaboration skills to help students build positive relationships, produce clearer exchange of information, and improve patient care outcomes.	HLTH-1000	70%	42
HLTH-1120	Human Health Conditions and Disease States	This course explores the diverse roles and responsibilities of various healthcare practitioners in Manitoba's healthcare environment. It delves into the intricacies of Canadian Health Care System and the role of the provincial government. Focusing on key elements of effective healthcare delivery, topics will include patient and provider rights, culturally appropriate care practices, and social determinants of health.	HLTH-1020	70%	42
GLOB-1000	Global Citizen	In this course, students will explore the relationship between human diversity and social justice through a global citizen lens. Inspired by the United Nations' Sustainable Development Goals, this course introduces students to global challenges and issues to broaden their knowledge, skills, and perspectives on the world today.  Through discussions, readings, and online and in-class activities, students will critically examine systems of oppression and discrimination, explore diverse cultural perspectives, and engage with the stories and experiences of global citizens who have fought for social justice, environmental sustainability, and equity around the world. Students will emerge from this	n/a	50%	42

		course with greater cultural competence, improved intercultural communication skills, and a deepened commitment to promoting equity, justice, and human rights.			
HLTH-1130	Medical Terminology	In this course students will learn how to put together common elements to build medical language, as it relates to each system of the Human Body. Topics covered will include: The terms and vocabulary used in the medical language and how they relate to anatomy, physiology, pathological conditions, medical treatments of the human body and its systems. Emphasis will be placed on proper spelling and pronunciation of medical terms with each associated system of the human body	HLTH-1010	70%	42
HLTH-1110	Anatomy and Physiology 2	This course is a continuation of Anatomy & Physiology 1, focusing on the remaining structures and functions of the human body. It will delve into the body's composition and analyze the interrelationships between body systems. The course also explores functions of major systems that promote development and health.	HLTH-1010	70%	42
HLTC-1200	Supporting Complex Care Needs 1	This course provides students with the foundational patient care skills required to provide quality care and comfort in acute care, long-term care or independent living environments. This course is the first of a two-part series of courses; focusing on important routine care practices that are developed through comprehensive simulated learning activities.  Key topics within this course include patient comfort, exercise and activity, personal hygiene, and skin care. The course also includes critical safe practice standards with zero tolerance	HLTH-1000 HLTH-1010 HLTH-1020 HLTH-1100 HLTH-1120 HLTH-1130 HLTH-1110	70%	84

		for error expectations aligned to current healthcare standards.			
HLTC-1300	Supporting Complex Care Needs 2	This course expands on Complex Care Needs I and introduces students to advanced level skills such as medication assistance, urinary and bowel elimination support, fluid balance, and respiratory care. Clinical skills and simulation laboratories include patient care scenarios and return demonstration components with zero tolerance criteria.	HLTH-1000 HLTH-1010 HLTH-1020 HLTH-1100 HLTH-1120 HLTH-1130 HLTH-1110 HLTC-1200	70%	84
H:TC-1100	Health Care Aide Training Seminars	This seminar is comprised of a series of sessions designed to provide students with foundational skills and knowledge for a career in health care. Students receive certification in emergency first aid and CPR, Violence Protection Program, Workplace Hazardous Materials Information System, and the Personal Health Information Act and are fitted for N95 masks.	n/a	Pass/No Pass grading	12
HLTC-1900	Health Care Aide Long Term Care Practicum	Through this course, students will apply and expand the skills and knowledge developed in this program to support patient care needs in a clinical practice experience. Through this first practicum, students will have the opportunity to work in a long-term care environment.  Health Care Aide practicum experiences are preceptor-led placements where students work under the direction of a supervising nurse or designated preceptor. Practicums offer students the opportunity to gain industry-relevant experience building entry-to-practice competence. Practicums are unpaid, work-integrated learning experiences	HLTH-1000 HLTH-1010 HLTH-1020 HLTH-1100 HLTH-1120 HLTH-1130 HLTC-1100 HLTH-1110 HLTC-1200 HLTC-1300	Pass/No Pass grading	160
HLTC-1950	Health Care Aide Acute Care Practicum	Through this course, students will apply and expand the skills and knowledge developed in this program to support patient care needs in a clinical practice	HLTH-1000 HLTH-1010 HLTH-1020 HLTH-1100	Pass/No Pass grading	

