Student Program Handbook

Medical Laboratory Technician
# Table of Contents

## Welcome

5

## Program/Program Cluster/Department Specific Information

7
- General Policies
- Prior Learning Assessment and Recognition (PLAR)
- Transfer Credits
- Program Faculty
- Academic advisors
- Program Framework
- Benefit of the Program
- Ministry Program Learning Outcomes
- Clinical Learning Outcomes for Medical Laboratory Assistant
- Global Citizenship & Equity – Definition
- Centennial Global Citizenship & Equity Program Outcome
- Program Model Route
- Course Description
- Dress Code and General Presentation
- Program Completion Requirements
- Summary of Academic Standings
- Certification Exams
- College Laboratory Policies and Regulations
- Safety Equipment
- Classroom/Lab Rules of Conduct
- Evaluation and Grading
- Assignments/Tests
- Course Failure
- Readmission Policy and Procedure
- Assignment/Attendence/Student Health Policies
- Code of Conduct
- Clinical Placement Information and General Introduction
- Clinical Placement Essential Documents
- Selection of Clinical Placement, Criteria & Allotment
- Clinical Placement partners
- Visitation to Clinical site by Placement Coordinator
- Attendance while on placement
- Clinical Placement No-No’s
- Clinical Placement Cancellation
- Components of Clinical Placement & Associated Functions
- Other condition for Clinical Placement
- Clinical Placement/Rights/Responsibilities/Behaviour Guidelines
- Handling Student Issue while on placement
- Placement Site Supervisor Instructions
- After Clinical Placement Document
- MLA Clinical Placement Competency Checklists and Forms
Communication

- myCentennial
- Blackboard-What is E-Centennial
- Now It's Your Turn to Communicate with Us

Frequently Asked Questions

- What is a Pre-Requisite?
- What is a Co-Requisite?
- What is a GPA?
- What happens if I fail a course?
- If I fail a course and repeat the same course successfully, will my GPA include both courses?
- What happens if I fail more than one course?
- What is an “I” Grade? How long does an “I” Grade remain on my transcript?
- If I decide to drop a course, will I get a fail Grade?
- Will I get a refund if I withdraw from a course?
- How many courses do I need to complete to graduate?
- To graduate from a Program do I need to submit an Application to Graduate Form and when?
- If I feel I am struggling in the program, where can I get help?

Dealing with Conflict

Student Services: Working for You

- Language Skills Assessment for Placement
- Student Advising Office
- Bursaries and Loans
- Academic Success
  - How can I be successful academically?
  - Who can I talk to about a personal matter that is affecting my school work?

Accommodation for Students

- Accommodation for Students with Disabilities
  - What is the College Policy on Disability Issues?
  - What are Some Examples of Disabilities?
- Accommodation for Religious Beliefs
  - Do I get time off to celebrate my Religious Holiday?
  - I like to take time out to Meditate and to Pray. Is there anywhere I can do that on campus?

Child Care

Security

Parking

Photo Identification

Centennial Libraries
### The Future of Learning

**Student Association**

**Centennial College Policies**

- Grade Appeal
- Academic Honesty
- Violence Prevention & Harassment & Discrimination Prevention
- Student Code of Conduct
- Electronic Communication Devices
- Final Exam Policy
- Sequencing Problems
- Grading System
- Repeated Courses
- Academic Progression
- Academic Standing
- Summary of Academic Standing
- Re-admission to a program
- Improvement of Academic Standing
- Program Transfers
- Appeals
- Graduation
- Prior Learning Credit and Transfer Credit
- Failure, Non-Attendance
- Withdrawal (Course)

**Computer Lab Guidelines**
A Warm Welcome to Centennial!

Welcome and thank you for choosing Centennial College to pursue your post secondary education. At Centennial, we strive to offer to our students programs that are current and relevant to their specific areas of study, professors with extensive professional experience and a learning environment that is respectful, safe, diverse, supportive and fair.

This handbook has been developed to provide you with overall information about your program, services that are available to you and reference to your rights and responsibilities.

Diversity is our strength and respect is the cornerstone of our Mission, Vision and Values. We encourage you to interact with other students, with faculty/staff and bring your positive, unique voices and ideas for inclusion in this, your college and our community’s future of learning.

We trust that you will have a memorable experience at Centennial and we wish you success in the completion of your program and future endeavours.

Sincerely,

Vicki Bismilla
Vice-President, Academic & Chief Learning Officer
Welcome to the Medical Laboratory Technician Program

Program/Program Cluster/ Department Specific Information
INTRODUCTION

Philosophy of the Program
Centennial College supports the belief that the Medical Laboratory Technician is a vital member of the Health Care team and recognizes the mix of laboratory and communication skills required by the Technician. Technical skills are taught by the School of Engineering Technology and Applied Science. The School of Applied Health Sciences and Nursing teaches the communications skills necessary for working with clients in a medical setting.

The role of the Medical Laboratory Technician includes specimen collection, processing, and some reporting of results. A Medical Laboratory Technician (MLA/T) works under the direction of a Medical Laboratory Technologist (MLT) and assists in various clinical laboratory procedures. The MLA/T typically has a higher degree of patient contact that the MLT whose role is more specimen analysis.

Program Description
The Medical Laboratory Technician Program (hereafter referred to as the Program) prepares students to practice in a medical laboratory performing functions that include (1) specimen collection and handling, (2) performing tests on blood and body fluids and (3) handling patient results. The theoretical aspects of these functions are learned during the two academic semesters and application of this content is reinforced during third semester which is a six week clinical placement.

Training in specimen collection includes performing phlebotomy and ECG’s. Students in this Program will gain expertise in venipuncture, finger picks and ECG’s through peer practice. Students’ willingness to participate in this cooperative exercise is integral to achieving this expertise.

Students in this Program will be working with blood and body fluids, thus, knowledge of Blood and Body Fluid Precautions is vital to safe practice. As a result, students need to display professionalism and accountability in their practice and handling of Blood and Body Fluids to prevent the spread of communicable disease.
GENERAL POLICIES

Admission Requirements
Please refer to Centennial College Calendar-Full time for details. For students who have passed the written English admission assessment but lack oral English skills to enter a clinical placement, an English skills course will be offered emphasizing terminology and the key phrases commonly used in communicating with clients in a medical setting.

Prior Learning Assessment and Recognition (PLAR)
A student may have learned the materials covered in one of their Program courses but is unable to provide documentation acceptable for a Transfer Credit. PLAR is a mechanism to evaluate and recognize this knowledge. More information is available from the Registrar's office. A fee is charged for each assessed course. PLAR is not applicable to courses that the student has failed or dropped.

Transfer Credits
If you have taken a course that covers all components of a course from your model route, you may apply for a Transfer Credit. You must apply before the deadline. A course description and an original copy of the official transcript must be provided. You cannot apply if you have attempted the course at Centennial College and failed. This credit is not used in calculating your GPA.

Whom do I need to know in my program and how do I contact them?

Program Faculty
Professor Lorna Chacha – Program Coordinator ext. 8251
lchacha@centennialcollege.ca

Professor Hema Desai – ext. 8466
hdesai@centennialcollege.ca

Professor Dylan Co -Clinical Placement Coordinator ext. 8250
Dco@centennialcollege.ca

Program Dean:
Dr. Patrick Kelly
Phone: 416-289-5000, Ext. 8323
Rm. 338
pkelly@centennialcollege.ca
Department Administrator/Reception:

Upon entering the Applied Biological & Environmental Sciences (ABES) office (Rm. 428), you will be met by our Front-Desk/Reception person. He/she will do their best to answer/assist you with any questions you have, and/or arrange for you to meet with our Academic Advisor or the Program Coordinator (Lorna Chacha).

In addition to the Front-Desk/Reception person, our Department Administrator, Leanne Logan, can assist you with answers to your questions, pointing you the right direction, as-well as making appointments for you to meet with the ABES Chairperson, when required.