		<p>experience. Through this second practicum, students will have the opportunity to work in an acute care environment and with greater independence.</p> <p>Health Care Aide practicum experiences are preceptor-led placements where students work under the direction of a supervising nurse or designated preceptor. Practicums offer students the opportunity to gain industry-relevant experience building entry-to-practice competence. Practicums are unpaid, work-integrated learning experiences.</p>	HLTH-1120 HLTH-1130 HLTC-1100 HLTH-1110 HLTC-1200 HLTC-1300 HLTC-1900		160
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Below is an overview list of the textbooks needed for the program for reference.

Course Name	Textbook / Resource	Ed	ISBN	Author	Supplier	Comments	Course Start
Anatomy and Physiology I Anatomy and Physiology I	Fundamentals of Anatomy and Physiology	5th	9798214107035	Donald C. Rizzo & Elisa Ratliff	Cengage	Need to purchase Mindtap	Sept 4, 2025
Software Application Skills	Online Resource Required – *please note* Instructors to give out the details of the on the first day. This will need to be purchased from the resource website: <a href="https://www.mheducation.ca/SIMnet">SIMnet   Microsoft Office Training   McGraw-Hill Canada (mheducation.ca)</a>						Sept 4, 2025
Human Development	HDEV	5th	978-1774741078	Spencer Rathus & Rebecca Rogerson	Cengage	Any format	Sept 4, 2025
Medical Terminology	Medical Terminology for Health Professions	9th	978-0357513699	Ann Ehrlich, Carol L. Schroeder, Laura Ehrlich, Katrina A. Schroeder	Cengage	Need to purchase Mindtap	Sept 4, 2025

Communication in Healthcare Medical Office Communication Medical Correspondence Clinical Transcription and Order Management for Health Unit Clerks	Administrative and Clinical Procedures for the Canadian Health Professional	5th	9780137283064	Valerie D. Thompson	Pearson	Any format	Sept 4, 2025
Supporting Complex Care Needs I Supporting Complex Care Needs II	Sorrentino's Canadian Textbook & Workbook for the Support Worker	5th	9780323832038	Wilk	Mosby, Incorporated	Any format	Jan 5, 2026

## Textbooks

This program requires textbooks, which students are responsible for purchasing prior to the Program start date. This textbook list is posted in MyLearning and on the University of Winnipeg Bookstore website.

MITT partners with the University of Winnipeg Bookstore for textbook sales. Students can purchase textbooks online or in-person through this partnership. Alternatively, textbooks can be bought from publishers or other e-commerce sites, ensuring the ISBN matches the Program Textbook List. Both hard copies and e-books are generally acceptable. Unauthorized sharing of textbooks is prohibited and subject to MITT's policies on Fair Dealings, Academic Integrity, and Student Discipline.

## Program Supplies

Students must also purchase supplies outlined on the [HCAPSW Supply List](#).

The supply list includes the following items:

- Scrubs
- ParaMed Placement Pass User Account
- Background clearances and immunizations

Students will receive more guidance on the above in the first week of the program.

## Course and Program Schedule

A course's location and schedule are stated on its course outline. A student can check the start and end dates of each course in their program by using the MITT Student Portal:

<https://mitt.ca/current-students/student-portal>

Prior to course start date, instructors will communicate course delivery details (e.g., mode of delivery, class location, etc.) to students through MyLearning.

Academic posts the HCAPSW Student Schedule on MyLearning (in the "Content" area of the HCSW-PC-GEN course page) approximately one week before the program start date.

The following is some general information about program delivery:

- Course hours and program progression mapping determine course scheduling order and frequency of classes.
- Morning classes run from 8:30 - 11:30 a.m.; afternoon classes run from 12:30 to 3:30 p.m.
- Lunch break is 11:30 a.m. to 12:30 p.m.
- Terms consists of two 7-week blocks, separated by a Student Success Week.
- Student Success Weeks provide academic recovery time to help students recalibrate and prepare for the next block of courses or access Student Services support. Campus services remain open during Student Success Weeks.
- Program Schedules include a 2-week Intersession between Terms.
- The Health Care Aide and Personal Support Worker Program has two intakes per academic year; one intake begins in September and the other intake begins in January.