Academic Advisors Handle Questions About:

- Transfer Credits
- Course Registration
- Program Information
- Second Career
- Fast-Track Applications
- Pre-Requisites
- Program Transfers
- General academic performance issues

Academic/ International Advisor

Jenita Thakore
HP Campus/ Room: 338A
416-289-5000, Ext: 8111
jthakore@centennialcollege.ca

Centennial endeavours, through academic advising and support, to help students by facilitating their educational success. The academic standing of each Centennial student is monitored during as well as at the end of each semester to support the full development of his or her academic potential. Any student not making satisfactory progress will be informed of her or his standing in the college. A student making unsatisfactory academic progress will receive academic advising from the program. Continuing unsatisfactory performance may require the student to be placed on conditional academic standing, probation, and suspension.
Program Framework

Your program has several key components that you are required to follow. The provincial government requires Ontario colleges to create programs using the components related to the skills required for your field of study, general education to increase your knowledge, and essential employability skills. To these building blocks, we have added our own Signature Learning Experience to learn about Global Citizenship and Equity. Below is a diagram that shows the different components of your program.
Benefits of the Program
- well-equipped laboratories
- faculty with experience in clinical laboratories and hospitals
- experience in a real work environment during clinical placement
- eligibility for certification as a Medical Laboratory Assistant/Technician (MLA/T) with the Ontario Society of Medical Laboratory Technologists and the Canadian Society for Medical Laboratory Science

Ministry Program Learning Outcomes
Grades of the Program earn the designation Medical Laboratory Assistant/Technician (MLA/T). They are eligible to write certification exams offered by the Ontario Society of Medical Technologist and the Canadian Society of Medical Laboratory Science.

- Demonstrate strong interpersonal and communication skills
- Demonstrate respect for the uniqueness and autonomy of clients and colleagues
- Demonstrate the knowledge, skills, attitude, and judgement needed to be a competent entry-level assistant/technician
- Work effectively with a multidisciplinary team
- Work effectively in a multi-cultural environment

Clinical Learning Outcomes for Medical Laboratory Assistant
The graduate has reliably demonstrated the ability to:
1. Apply competencies in the performance of tasks assigned to demonstrate core competency in the profession.
2. Conduct professional practice according to established protocols, safety guidelines, and existing legislation to ensure safe work practices.
3. Interact with client/s patients in a professional and competent manner, projecting a professional image with other health care professionals and follow generally accepted practices regarding client/patient service.
4. Verify relevant data and ensures that appropriate specimens are procured according to established protocols.
5. Process specimens from a variety of sources according to established protocols.
6. Perform pre-analytical procedures on specimens from a variety of sources according to established protocols.
7. Prepare reagents for medical laboratory testing using approved methods and according to laboratory standards and established procedures.
8. Follow quality assurance policies and procedures and participate in quality assurance initiatives.
Global Citizenship and Equity (GCE)

Definition
Centennial learners are citizens in the global sense through recognition that we must all be aware of our use of resources and find ways to live together in a sustainable way. We must be able to reflect on the many identities that contribute to our whole being, that form who we are as individuals, as members of communities, in our roles and responsibilities, and in our place in the world. When we see that others are being treated with injustice, we know that we are responsible for trying to ensure that others are treated justly and provided with equitable opportunities as fellow citizens of the world. We think critically about what we do and say, and make sure that our actions are inclusive, to bring about transformational changes in lives and communities for personal, career and societal benefits.

*Centennial GCE Program Learning Outcome

Develop global citizenship and equity knowledge, skills, and experiences as it relates to sustainability of resources, individual and community identities, critical social analysis, and enhanced personal and social responsibility.
Program Model Route

Q. What is a Program Model Route?

Program Model Route

<table>
<thead>
<tr>
<th>Semester 1 Courses</th>
<th>Course Code</th>
<th>Course Name</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ANAT-106</td>
<td>Applied Anatomy &amp; Physiology</td>
<td>3hrs (Lec)</td>
</tr>
<tr>
<td></td>
<td>MLAB-101</td>
<td>Clinical Laboratory Techniques</td>
<td>3hrs (1Lec, 2 Lab)</td>
</tr>
<tr>
<td></td>
<td>MLAB-102</td>
<td>Communication &amp; Professional Practice</td>
<td>2hrs (Lec)</td>
</tr>
<tr>
<td></td>
<td>MLAB-103</td>
<td>Applied Chemistry for the Medical Laboratory</td>
<td>4hrs (2Lec, 2Lab)</td>
</tr>
<tr>
<td></td>
<td>MLAB-104</td>
<td>Clinical Data Management</td>
<td>3hrs (2Lec, 1Lab)</td>
</tr>
<tr>
<td></td>
<td>COMM-170/171</td>
<td>College Communication 2 / (ESL)</td>
<td>3hrs (Lec)</td>
</tr>
<tr>
<td></td>
<td>GNED-139</td>
<td>Transcultural Health</td>
<td>3hrs (Lec)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Semester 2 Courses</th>
<th>Course Code</th>
<th>Course Name</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MLAB-121</td>
<td>Practical Haematology &amp; Immunohaematology</td>
<td>4hrs (2Lec, 2Lab)</td>
</tr>
<tr>
<td></td>
<td>MLAB-122</td>
<td>Practical Microbiology, Cytology &amp; Histology</td>
<td>4hrs (2Lec, 2Lab)</td>
</tr>
<tr>
<td></td>
<td>MLAB-123</td>
<td>Specimen Collection and Processing</td>
<td>4hrs (2Lec, 2Lab)</td>
</tr>
<tr>
<td></td>
<td>MLAB-124</td>
<td>Clinical Chemistry &amp; Urinalysis</td>
<td>4hrs (2Lec, 2Lab)</td>
</tr>
<tr>
<td></td>
<td>MLAB-125</td>
<td>Lab Administration &amp; Quality Management</td>
<td>2hrs (Lec)</td>
</tr>
<tr>
<td></td>
<td>ELECT</td>
<td>Elective</td>
<td>3hrs (Lec)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Semester 3 Courses</th>
<th>Course Code</th>
<th>Course Name</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MLAB-150</td>
<td>Clinical Internship</td>
<td>6 Weeks</td>
</tr>
</tbody>
</table>
Course Descriptions

ANAT101: APPLIED ANATOMY AND PHYSIOLOGY
This course will assist the student to increase his/her foundational knowledge of the normal structures and functions of the major organ systems. This course will also assist the student to identify the common pathologies of the various organ systems and familiarize him/her to the relevant tests utilized for proper diagnosis. In addition, the student will gain an appreciation for the physical and biochemical changes from early childhood to the senior years.

Prerequisites: none
Corequisites: none
Special requirements: C grade

MLAB101: CLINICAL LABORATORY TECHNIQUES
This course will introduce the student to the concept of safety in the laboratory environment for both patients and medical laboratory assistants. This course will initially explore general safety measures, employee safety, housekeeping safety, proper body mechanics, office security and measures to ensure a clean and comfortable environment. Additional safety issues will be explored in the medical workplace that includes the handling, storage, and disposal of biological hazards, bloodborne pathogens, and drug samples in accordance with institutional policies and government regulations. Emergency response plans will be reviewed and discussed. An exciting component of this course will provide students with the theory and practical application of the use, care and maintenance of common laboratory equipment.

Prerequisites: none
Corequisites: none
Special requirements: C grade

MLAB102: COMMUNICATION AND PROFESSIONAL PRACTICE
This course will introduce the student to the profession of Medical Laboratory Assistant / Technician within the profession of Medical Laboratory Technologist of Ontario. In addition to reviewing historical aspects, the student will learn about legislation and the professional organizations that govern their practice. Concepts such as professional ethics, boundaries, confidentiality, as well as the standards of practice and core competencies will be addressed.

This course will also assist the student to develop effective interpersonal relationships with their peers, with patients and/or their families, and other health care professionals, by using the Collaborative Practice framework formulated by the CMLTO.

Personal and professional values, principles of communication, communication models, conflict, conflict resolution and group dynamics will all be explored. A variety of communication skills will be introduced and applied to specific professional situations (e.g., interacting with patients experiencing stress, interviewing/information-sharing, telephone etiquette etc.). Intercultural communication within health care will also be examined.
Prerequisites: none
Corequisites: none
Special requirements: C grade

**MLAB103: APPLIED CHEMISTRY FOR THE MEDICAL LABORATORY**
This course will assist the student in developing his/her knowledge of chemistry as a basis to understand chemical compounds and enzyme reactions. This course will begin with atoms and compounds and chemical nomenclature. This course will continue to explore more complex structures such as organic compounds and the functioning of enzymes.

Prerequisites: none
Corequisites: none
Special requirements: C grade

**MLAB104: CLINICAL DATA MANAGEMENT**
This course will assist the student to learn about a coherent system of measurement units vital to precise clinical laboratory analyses. Students will be introduced to statistical calculations and quality control methods. In addition, students will be able to perform mathematical calculations relating to the clinical laboratory techniques. Students will be able to develop computer literacy skills and beginning competency in data entry and laboratory information systems.

Prerequisites: none
Corequisites: none
Special requirements: C grade

**GNED139: TRANSCULTURAL HEALTH**
This course focuses on the discussion and analysis of health/illness concepts in relation to various cultural groups in Canada and Metro Toronto. Examination of attitudes, beliefs, values and how these affect health care delivery will be discussed with emphasis on cultural sensitivity and inclusion. Different types of traditional healing systems and how they compare to western health practices will be investigated. Opportunities for role-playing, case studies and in-depth discussion will be provided.

Prerequisites: none
Corequisites: none
Special requirements: C grade

**ENGL170: READING & WRITING PROSE**
This course focuses on the refinement of reading and writing skills at the college. The course emphasizes clear, correct writing based on the process of composing, revising and editing. All written work in this course will be in response to assigned readings. The student will recognize and use a variety of patterns of organization, analyze audience, purpose and tone, and develop critical reading and thinking skills.

Prerequisites: ENGL160
Corequisites: none
Special requirements: C grade
**MLAB121: PRACTICAL HAEMATOLOGY AND IMMUNOHAEMATOLOGY**

This course will introduce to the student the formed elements of blood, and the routine tests in haematology and blood bank departments. The student will learn the underlying principles, use and care of the equipment found in the haematology and blood bank departments. Students will learn how to prepare and stain a peripheral blood film and examine it for proper staining.

Prerequisites: MLAB103  
Corequisites: none  
Special requirements: C grade

**MLAB122: PRACTICAL MICROBIOLOGY, CYTOLOGY AND HISTOLOGY**

This course will assist the students in understanding the major classes of microorganisms. The students will learn about common media used in a microbiology laboratory including preparation, autoclaving and dispensing. Students will learn to how to handle specimens using aseptic technique. They will learn to inoculate specimens using the proper media and incubation conditions. Students will be able to perform common stain techniques and examine them for proper staining.

Prerequisites: MLAB103  
Corequisites: none  
Special requirements: C grade

**MLAB123: SPECIMEN COLLECTION AND PROCESSING**

This course will assist the students to learn proper techniques for the collection of blood, urine and fecal specimens. Students take blood samples by venipuncture and finger prick and will learn to process and store specimens for the various tests to ensure valid test results. They will also learn to use standard precautions in handling biological specimens.

In the second part of this course, students will perform ECGs and set-up Holter monitor. Legal and ethical issues pertaining to specimen collection and processing will be explored and discussed.

In this course, students will gain expertise in venipuncture, finger picks and ECG's through peer practice. Students' willingness to participate in this cooperative exercise is integral to achieving this expertise.

Prerequisites: ANAT106, MLAB101, MLAB103  
Corequisites: MAB121, MLAB122, MLAB124  
Special requirements: C grade

**MLAB124: CLINICAL CHEMISTRY AND URINALYSIS**

This course will assist the student to understand the specimen requirements for all routine clinical chemistry tests. This course will provide the student with the clinical laboratory practice to setup/load both automated and manual instrumentation including QC samples for initial analysis. The student will gain an understanding of the normal ranges for all routine clinical chemistry tests, recognize variant results and report relevant information.
Prerequisites: MLAB103
Corequisites: none
Special requirements: C grade

**MLAB125: LAB ADMINISTRATION AND QUALITY MANAGEMENT**
This course will assist the students to learn the organization and structure of the clinical laboratory and the movement of specimens from collection to analysis and storage. Students will gain an understanding of the complexity of laboratory system that encompasses the receipt, organization, prioritization and transmission of information. Students will learn strategies for effective time management and priority setting. Students will learn the various components of Quality Assurance Program within a Medical Laboratory.

Prerequisites: MLAB102
Corequisites: none
Special requirements: C grade

**MLAB150: CLINICAL INTERNSHIP**
This course will provide the student with an opportunity to apply theoretical knowledge in a clinical practice setting under the direction of a medical laboratory assistant. This focus of this course is to allow for easy transition into the workplace environment. Students will be given the opportunity to become proficient at specimen collection and handling and be able to function as an effective member of a medical laboratory team.

Prerequisites: Semester 1 and 2 with C grades
Corequisites: none
Special requirements: Pass/Fail
Medical Laboratory Technician Program Dress Code and General Presentation

The following dress code is required for students in the Medical Laboratory Technicians program. During clinical placement, the student must also adhere to the dress code of the facility.

**Clothing:** Students must be clean, neat and well groomed. Avoid wearing clothing that are overly revealing, which may represent a safety hazard or which may be offensive to others. Students may choose to wear scrubs or full lab length coat.

**Shoes:** Shoes worn in the laboratory must be closed-toed and closed heeled. Clogs, Crocs or other types of shoes with no back or holes in the top are not allowed. Ballerina type slipper s may represent a safety hazard in the laboratory.

**Hair:** Hair must be clean and neat and not extraordinary coloured. In the laboratory, hair must be tied back.

**Head coverings:** Students are expected to look and act professional in the College and on Clinical Placement. Students should refrain from wearing baseball caps, scarves, hats, etc., unless it is of a required religious nature. Long head covering must be tucked securely inside the lab coat to prevent fire hazard, contamination by microorganisms on a microbiology plate, contamination by blood and/or body fluids.

**Long skirts:** A long skirt may be worn. Suggested hem line at least 2-4 inches from the floor due to infection control implications.

**Beards:** Beard must keep clean and well groomed.

**Hygiene:** Students must practice personal hygiene to avoid offensive odor.

**Body Piercing/Tattoos:** Visible body piercings and tattoos will be covered at all times in the clinical placement.

**Fingernails:** Fingernails must be kept clean and manicured. Artificial nails and nail jewelry are not recommended.

**Program Identification Badge:** Students must purchase a Medical Lab Technician program badge. Badges must be worn on the pocket or shoulder of the lab coat sleeve.

**LABORATORY:**
- Students must purchase a full length lab coat from the college’s bookstore or from an outside vendor.
- The lab coat must be worn, buttoned from top to bottom, at all times.
when working in the laboratory.

- Lab coat should be laundered weekly.

**Students not conforming** to the lab dress code will not be permitted to enter the laboratory.

### Program Completion Requirements

**Successful completion of all previous program course requirements is required before students may continue in the subsequent semester of a program.**

Students may be subject to academic probation, academic suspension or otherwise denied re-admission and continuance in a specific program or major for academic reasons, such as failure to receive passing or minimum grade requirements in courses attempted (such as the Medical Laboratory Technician Program). Students who receive unsatisfactory grades in two or more courses will be placed on academic probation, or may require the approval of their chair before being allowed to continue in the next semester or program segment. The Academic Appeal Application form is available from any Registrar's Office.

### PROGRESSION

The following applies to students enrolled in all diploma and certificate programs with the exception of those enrolled in degrees, modified and traditional apprenticeship programs, and government sponsored programs (such as literacy and basic skills). Centennial endeavours, through academic advising and support, to help students by facilitating their educational success. The academic standing of each Centennial student is monitored during as well as at the end of each semester to support the full development of his or her academic potential. Any student not making satisfactory progress will be informed of her or his standing in the college. A student making unsatisfactory academic progress will receive academic advising from the program. Continuing unsatisfactory performance may require the student to be placed on conditional academic standing, probation, and suspension.

### Academic Standing

Students who meet or exceed School or program academic standards are considered to be in Good Academic Standing (GS). **It should be noted that the minimum academic progression standards are higher in some programs due to external regulatory or placement requirements. In such cases, students will be expected to adhere to those standards.** Such standards must be published and made available in writing to students prior to the beginning of their enrolment in the program or as they are modified. Students whose academic record does not meet School or program standards are subject to the following: Conditional Academic Standing (CS), Probationary Academic Standing (PB), Academic Suspension (AS), and Withdrawal (AD).
Summary of Academic Standings
The standings are determined on the basis of a full-time enrolment of a minimum of seventy percent of the course load for a given semester and are defined as:

ACADEMIC STANDING DESCRIPTION
Good Academic Standing (GS)
All School or program standards have been met or exceeded. These include a minimum term average of 2.0 and a pass in all courses taken, but may be higher for some programs.