The college's Academic schedule, which includes information about campus closures and other important dates, can be found on the MITT website: <https://mitt.ca/current-students/academic-schedule>

*MITT closure dates extend to work practicum placements; as such, students will not be scheduled for shifts on statutory holidays and other days when MITT buildings are closed.*

## Additional Training Components

The Health Care Training Seminar HCA-260 includes the following training components, **which are required for practicum eligibility**:

- Emergency First Aid and CPR certifications
- Workplace Hazardous Materials and Information Systems (WHMIS) certification
- Violence Prevention Program (VPP) training
- *Personal Health Information Act* (PHIA) certification
- Hearing Voices



- PIECES
- Food Safe Handling

MITT embeds these training components into the program structure, coordinates student registration, and posts relevant training details in the HCSW-PC-GEN course shell in MyLearning. Students holding a current certificate should discuss a potential waiver with the Academic Coordinator.

### **Credit Transfer**

MITT may consider credit transfer requests for course work completed at another recognized post-secondary institution.

Admitted students must initiate the Credit Transfer Request process immediately on confirmation of admission, and no later than 30 days prior to the program start. Please refer to the Request for Credit Transfer Form for relevant information.

## Course and Program Schedule

A course's location and schedule are stated on its course outline. A student can check the start and end dates of each course in their program by using the MITT Student Portal:

<https://mitt.ca/current-students/student-portal>

The college's Academic schedule, which includes information about campus closures and other important dates, can be found on the MITT website: <https://mitt.ca/current-students/academic-schedule>.

A visualization of this program's usual course delivery sequence is presented in [Table 2: Course Delivery Sequence](#). Note that while this visualization provides the program's usual delivery sequence, it is subject to change.

## Graduation Requirements

The Academic Standards (AC-2-10) policy defines a Graduation Requirement as “a program-specific academic requirement that a student must meet to graduate from a program.” See [Table 1: Graduation Requirements](#) for a complete listing.

### **What happens if a student does not meet a Graduation Requirement?**

A student is ineligible to graduate and must repeat a course (or an authorized equivalent) if they have any unmet graduation requirements. This may result in a study gap and additional tuition costs.

## Graduation Requirements

**To graduate from the HCAPSW program, a student must meet the following Graduation Requirements:**

1. Receive a minimum grade of B (70%) in the following 15 courses:
  1. Introduction to Healthcare Environment
  2. Anatomy and Physiology I
  3. Communications in Healthcare
  4. Human Health Conditions and Disease States
  5. Anatomy and Physiology II
  6. Medical Terminology
  7. Supporting Complex Care Needs I
  8. Supporting Complex Care Needs II
2. Receive a minimum grade of D (50%) in the following 4 courses:
  1. Communication Essentials
  2. Human Development for Healthcare Professionals
  3. Software Application Skills
  4. Global Citizen
3. Successfully complete the Keyboarding Workshop and achieve a P = 40 WPM
4. Successfully complete the Health Care Aide Training Seminars
5. Receive a grade of P (Pass) in one of the following two courses:
  1. Health Care Aide Long Term Care Practicum
  2. Health Care Aide Acute Care Practicum

## Progression Requirements

The Academic Standards Policy (AC-2-10) defines Progression Requirements as specific academic requirements, such as courses, that students must meet to remain enrolled in a program. If a student fails to meet a Progression Requirement, MITT will withdraw them from the program.

Students must meet all course pre-requisites for progression.

Students must receive their practicum requirements (i.e., certificates, clearances, permits, etc.) by the following academic scheduled terms (or due date stated by the program), otherwise they will be put under probation and subject to be ineligible for program completion:

Fall = start of Term 2B

Winter = start of Term 3B

For international students, they must apply for their co-op work permits within the academic scheduled terms below (or due date stated by the program), , otherwise they will be put under probation and subject to be ineligible for program completion:

Fall = start of Term 1A

Winter = start of Term 2A

## Work Experience

### Work Experience Requirements

To be eligible to take Long term care and acute care practicum,, a student must meet the following requirements:

1. Receive a minimum grade of B (70%) in the following 15 courses:
  1. Introduction to Healthcare Environment
  2. Anatomy and Physiology I
  3. Communications in Healthcare
  4. Human Health Conditions and Disease States
  5. Anatomy and Physiology II
  6. Medical Terminology
  7. Supporting Complex Care Needs I
  8. Supporting Complex Care Needs II
2. Receive a minimum grade of D (50%) in the following 4 courses:
  1. Communication Essentials
  2. Human Development for Healthcare Professionals
  3. Software Application Skills
  4. Global Citizen
3. Successfully complete the Health Care Aide Training Seminars
4. Provide a valid co-op work permit or demonstrate that an application for a co-op/work permit was submitted within the first 4 weeks of the program (international students only).