Conditional (CS)
Students will initially be placed on conditional academic standing if their term grade point average falls between 1.00 and 1.99 or they have failed a course in that term.

Probationary (PB)
Students will be placed on probationary academic standing if, while on Conditional Academic Standing, their term grade point average falls between 1.00 and 1.99, or they fail a course in the semester. Student will be placed on probationary academic standing if at the conclusion of any semester their term grade point average falls below 1.00.

Academic Suspension (AS)
Academic Suspension will result when a student on Probationary Standing maintains a term grade point average of 1.99 or lower or fails an additional course in the relevant term. Such students will be suspended from their program of study for a minimum of two semesters and may be permitted to resume their program upon completion of the suspension.

Academic Debarment (AD)
A second academic suspension from the same program will result in a two year debarment from that program with the option of re-applying for admission. During this period, the student will be permitted to apply to another program at the college.

Successful Completion of Program Requirements:
Students must successfully complete all program requirements in order to be eligible for graduation, and may be required to complete said requirements prior to progressing from one level of their program to the subsequent level.

Please Note:
A passing grade of minimum 60% in the theory component and minimum 60% in the practical component with an overall 60% for final course grade (Grade C) is required for entry into semester 2 and 3 of the Medical Laboratory Technician program.
CERTIFICATION EXAMS
The Ontario Society of Medical Technology (OSMT) and the Canadian Society of Medical Laboratory Science (CSMLS) both offer certification exams. Graduates of this Program are eligible to write either of both exams. Exams are offered by CSMLS three times per year in February, June and October. OSMT offers examination twice a year in June and November. Information of the fees and deadlines for application are available on the websites: www.osmt.org and www.csmls.org.

Although Medical Laboratory Technicians are not presently required by law to be certified, certification is required by most hospitals and medical laboratories.

COLLEGE LABORATORY POLICIES AND REGULATIONS
Users of the laboratories are expected to comply with the safety rules and regulations for each laboratory. Students will be provided with a list of specific rules and requirements for the laboratory in which their experiment is held. All lab rules, general and specific, will be reviewed by the instructor during the first lab. Some of the required laboratory safety equipment will be provided by the College and some (lab coat, safety glasses, closed shoes, etc) will be the responsibility of the student.

Centennial College’s Biology and Microbiology laboratories and all preparation areas are designated Biosafety (containment) level 2, because cultures of animal and human pathogens are stored and used. These cultures have moderate potential hazard to personnel and the environment. In a Biosafety level 2 laboratory, all personnel including students must follow the safety rules. The safety officer certifies that all personnel have read and understood the safety manual, and follow operational protocols. There must be written documentation of safety training. The laboratories are kept neat, clean and orderly at all times and doors and windows are kept closed.

The instructor/technologist responsible for the lab will enforce penalties for non-compliance with the rules including expelling the student from classes should any of the rules and regulations are broken.

Safety Equipment
Students in this Program must purchase closed shoes, lab coat, safety glasses and a lab kit specific to their Program.

For safety reasons, students are allowed to bring only their lab manual and lab kit into the laboratory. Students are advised to obtain a locker for their personal belongings.
Classroom/Lab Rules of Conduct

1. Cellular phones are to be on vibration and out of sight.

2. Students are to come to class prepared to participate actively.

3. Students are to act professionally at all times, including attitude and use of language. Refrain from vulgar language or questionable humour.

4. Students are responsible for their actions - don't make excuses.

5. Be punctual to the labs and lectures.

6. Be a good listener and communicator.

7. Manage time well in order to complete experiments.

8. Respect boundaries, roles and rules.

9. Show respect for yourself and others.

Evaluation and Grading

See page 63.

Assignments/Tests

If a student cannot submit an assignment or miss a test on the date, due to extenuating circumstances, the student must contact the instructor minimum 24 hours in advance of the due date and provide written documentation.

The instructor may offer the student the option of delivering assignment by email, fax, or eCentennial drop box when the instructor is not available.

Exceptions.

Laboratory reports will not be accepted from a student who has not been in full attendance in the laboratory.

- Early departures at semester end, March Break, or vacations planned during the academic semester will not be considered as extraordinary circumstances.

- The professor may request medical certificates or appropriate documentation at the student's expense.

Course Failure

The student who fails to successfully complete one or more of the required courses or required components of a course will not be promoted to the next semester. The student must contact the academic advisor before attempting to register for the next semester of the Program.
**Readmission Policy and Procedure**

The student who wants to be considered for readmission to the Program must submit a Readmit/Program Transfer form to the program coordinator.

Students returning to the Program to repeat courses or equivalent courses will be expected to meet the current Program standards on a consistent basis.

A student who passes all courses in their most recent semester in this Program but who has been **out of the Program for 1 or more years** will be required to repeat the last completed semester. A student who passes all courses in their most recent semester in this Program but who has been **out of the Program for 6 month to 1 year** will be required to repeat Phlebotomy and ECG theory and practical components.
Assignment Policy

Assignments are due in class on the date assigned by the instructor. A penalty of 10% per working day will be applied against late labs and assignments. Labs and assignments received after 10 working days will not be marked and the mark assigned will be zero unless prior arrangement has been made with the instructor.

If a student cannot submit an assignment on the date, due to extenuating circumstances, the student must contact the instructor in advance of the due date and provide written documentation.

The instructor may offer the student the option of delivering assignment by email or fax when the instructor is not available.

Reports for labs will not be accepted from a student who has not been in full attendance in the laboratory or seminar.

Attendance Policy

Student is responsible to be in attendance at minimum 80% lectures and 100% labs and is responsible to for material and inform delivered during absences. There are no make-up tests and labs. In extenuation circumstances, the student must notify the instructor in advance of the missed test or lab and provide written documentation. Failure to notify the instructor will result in a grade of zero for that evaluation. Supplemental final exams may be considered according to College policy.

STUDENT HEALTH POLICIES

Admission to Program

As part of the admission policy, students must complete the Immunization form provided by the College and show proof of immunization as listed on the immunization form. Individuals who come in contact with blood or body fluids are at a much higher risk of Hepatitis B infection.

The standard protocol for Hepatitis B immunization includes three doses of vaccine at monthly intervals. This is followed by a titre at three months after the third dose to confirm immunity. The student may choose to go to their family doctor or a walk in clinic. For those who cannot afford the cost of the vaccine, Toronto Public Health holds clinics at which the vaccine is administered without charge.

A student will not be permitted to register in second semester courses or will be removed from second semester courses if they have not provided proof of two doses of Hepatitis B vaccine by the end of first week in December (Fall semester) and by the end of the first week of March (Winter semester)
College Code of Conduct

Behaviour Policy
Any student whose behaviour is found to be in violation of the Code of Conduct as outlined in the College's policy on Student Rights and Responsibilities may be subject to a range of sanctions described therein from temporary dismissal to expulsion.

Resolving Disputes
Please refer to Students Guide to Rights and Responsibilities: Resolving Disputes

Cheating: The attempt to gain an improper advantage in academic endeavours.

Forms of cheating include but are not limited to:

- Copying from another student or permitting another student to copy material
- Consulting an unauthorized source during an evaluation
- Using unauthorized aids or materials during an evaluation
- Obtaining a copy of an examination or test in advance of the date and time for writing the examination or test
- Submitting the work one has done for one class or project to a second class, or as a second project, without the prior consent of the faculty member receiving the assignment
- Submitting work prepared in collaboration with another member(s) of a class, when collaborative work on a project has not been authorized by the faculty member
- Submitting work prepared in whole or in part by another person or source and representing that work as one’s own
- Offering for sale essays or other assignments, in whole or in part, with the expectation that these works will be submitted by a student for appraisal
- Preparing work in whole or in part, with the expectation that this work will be submitted by another student for appraisal.

Any student who, in an examination, copies from the work of another person in the room or who uses notes or other memory aids without the permission of the invigilator, or who permits such copying, or supplies such notes or memory aids to another breaches proper conduct under this code. This type of action may also be subject to academic sanction such as a failing grade.

Plagiarism: To present another person’s ideas, writing, artistic work, creations, etc. as one’s own. This includes the presentation of all or part of another person’s work as some thing one has written, paraphrasing another’s writing without proper acknowledgement, or representing another’s work or creation as one’s own. Any use of the work of others, where the published, unpublished or posted electronically, attributed or anonymous, must include proper acknowledgement.

Any student who, in an assignment, submits work that is essentially copied from the work of another person without proper acknowledgement and represents that such work as this/her own, breaches proper conduct and is labile to a sanction such as a failing grade.
GENERAL INTRODUCTION TO CLINICAL PLACEMENT

Clinical Placement offers the student an opportunity to observe, practice, and hone hands-on technical, problem-solving and interpersonal skills in a laboratory setting. It prepares students for professional certification examinations, which, in the case of medical laboratory technician, emphasize the validation of student competencies.

Clinical Placement’ or ‘Clinical site’; are usually laboratories that performs of testing and skills that will permit Medical Laboratory Technician students to attain the competencies specified in the professional competency profile. Medical laboratory technician or technologist trains the students, under the leadership of a coordinator or Lab Manager.
CLINICAL PLACEMENT ESSENTIAL DOCUMENTS

Prior to each placement, students are required to present the necessary placement requirement documents. Students who do not have all placement requirement documents will NOT be permitted to begin their practical experience and therefore risk failing the subject, hence the entire program.

Completed Immunization and other reports must be submitted to Requisite Management by January 1st for Fall intake students and by April 1st for Winter intake students. All verification of original documents including the following will be handled by “Requisite Record Clearance and Management Service” at Centennial College.

1. Immunization Review Form
2. Respiratory Mask Fit Test
3. Vulnerable Persons Police Check
4. Influenza Immunization
5. Standard First Aid
6. Cardiopulmonary Resuscitation (HCP-C)

Immunization Review Form

Certain clinical placements may require additional immunization and testing in accordance with the Public Hospitals Act and may request at any time to see proof of immunization.

In addition to Hepatitis B immunization, students are required to be vaccinated against, measles, mumps, rubella, reбула, верицела (even if there is a history of having the disease).

Your doctor may charge a fee for administer your immunization. Check with your physician for the cost.

There is a $51 fee to have your Immunization form reviewed by “Requisite” at Centennial College. Subsequent/Follow up visit is $21. Cancelled/Missed appointment with less than 24 hours’ notice is $51

Yearly TB Surveillance

All Medical Laboratory Technician students are tested for TB

• Previous test negative: TB (2 step Monteuex) test is required
• Previous test positive: Physician’s note stating no symptoms of TB and a copy of X-ray report

In complying with Regulation 965 Section 4 under the Public Hospitals Act, students in the Program must be in satisfactory health in order to be permitted to have contact with patients. The OHA/OMA Communicable Disease Protocols require that students (and others) who have direct patient contact in the hospital and who acquire or are exposed to the following communicable diseases, report this information to the hospital’s Occupational Health Service and the Health Records Nurse: enteric disease, hepatitis B,
Herpes simplex, Herpes zoster (shingles), influenza, measles, rubella, scabies, tuberculosis and Varicella (Chicken pox).

Respiratory N95 Mask Fit Test
Before commencing clinical placements, students are required to be N95 masked fitted. The cost of the procedure is covered by the students. ($35 subject to change)
Arrangement of the procedure is made by the students. The mask fitting procedure is performed at Centennial College HP campus. If you miss your appointment you will be charged a $35 fee to rebook your appointment. (Fees are subject to change). Only for documented medical or critical reasons will be waived. Students will not be permitted to third semester without a current N95 card.

Vulnerable Persons Police Check Record
Students are required to complete a yearly police check by most clinical placements to provide original proof of police clearance. If you live in the Metro Toronto or York region, pick up your application form from your program coordinator. Students will not be permitted to third semester without an original police clearance report.

✔ What to do if you have a charge or violation on your Vulnerable Police Clearance Report

1. Inform your Program or Placement Coordinator that you have a charge or violation on your Police record. Arrange a meeting to discuss clearance for clinical placement with the program coordinator and Requisite management.
2. The placement coordinator will approach each clinical placement that you are scheduled to attend, informing them that a prospective student has a charge. Initially the nature of this outcome and the identity of the student will not be revealed to the Clinical Placement.
3. If the placement agrees to take the student, the student will give written permission for the placement coordinator or program coordinator to discuss the situation.
4. If a placement refuses to accept a student based on the charge or violation, the placement coordinator, within reasonable limits, may investigate alternative placements; however, there is no guarantee for clinical placements.
5. If a court makes a judgment against a student after receiving their police records, the student is obliged to inform the Program Coordinator or Placement Coordinator immediately. The same process as above will apply

Remember that a conviction may have an impact on you being able to complete the program and become registered a Medical Laboratory Technician.

Note: ABES Chair or Dean will also be informed and updated.

Influenza Immunization
Influenza is highly recommended for hospital placement as well as for the students own protection. Proof of vaccination is required by February of the current year.
Standard First Aid (SFA)
All students are required to obtain current certification of completion for an approved SFA. Most courses are included with CPR courses.

Cardiopulmonary Resuscitation (CPR)
All students are required to obtain CPR health care provider (HCP) level “C” certification/re-certification on a yearly basis. Please give your program coordinator a copy of your certification.

Standard First Aid (SFA) and Cardiopulmonary Resuscitation (CPR)
Cost approximately $120-150

Students who have been absent from a clinical placement for health reasons may be required to provide a medical certificate. Fees are as per physician.

SELECTION OF CLINICAL PLACEMENT PROVIDERS

The MLAB Clinical Placement Coordinator, Program Coordinator and faculty are responsible for ensuring that each clinical placement meets the criteria of learning that is suitable for the students.

The criteria for the selection of a clinical placement provider shall be the:
- Quality of clinical experience and the learning opportunities it offers our students.
- Staff to deliver the teaching required to enable students to meet the learning outcomes of the placement
- Facilities support of student learning and the provision of required resources
- Accommodation for students with physical or learning disabilities
- Fulfillment of the health, safety and legal requirement that the student’s work environment

Clinical Placement shortages
There are many other institutions trying to secure the same quality experiences for their MLT/A and Technologist students, and in many cases, their dates and needs are similar to that of Centennial College, which means the availability of clinical places in the clinical laboratory must be utilized efficiently.

The partnership with quality clinical placements is important to us and we ask that you respect the fact that we work hard to get students great placements.

Students are placed at various locations in the GTA and may also be placed outside the GTA locations. Arrangement for transportation and accommodation incurred are solely the responsibility of the student.
Please Note: Until you receive confirmation of your clinical placement dates and location from the MLAB Placement Coordinator, do not organize and book any travel arrangements.

**CRITERIA UPON WHICH STUDENT PLACEMENT IS DETERMINED**

Clinical placements are not easily acquired and clinical sites are precious. Centennial College’s Medical Laboratory Technician Program is fortunate to have a great partnership with several hospitals and large private laboratories in the GTA as well as outside of the GTA.

At this time, the Program’s placement sites are limited to a small number of students in any individual hospital or laboratory.

**Students are placed at Clinical Site according to the following criteria.**

1. Completion, submission and clearance of all clinical documents. (Vulnerable sector police checks, Standard first aid, CPR level GCP, Respiratory mask fit certification, Clinical pre-placement health form and Influenza immunization.) Students are responsible for all cost incurred.

2. Specifics requested by individual hospitals or labs.

3. Grades/GPA and lecture and lab attendance

4. Specific need for early placement (i.e.: second career students or international students). These needs are taken into consideration but cannot always be met to student’s satisfaction.

5. Students place of residence (again this is looked at carefully and taken into consideration; however many times the wish to be near student’s place of residence cannot be met).

6. Mode of transportation available to student. We endeavour to place students without a car in placements with good transport connections.

7. **Payment of third semester tuition and registration in MLAB 150.** If students have not completed the payment and registration, placement will not take place.