**Note:** Prior to the start of a work practicum, a student may have to complete the following additional background checks:

- Police Vulnerable Sector Check (PVSC) clearance (or RCMP equivalent, dated within six months of the start of a work practicum rotation.
- Child Abuse Registry Check clearance
- Adult Abuse Registry Check clearance
- Up-to-date immunization record
- Current Personal Health Information Act (PHIA) certificate
- Emergency First Aid and Health Care Provider CPR certificate
- Violence Protection Program (VPP) training
- Non-Violent Crisis Intervention certificate (NVCi)
- Workplace Hazardous Materials Information System (WHMIS) training

MITT embeds these training components into the program structure, coordinates student registration, and posts relevant training details in the MOA-PC-GEN course shell in MyLearning. Students holding a current certificate should discuss a potential waiver with the Academic Coordinator.

**For international students:** Students must present a valid co-op/work permit before the start of their work practicum or co-op placement. Where a work permit has not been issued in time, participation in the originally scheduled work practicum/co-op may not be possible. Lack of a work permit will result in ineligibility to proceed with the program's practicum course. Depending on the program, a capstone course maybe taken in lieu of practicum because of co-op/work permit delays. It is highly recommended to apply for student co-op/work permits during the 2<sup>nd</sup> week of the program.

MITT's Immigration Services Advisor is available online. Book one-on-one online consultation by emailing [immigrationservices@mitt.ca](mailto:immigrationservices@mitt.ca). Refer to this webpage for information [Permits, Visas and More | Manitoba Institute of Trades and Technology \(mitt.ca\)](#)

## Potential Pre-Practicum Clearance Issues

MITT reserves the right to prohibit students from participating in a Work Practicum placement if one of the mandatory pre-practicum clearance documents is not cleared.

This policy is in place to ensure the safety and integrity of the practicum environments and to comply with industry standards.

Students with potential clearance issues should contact the Program's Academic Coordinator before applying for admission to this program.

## Workers Compensation and Liability

All MITT students who participate in an unpaid work practicum are deemed to be workers of the Government of Manitoba and are entitled to Workers Compensation benefits if injured while participating in their work practicum. This provision applies even if the employer is not registered with WCB Manitoba as stipulated in Manitoba Regulation 545/88.

## Practicum Hours

CCQTC and MITT require students in accredited programs to meet minimum practice experience hour requirements. Students may need to make up missed practicum time (at the instructor's determination) to fulfill these requirements.

Work Practicum shifts may vary site-to-site and differ from the standard course schedule.

## Confidentiality Agreement Form

Students may be required to sign a Confidentiality Agreement form or equivalent prior to beginning their Work Practicum placement as determined by specific sites.

## Transportation

Transportation, accommodation, and travel costs associated with specific practicum sites are each student's responsibility. MITT will do its best to secure quality placement sites that are accessible by public transportation but cannot guarantee convenient placement locations.

## Termination of Work Practicum

Work practicums may be terminated by the site or MITT due to:

- Patient safety concerns
- Confidentiality breaches
- Professionalism issues
- Changes in documentation status (e.g., PVSC) that impact practicum eligibility

When a work practicum is terminated for any of the above reasons, it may result in:

1. A course failure
2. Course repeat conditions (defined in the MITT Academic Standards AC-2-10 policy)

Re-entry students may be strongly encouraged to audit select previous courses to enhance practicum readiness, maintain current practice knowledge, and ensure adherence to safe patient care standards. Before allowing students to reattempt the practicum, these audits help ensure they meet these essential requirements.

## Academic Standards

The Academic Standards (AC-2-10) policy establishes academic requirements that a student must meet to remain enrolled in, or graduate from, a program. An overview of important concepts from the policy, such as Academic Probation, Program Withdrawal, and Academic Suspension, are included in this program guidebook.