8. Students who are not able to be placed will be placed as soon as clinical sites become available.
9. Placement can be terminated by the hospital or lab. (without notice) upon any infringement of their rules, policies, procedures and regulations. No further placement will be available for the student.

**Students Clinical Placement Allocation**

The clinical placement will take place over the course of the third semester. The six-week period may not be a continuous practice experience and may include a number of sites to gain experience in all essential functions. Cytology, Histology, Microbiology and ECG may not be available to all students; however, students received practical and theoretical experience in the College program as required by OSMT and CSMLS competency guidelines.

Students may require an interview by the placement agency. Their placement will be contingent upon their success at this interview.

**Clinical placements can take place any six weeks between May- September for Fall semester students and any six weeks between October and April for Winter semester students. Placements are allotted according to availability**

In the Fall and Spring, the College holds a weekend simulated Microbiology workshop, free of cost for students who do not receive Microbiology at the clinical site.

**Typical placement sites include:**
- Hospital laboratories
- Private laboratories
- Public Health laboratories
- Medical clinics
- Specimen collection centers

**Some of our Clinical Placement Partners are:**
- Credit Valley Hospital
- Baycrest Hospital
- Hospital for Sick Children.
- St. Joseph’s Hospital
- St. Michael’s Hospital
- Sunnybrook/Women’s College Hospitals
- North York General Hospital
- University Health Network
- Toronto Scarborough Hospital/Grace Hospital
- Rouge Valley Hospital (Ajax)
Visitation to the Clinical Site by Placement Coordinator

The Chair or Dean of ABES shall be responsible for ensuring that the placement coordinator, or designate, visits the potential clinical placement provider at least once per year. The purpose of the visit is to review the experience of the students and site staff in order to evaluate whether the objectives of the College and the Clinical Placement are being attained. The College will inform the clinical placement of any issues that need addressing prior to the commencement of the placement and a written record and response are kept by Centennial College.

Attendance While On Placement

Attendance is mandatory and students are required to be present on all days of the placement or face the possibility of failing the clinical component.

In cases of absence during a clinical placement, the student must notify the clinical site supervisor or appropriate contact before the commencement of the shift, as well as the Centennial College MLAB Program Coordinator or MLAB Placement Coordinator by email and phone on the day of the absence. A medical certificate may be required before returning to the clinical placement.

Students who have commenced placement for several days and miss significant time due to illness, may be required to start again in another semester. (The Clinical site and Centennial College will decide).

If the student fails to notify any of the above in the appropriate manner, he/she could receive a learning contract or lose the placement due to termination.

It is the Clinical Site and NOT the College that mandates work start and end times. The majority of clinical sites schedule students during the day shift; however, a student could work evening or night sift depending on the training protocol of the site.

Child care issue during Clinical Placements

It is important that if you have children to ensure adequate childcare and support during the clinical placement component. Remember, that Medical Laboratory Technology and healthcare are a 24 hour a day, 7 days a week profession and as a result shift work entails working a combination of morning, afternoon, night and weekend shifts. You are now part of the health care team and should endeavour to have flexible childcare options.
Placement No-No’s:

- Students **cannot** contact a clinical site without first speaking to the Placement Coordinator.
- Students are **not** permitted to source their own clinical placement, except in very specific instances where permission is given by the Placement Coordinator.
- Placements **cannot** occur outside the program model route. Semester one and two **MUST** be successfully completed (overall minimum C grade) before proceeding to placement.
- Placement **cannot** be done on a part-time basis.
- The program coordinator or placement coordinator **cannot** guaranteed a placement at a particular clinical site, on specific days or with particular shifts.
- Students **cannot** swap allocated placements with another student without having the change approved by the Placement Coordinator. Request must be in writing.

Cancelled Placements

Placements cancellation may occur in circumstances where a student may be functioning in a manner, which the Placement considers in its absolute discretion to be of a potential danger to its Clients or to a Student or Faculty member or contrary to the standard of the Placement or other factors that may affect the student’s clinical learning experience.

When a cancellation occurs, the placement coordinator will communicate with the Program Coordinator, ABES Chair or Dean. The program coordinator will carry out all means possible to find a suitable alternative placement for the student.

In the event that the cancellation is at short notice, it may take some time to find another placement and students may be required to go whenever or wherever another placement becomes available. We ask for flexibility and a professional attitude from the students in order to make other arrangements possible.
## Components of Clinical Placement and Associated Functions

<table>
<thead>
<tr>
<th></th>
<th>Essential Functions</th>
<th>Optional Functions</th>
<th>Approximate Time Allotment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reception</strong></td>
<td>Completing OHIP and MOH requisitions • data entry • answering the phone</td>
<td></td>
<td>2 – 5 days</td>
</tr>
<tr>
<td><strong>Specimen Collection</strong></td>
<td>Phlebotomy, labelling &amp; 200 venipuncture • ECG’s • instructing patients on test protocols</td>
<td>Holter monitors</td>
<td>1-2 wk</td>
</tr>
<tr>
<td><strong>Specimen Processing</strong></td>
<td>LIS duties • Labeling specimens • Processing send- outs • centrifuging / separating serums • measuring volume</td>
<td></td>
<td>1-2 wk</td>
</tr>
<tr>
<td><strong>Urinalysis</strong></td>
<td></td>
<td>use of dipsticks • specific gravity • use of automated urinalysis analyzer</td>
<td>2-5 days</td>
</tr>
<tr>
<td><strong>Chemistry</strong></td>
<td></td>
<td>use of automated analyzer</td>
<td>2-5 days</td>
</tr>
<tr>
<td><strong>Haematology</strong></td>
<td>preparing smears • ESR's (manual &amp; automated) • use of automated cell counter</td>
<td>staining smears • ESR's (manual &amp; automated) • use of automated cell counter</td>
<td>2 – 5 days</td>
</tr>
<tr>
<td><strong>Microbiology</strong></td>
<td>plating specimens • preparing and staining smears • preparing ova and parasite specimens</td>
<td>preparing media • loading blood culture instrument</td>
<td>1 wk</td>
</tr>
<tr>
<td><strong>Histology</strong></td>
<td>preparing stains and solutions • LIS : specimen receiving • Filing blocks</td>
<td></td>
<td>1 wk</td>
</tr>
<tr>
<td><strong>Cytology</strong></td>
<td>preparing stains and solutions • LIS: specimen receiving</td>
<td></td>
<td>3-5 days</td>
</tr>
</tbody>
</table>
The above list serves as a guideline to ensure that a range of duties are performed during the Clinical Placement.

Please recognize the following:
- Functions may be grouped differently in certain placements.
- Functions from more than one component may be performed in the same time period.
- Cytology, Histology, Microbiology and ECG may not be available to all students.

**Other Conditions for Student at Placements**

In addition to required Immunizations, police clearance, N95 mask fit and CPR/First Aid students may be required to meet other requirements specified by the placement such as:

**Confidentiality agreement**
The College shall require the Students strictly observe the clients' right to confidentiality and the Placement’s responsibility to preserve the confidentiality in respect of all information to which the Students may have access. Students may be **required** to review the hospital’s confidentiality policy and sign the related confidentiality agreement.

**ID badges**
During placements, students may be required to wear a Hospital Identification Badge which states their name and status as a student. If you lose your ID badge immediately, notify your supervisor.

**Health Centre and Lab orientation**
Students may be required to complete a Health Centre and laboratory orientation according to the SOP of the clinical site. Some hospitals have orientation packages; you must read these, as the hospital staff will expect you to be familiar with them.

**Dress Code**
Dress Code (Lab Coat vs. Uniform) is according to the clinical site’s policy and must be adhered to. Students may be sent home for noncompliance or unsatisfactorily dress. If for religious reasons a head-scarf, turban or long skirt must be worn, check with your supervisor regarding hemline requirements.
Clinical Placement: Rights and Responsibilities

The Agency providing the clinical placement: (1) in keeping with its responsibility for client care, has the right to intervene in any instance when a student may be functioning in a manner considered by the Agency to be potentially dangerous to the well-being of the client or contrary to agency regulations, rules, policies and procedures; (2) has the right, after consultation with the administrators of the College, to refuse the use of its facilities to any student for causes deemed in its discretion to be justifiable.

The College/Teacher: (1) is responsible for safety of practice and therefore reserves the right to ask a student to seek medical assessment of possible physical and emotional health problems when such problems appear to interfere with the satisfactory clinical practice. The student's continuance in the Program may be influenced by the medical assessment; and (2) may remove the student from the clinical area if a student demonstrates unsafe behaviour to the point of being hazardous to client care until the situation can be reviewed in regard to the appropriateness of the student's continuation in the Program.

Student Code of Conduct: Behaviours that will be deemed unacceptable at the CLINICAL PLACEMENT while registered as a student of Centennial College Medical Laboratory Technician program may include, but are not necessarily limited to:

- Failure to respect patients’ rights
- Breach of confidentiality
- Failure to keep proper records
- Sexual impropriety with a patient
- Being under the influence of alcohol or drugs while participating in patient care
- Acts of dishonesty such as plagiarism, impersonation, misrepresentation, theft and cheating
- Acts of willful damage to the property of the institutions and clinical affiliates
- Inappropriate conduct when dealing with a patient, leading to the patient’s physical or emotional stress
- Unsafe practice/threatening behaviours which can be reasonably interpreted to jeopardize the safety of fellow students, faculty, staff and/or patients
- Any other conduct unbecoming of a practicing medical laboratory technician/assistant
Behavioral Guidelines for Professional Conduct

Demonstration of ethical, legal and quality behavior of a practicing professional must be met. Both the CSMLS (Canadian Society for Medical Laboratory Science) and the OSMT (Ontario Society of Medical Laboratory Technologists) stress the importance of Medical Laboratory Assistants demonstrating a team-oriented, professional attitude in the workplace. In order to meet the ethical, legal and quality expectations of professional practice, the student must clearly demonstrate the professional attitudes and behaviors that are required of a Medical Laboratory Assistant. Failure to do so will result in a failing grade.

Some of the professional attitudes and behaviors that are required of a Medical Laboratory Assistant are:

- Listens attentively
- Shows awareness of the importance of learning
- Shows sensitivity to patient’s needs
- Complete assigned work/homework
- Shows interest in subject
- Demonstrates problem-solving attitude
- Participates in discussion
- Performs instrument maintenance when required
- Accepts responsibility for his/her own behavior
- Demonstrates self-reliance, able to work independently
- Arrive to labs, lecture and clinical placement on time
- Is careful with equipment
- Maintains a high degree of honesty and reliability in the performance of duties
- Handles reagents carefully, avoids wastage
- Uses spare time to advantage
- Ensures confidentiality of patients
- Respects patients’ rights
- Cooperates with fellow workers and other health care workers
- Displays initiative
- Shows concern for quality of work, safety regulations
- Complies with safety regulations
- Receives to constructive criticism
- Legible writing in reporting results
- Act in a manner that is considered professional, ethical and legal.
- Use equipment and supplies at field placements prudently and with respect.
- Behave collaboratively with staff at field placement site.
- Attend all placements on time and in appropriate dress.
- Report the events, your impressions and acquisition of new knowledge as result of the placement.
- Accept responsibility for all their actions.
- Complete assigned competencies as part of the Quality Assurance Program.
- Inform placement site of any absences
- Remain on clinical placement for the prescribed number of hours unless directed by the site supervisor to do otherwise
• Be proactive and seek out your own learning opportunities. Remember, this is YOUR placement
• Your faculty clinical placement coordinator may be visiting you at your placement site.
• Be prepared to show your field placement time logs. (complete this on a daily basis and keep it up to date)

Confidentiality:
• Centennial College and the Medical Laboratory Assistant Programs recognize the individual's right of privacy with respect to information gained by professors, instructors, and students during laboratory sessions and field placements.
• Confidentiality extends to everything that is learned during the clinical placement. This includes, the identity of all contacts, any identified problems, its cause and its treatment, everything that the client, family or friends disclose, the economic state, living conditions, domestic difficulties, etc.
• Respect the confidentiality of the client, their relatives and the health agency.
• Information may be shared only with laboratory staff when it is essential for the performance of your duties.
• Students must support the confidentiality of health information at all times.
• Any misuse of information shall be considered a breach of confidentiality and disciplinary action will be taken as deemed appropriate by the chair of the School of Engineering Technology and Applied Sciences (SETAS)
• Students will sign a confidentiality form

Workplace safety and insurance board guidelines

Clinical incident
• The Ministry of education and Training funds Workers' compensation costs for postsecondary students in Health Sciences in unpaid field placements and clinical programs if they are placed in organizations that are covered by the Workers' Compensation Act.
• Any injury or incidence, however minor, include needle stick or other clinical injuries, challenging staff or student inappropriate behaviours that happens to a student during clinical/field placement must be reported by the student to the clinical/placement agency and to the clinical teacher/faculty advisor.

• A student Accident Form must be completed by the student within 24 hours and given to the teacher. If accident forms arrive late, a late-filling fee is applied from WSIB.
• The College will submit the appropriate documents to the Workers' Compensation Board or the private insurer when required.

Accident report form
• The College requires documentation of all accidents involving students.
• Review the Accident Report Form in detail and follow noted instructions carefully. Should you be involved in any accident during college time, notify your faculty advisor and fill out the form as soon as possible. The faculty advisor will review and submit the form to the Program Chair.
Agencies may have their own Accident Report Forms for staff and clients and for student placements. If required, these are in addition to the College Accident Report Form. Please submit a copy to your faculty advisor.

Clinical placement agency with your placement site supervisor regarding the “how to” and “when” to fill out agency forms. It is our understanding that agency Accident Report Forms should be completed as soon as possible and signed by your placement site supervisor.

Check with your placement site supervisor regarding “how to” and “when” to fill out agency forms. Your placement site supervisor will notify your college Placement Coordinator.

Student Instructions -What to bring to your Clinical Placement

The attendance /duty logbook and competency checklist is your work record while you are in the field placement phase of the Medical Laboratory Assistant Program at Centennial College.

1. Review the contents of this logbook carefully
2. Review the contents of this competency checklist carefully
3. Carry both with you while you are on placement so that it is available as a guide to both you and the field supervisor.
4. Bring your WSIB insurance form and immunization records, police clearance, mask fit and CPR cards.
5. As you learn new skills, have the supervisor evaluate you using the appropriate competency checklist.
   - Write your comment on the competency checklist page for each area of work.
   - Some of the competencies may be evaluated at the College rather than during your field placement
   - All competencies must be completed, signed and dated by the end of the program
6. Keep track of the dates/hours you work in the Field Placement logbook. Make sure the supervisor signs each section.

Handling Student Issues While On Clinical Placement

When an incident occurs on clinical placement that causes a student to feel the need to file a complaint then the following procedure should be followed:

Conflicts
Conflicts happen to everyone. When a conflict arises, first, review your own behaviour critically. Did I express my feelings in ways that seemed inappropriate, intrusive, or threatening to others?

Step One:
If the complaint is against a staff member, the student should discuss the incident with the clinical educator or supervisor. If the student is satisfied with the response no further action will be taken.
Step Two
If the student is not satisfied with the outcome, the student should email the Placement coordinator or Program coordinator with details of the incidence. The Placement coordinator or Program coordinator should provide immediate support for the student, (example referral to college counseling if needed) and follow-up with the clinical site.

If there is, no resolution the placement may be terminated. If there is placement termination, the student will meet with the program coordinator, the placement coordinator, the Chair or Dean to determine the next step.

A written record of discussions, meetings and suggestions from all parties will be kept on file.

**Needle stick or other clinical injuries**
Needle sticks or clinical injuries must be reported to the site supervisor and an accident/incident report written according to SOP. The clinical site will provide medical assistance according to the policies and procedure of the health care facility or clinical laboratory.

It is the responsibility of the student and clinical site to notify the placement coordinator of the incidence and email a copy of the accident/incidence report. Once the College receives the accident/incidence report, the Chair or Dean will receive a copy.