## Academic Probation

### What is Academic Probation?

The Academic Standards (AC-2-10) policy defines Academic Probation as “a student status that results when a student is identified as being at-risk of unsuccessful program completion.” A student receives a student status of Academic Probation if any of the following occur:

1. Upon completion of a course, the grade received is not sufficient for use as a Course-Eligibility Requirement (e.g., prerequisites) or Graduation Requirement.
2. Following a review of the student’s performance, an Academic Manager determines that the student is at risk of not meeting, or is unable to meet, a Graduation Requirement.

A student who receives a status of Academic Probation is:

1. Permitted to continue their studies.
2. Removed from any course for which they no longer meet the Course-Eligibility Requirements (e.g., prerequisites).
3. Subject to Conditions for Program Continuance.
4. Responsible for any additional costs resulting from the Academic Probation, including those associated with the established Conditions for Program Continuance.

### What is the Purpose of Academic Probation?

The purpose of Academic Probation is to promote program recovery by implementing a structured process to review a student’s academic performance, provide referrals to on-campus and off-campus support services (where appropriate), and establish Conditions for Program Continuance.

## Academic Suspension

### What is Academic Suspension?

The Academic Standards policy defines an Academic Suspension as “a student status that results in a student being ineligible to continue in post-secondary studies for a period of eight months.

Academic Suspension occurs when a student:

- Receives a student status of Required Program Withdrawal two or more times.
- Does not successfully complete the same course three times, or a Work-integrated Learning course two times.

A student who receives an Academic Suspension is:

- Withdrawn from their program, subject to the Withdrawal and Refund Policies.
- Given a status of Academic Suspension and is not eligible to apply to or study in any MITT post-secondary program for a period of 8 months.
- Subject to the tuition refund schedule, based on the start date of the Academic Suspension.

## Program Withdrawal

### What is Program Withdrawal?

The Academic Standards (AC-2-10) policy defines a Required Program Withdrawal as an administrative action that results in a college-initiated withdrawal from a program. A student receives a Program Withdrawal if any of the following occur:

1. A student does not meet a Progression Requirement.
2. A student on Academic Probation does not fulfill their Conditions for Program Continuance.

A student who receives a Program Withdrawal is:

1. Withdrawn or dropped from all their courses.
2. Withdrawn from their program.
3. Eligible to apply for Program Re-entry to the same program, or admission to another program.
4. Subject to the Tuition Refund Schedule, based on the effective date of the Required Program Withdrawal.

Note that a student may be subject to Program Withdrawal without first being placed on Academic Probation.



## Grade Scale

MITT uses the following grade scale.

Letter Grade	Grade Point Value	Accumulated Evaluation Percentage
A+	4.5	90 – 100%
A	4.0	80 – 89%
B+	3.5	75 – 79%
B	3.0	70 – 74%
C+	2.5	65 – 69%
C	2.0	60 – 64%
D	1.0	50 – 59%
F	0.0	0 – 49%

## Maximum Time to Complete

### What is the Maximum Time to Complete the Health Care Aide and Personal Support Worker Program?

Students have a maximum of three (3) years, starting from their original program start date, to complete the Health Care Aide and Personal Support Worker program.

### Why does a Maximum Time to Complete Exist?

MITT's time limits balance flexibility for student challenges while ensuring their skills remain current to industry standards. Students at risk of exceeding these limits should consult their Academic Coordinator to discuss their academic options.

## Student & Academic Policies

Students are responsible for reviewing and complying with all Student and Academic Policies. MITT's policies are listed on the college website: <https://mitt.ca/about-mitt/mitt-policies>

### Academic Integrity

The Academic Integrity (AC-1-4) policy defines what is academic integrity and provides examples of what constitutes grounds for academic misconduct. Students who commit academic misconduct are subject to disciplinary action, as defined in the Student Discipline (AC-1-8) policy.

### Accessibility

MITT is committed to creating a learning environment that meets the needs of its diverse student body. If a student has a disability, or thinks they may have a disability, it is strongly recommended that they meet with the Accessibility Student Advisor. More information about Accessibility Services, including contact information, can be found at [www.mitt.ca/student-success/accessibility-services](http://www.mitt.ca/student-success/accessibility-services).

If a student does not have a documented disability, remember that other support services, including the Learning Support advisor, peer tutors, and clinical services are available through MITT Student Services.

### Student Concerns and Appeals

If a student has a concern about a college service that is not related to assessment or instruction (e.g., admissions, facilities, or finance), they are encouraged to discuss their concern with the employee most directly involved. If the matter is not resolved, the student should then bring their concern to the appropriate department supervisor.

If a student has a concern related to their studies, such as assessment or instruction, they are encouraged to discuss their concerns with their instructor. If the matter is not resolved, the student should then bring their concern to their Academic Coordinator.

There is also a [Student Appeals \(AC-2-2\)](#) policy. Students are encouraged to speak with a student advisor to learn more about the appeals process at MITT.

### Student Conduct

MITT seeks to provide students, staff, and partners with an inclusive, safe, and respectful environment. Our campuses consist of a diverse group of learners, including secondary students, domestic and international post-secondary students, and adult EAL learners. MITT expects all students, regardless of program, to conduct themselves in a safe and respectful manner.

There are many [Academic/Student policies](#) that relate to MITT's commitment to create a campus environment that is safe, inclusive, and respectful. Policies that relate specifically to student conduct include:

- Student Behaviour (AC-1-1)
- Student & MITT Expectations (AC-1-2)
- Drug and Alcohol (AC-1-5)
- Respectful Workplace, Harassment Prevention, and Non-Discrimination (CC-2)
- MITT Computer and Telecommunications Usage (IT-1)
- Sexual Violence (SV-1)
- Workplace Safety, Health, and Wellness (WSH-1)

<b>Table 5: Preparing for Academic Success</b>
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Course Outlines provide essential information for academic success, including:

- Course descriptions
- Prerequisites
- Learning outcomes
- Course topics
- Student evaluation details

Students should:

- Read all Course Outlines to understand individual course requirements.
- Seek clarification from instructors at the beginning of a course if needed.
- Retain electronic copies of Course Outlines for future academic and professional use.

### **Student Evaluation**

Student evaluation measures learning within a course, aligning with course-specific learning outcomes. Assessment strategies include, but are not limited to:

- Individual and group assignments
- Presentations
- Reflections
- Case studies
- Practice simulations.
- Laboratory activities, skills demonstrations, and simulations
- Quizzes, tests, and examinations

Course Outlines identify all evaluation components, weighted grading values, and due dates.

MyLearning provides additional guidance, including assessment instructions and grading rubrics. Instructors post grades and feedback in MyLearning within 5 business days of an evaluation item's due date. MyLearning displays grades as percentages, whereas an official MITT transcript displays grades as letter grades.

### **Assessment Weighting and Grading**

The MITT Academic Standards Policy (AC-2-10) sets guidelines for student learning evaluation and grading.

Final grades are calculated based on the weighted value and grade earned for each assessment. The total assessment weight is 100%. Each assessment is assigned a specific weighted value based on complexity or importance.

Student evaluation is at the instructor's discretion and provides evidence of learning. Program progression standards may affect academic rigour. Some courses include zero tolerance for error testing provisions based on safe practice standards.

Refer to the Student Appeal Policy (AC-2-2) for guidance on grade disputes.

### **Mobile Device Usage**

Mobile devices are not allowed in the class or lab areas unless authorized by the instructor. A student who uses a mobile device may be required to leave the class or lab and will have the Attendance Policy applied.

### **Language Use**

In this program, the language used in learning activities (e.g., lectures, group activities, class discussion, and demonstrations) and assessments (e.g., assignments, tests, etc.) is English. To support an inclusive learning environment in this program, students are expected to speak in a common language so everyone can participate equally.

# Technology Requirements

MITT delivers this program in a blended delivery format, which mostly consists of in-person classes with some synchronous or asynchronous online classes. MITT uses a variety of web-based technologies and tools specifically designed to support different learning activities in this program.

To ensure students have the required hardware and software for their studies, they should refer to the MITT [Technology Resources and Support](#) webpage. Students must have a laptop that meets the required specifications.

Instructors may also use other collaboration and gamification tools to engage and challenge students. In most cases, the instructor will directly issue user accounts.

## Online Tools

A variety of web-based technologies and tools may be used throughout this program, such as MyLearning, the Student Portal, and Microsoft 365. To be successful in your studies you will need to learn about, and become familiar with, these tools.

Information about these tools, including how-to guides on how to access them, can be found on the *About Online Learning* webpage: <https://mitt.ca/about-online-learning>

## Technical Support for Students

Information on how to access technical support for various web-based technologies and tools can be found on the Student Accounts and Logins webpage: <https://mitt.ca/current-students/student-accounts-and-logins-faq>

## Cameras and Recording Devices

Unless otherwise indicated, online class sessions are not recorded for later viewing. Students should ensure they have a way to take notes. To comply with MITT policies and to protect student and instructor privacy, cameras and other recording devices are not to be used by students, unless authorized by the course instructor.

## Use of Artificial Intelligence (AI) Tools on Assessment

Artificial intelligence (AI) tools can be valuable learning resources when used appropriately and responsibly.

Students should exercise caution when using these tools for academic purposes and consult their instructor about intended AI use to obtain consent and clarify guidelines. Students who use unauthorized AI in ways that provide unfair academic advantages may face disciplinary action under the MITT Academic Integrity and Student Discipline policies.

# Campus Life

## Student Services

The MITT Student Services team provides academic, personal, and career support to future and current students. Students are encouraged to meet with an advisor whenever they need help or have questions about how to be successful in their MITT program.

To learn more, refer to the Student Services webpage: <https://mitt.ca/student-services>.

## Career and Employment Services

The MITT Career and Employment Services team works with students to prepare them for meaningful careers and connects graduates with employers. The Career and Employment Services team helps current students and alumni with:

- Resume and cover letter review
- Interview preparation
- Job search
- Career exploration

To learn more, refer to Career and Employment Services webpage: <https://mitt.ca/career-and-employment-services>

## Student Life

The MITT Student Life team of staff and volunteers deliver a wide range of on-campus and online opportunities for students to connect with employers, make friends, build their work skills, and gain professional experience while at MITT.

Student Life works year-round to facilitate student and staff-led events, activities, and student groups to learn about other cultures, build community, and to network with future colleagues and employers.

To learn more, refer to the Student Life webpage: <https://mitt.ca/student-life>

## Food Services

Food services are available at the Henlow, Pembina, and Scurfield campuses:

**Henlow Campus:** The Bridge Café offers hot breakfast, hot lunch, and afternoon snacks including grab and go items and an assortment of hot and cold beverages. This building is within walking distance of the Fultz Campus. Onsite microwaves and vending machines are available.

**Scurfield Campus:** Offers grab and go food options, an assortment of hot and cold beverages, and onsite microwaves and vending machines. This building is within walking distance of the Henlow Campus.

**Pembina Campus:** Offers grab and go food options, an assortment of hot and cold beverages, and onsite microwaves and vending machines. There are also several off-site fast food and dine-in restaurants nearby.

## Public Transportation

All MITT campuses are accessible by public transportation. Route information is available on Winnipeg Transit's website: <https://winnipegtransit.com/>

Students can buy a peggo card (bus pass) directly from MITT. A valid student ID card must be shown at the time of purchase. Peggo cards are available for purchase at the Henlow and Pembina campuses.

## Parking

Parking at MITT campuses must be paid at all times of the day. Parking is \$25/monthly with Impark or \$5/day with Hangtag.

Daily and monthly parking passes are available for the following campuses:

- 130 Henlow Bay
- 7 Fultz Boulevard
- 1551 Pembina Highway

For more information please visit: <https://mitt.ca/parking>



# Knowledge Check

**To be successful in your program, you should be able to answer the following questions:**

1. How many courses are in my program?
  - a. What is a course outline?
  - b. Where are course outlines posted?
2. What is a course prerequisite?
  - a. Which courses have prerequisites?
  - b. What are those prerequisites?
  - c. What happens if a student does not meet a prerequisite?
3. What is a Graduation Requirement?
  - a. What happens if a student does not meet a Graduation Requirement?
4. What is a Progression Requirement?
  - a. What happens if a student does not meet a Progression Requirement?
5. What are the requirements to take the Work Experience credit? (if applicable)
6. What is the Attendance Policy? Are there excused absences?
7. What is Academic Probation? What causes Academic Probation?
8. What is a Program Withdrawal? What causes a Program Withdrawal?