**Placement Site Supervisor Instructions:**

**MLAB 150-Clinical Placement**
- MLAB 150 FIELD PLACEMENT ATTENDANCE LOG which indicates the number of hours the student spent at field placement.
- Competency Checklists
- Once student has completed any of the competencies on your checklists, the placement site supervisor evaluates and signs
- It is understood that some of the competencies may not be able to be assessed at every placement site

**Competency Checklist Evaluation Guidelines:**

**Satisfactory:** student has demonstrated a level of competency consistent with an entry level Medical Laboratory Assistant

**Unsatisfactory:** student has not been able to demonstrate a level of competency consistent with an entry level Medical Laboratory Assistant

**Not Applicable:** The item is not applicable to the training site

Please write any comments in the supervisor’s comment box. This space can be used to record any discussions, remediation suggestions, etc.
When the objective is complete, please date and sign the bottom of the page.

Unsatisfactory assessments may prevent the student from passing their field placement, so please discuss these issues with students, offer some remediation suggestions (eg. more practice, more time, review) to help the student be successful and reassess.

Please document these discussions, suggestions, and consult with the program coordinator or clinical placement coordinator at Centennial College.

- Lorna Chacha Program Coordinator (416-289-5000 ext.8251)
- Placement Coordinator Dylan Co (416-289-5000 ext.8250)

**After Clinical Placement Documentation**
Remember that your results cannot be finalized without your completed placement documents and therefore it may affect the completion of your course.

- Retain a completed, signed copy of all your clinical appraisal documents for your further reference.
- Write 500-word essay outlining, **“What was special about your clinical placement experience”**
- Return the completed logbook (blue book), competency checklist, clinical placement evaluation form and essay to the Program coordinator, Placement coordinator or designate at the end of your field placement assignment, to Room 428 – HP Morningside Campus
- The program coordinator or designate will review the completed documents and post a passing grade on your transcript.
CENTENNIAL COLLEGE

MLA/T

Clinical Placement

Competency

Checklists and Forms

Student Name: ____________________________________________
Objective: **SAFETY**  
*To be completed at all placement sites.*

The graduating student will be able to apply the principles of safety and quality management in performance of their tasks.

<table>
<thead>
<tr>
<th>Demonstrated Skill</th>
<th>Evaluation</th>
<th>Unsatisfactory</th>
<th>Satisfactory</th>
<th>Observation only</th>
<th>Principles Reviewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is familiar with the department safety manual.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Knows the location and use of safety equipment in the department.  
  *ie.* Fire extinguishers, eyewash stations, personal protective equipment, biohazard hood, fume hood |            |                |              |                  |                     |
| Uses personal protective equipment and safety devices correctly. |            |                |              |                  |                     |
| Maintains hygiene by following protocols related to specimen handling, waste disposal, and spill cleanup. |            |                |              |                  |                     |
| Labels, handles, stores, and disposes of controlled substances according to WHMIS regulations. |            |                |              |                  |                     |
| Reports and follows up on safety incidents. |            |                |              |                  |                     |
| Responds to emergency codes appropriately. |            |                |              |                  |                     |
| Practices effective time management. |            |                |              |                  |                     |
| Demonstrates an understanding of his/her scope of practice. |            |                |              |                  |                     |
| Respects dignity of patient by maintaining confidentiality of all patient data and by respecting their wishes and values, including the right to refuse treatment. |            |                |              |                  |                     |
| Recognize when assistance is needed for a difficult collection/situation. |            |                |              |                  |                     |
| Able to respond to changing or stressful situations. |            |                |              |                  |                     |

**Supervisor Comments:**

**Student Comments:**

Date:______________  Student Signature:____________________

Supervisor Signature:______________________________________________
Objective: SPECIMEN PROCUREMENT
*Only if applicable at the placement site.*

The graduating student will be able to consistently collect appropriate blood samples under minimum supervision, while adhering to acceptable standards of practice, institutional policies and while demonstrating respect for the needs of clients.

<table>
<thead>
<tr>
<th>Demonstrated Skill</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approach patients with empathy in a professional manner.</td>
<td></td>
</tr>
<tr>
<td>Identify yourself according to the protocol of your institution</td>
<td></td>
</tr>
<tr>
<td>Recognize the importance of validating the identification.</td>
<td></td>
</tr>
<tr>
<td>- Complies with patient identification procedures 100% of the time.</td>
<td></td>
</tr>
<tr>
<td>Demonstrate knowledge of legal issues by obtaining the patient's consent to collect the sample.</td>
<td></td>
</tr>
<tr>
<td>Demonstrate knowledge of anatomy and physiology through proper selection of collection sites.</td>
<td></td>
</tr>
<tr>
<td>Demonstrate knowledge of anticoagulants and equipment by the proper selection and use of equipment.</td>
<td>- Collects appropriate samples 95% of the time</td>
</tr>
<tr>
<td>Follows established procedures for specimen collection including any special procedures such as blood alcohols.</td>
<td>- Complies with blood collection protocol 95% of the time</td>
</tr>
<tr>
<td>Labels all tubes accurately.</td>
<td>- Labels tubes correctly 100% of the time</td>
</tr>
<tr>
<td>Prioritizes collection and handling of specimens.</td>
<td></td>
</tr>
<tr>
<td>Adheres to established safety and infection control procedures surrounding collections. (ie. handwashing, gloves, needle disposal)</td>
<td>- Complies with safety and infection control policies 100% of the time</td>
</tr>
<tr>
<td>When required, explains the procedure for collection, storage, and transport to patients (ie. Occult blood)</td>
<td></td>
</tr>
<tr>
<td>Recognize when assistance is needed for a difficult collection/situation.</td>
<td></td>
</tr>
</tbody>
</table>

Supervisor Comments:

Student Comments:

Date: ___________________ Student Signature: ___________________

---

Applied Biological & Environmental Sciences  Approved by: Dr. Patrick Kelly  Date revised: July 2013
The Future of Learning

Supervisor Signature: ___________________________________________________________
Objective: SPECIMEN HANDLING AND PROCESSING
*To be completed at all placement sites.*

The graduating student, as required, will receive and process specimens with established technical, safety, and quality protocols.

<table>
<thead>
<tr>
<th>Demonstrated Skill</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>Ensures that received specimens have been properly packaged and transported, that all labels/requisitions match, and that the information is complete and accurate.</td>
<td></td>
</tr>
<tr>
<td>Accepts or rejects specimens according to laboratory policy.</td>
<td></td>
</tr>
<tr>
<td>Maintains appropriate records in regards to rejection of specimens.</td>
<td></td>
</tr>
<tr>
<td>Accessions and logs in specimens (manually or in a computer) according to laboratory policy.</td>
<td></td>
</tr>
<tr>
<td>Prioritizes samples for processing.</td>
<td></td>
</tr>
<tr>
<td>Adheres to safety and infection control protocols related to specimen handling and processing. (standard precautions, waste disposal, spill cleanup, WHMIS)</td>
<td></td>
</tr>
<tr>
<td>• Complies with safety and infection control policies 100% of the time</td>
<td></td>
</tr>
<tr>
<td>Ensures proper packaging of specimens when being transported/referred to another testing site.</td>
<td></td>
</tr>
<tr>
<td>Complies with laboratory policy for storage and disposal of specimens</td>
<td></td>
</tr>
</tbody>
</table>

Supervisor Comments:

Student Comments:

Date:_________________ Student Signature:__________________________________________

Supervisor Signature:_____________________________________________________________
Objective: ECGs
*Only if applicable at the placement site.*

The graduating student will be able to consistently perform ECG testing under minimum supervision, while adhering to acceptable standards of practice, institutional policies and while demonstrating respect for the needs of clients.

<table>
<thead>
<tr>
<th>Demonstrated Skill</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>Approach patients with empathy in a professional manner.</td>
<td></td>
</tr>
<tr>
<td>Identify yourself according to the protocol of your institution</td>
<td></td>
</tr>
<tr>
<td>Recognize the importance of validating the identification.</td>
<td></td>
</tr>
<tr>
<td>Demonstrate knowledge of legal issues by explaining procedure and obtaining the patient's consent.</td>
<td></td>
</tr>
<tr>
<td>Prepare the patient for the test according to laboratory policy.</td>
<td></td>
</tr>
<tr>
<td>Demonstrate knowledge of anatomy and physiology through proper placement of leads.</td>
<td></td>
</tr>
<tr>
<td>Performs procedure, recognizes and corrects common artifacts.</td>
<td></td>
</tr>
<tr>
<td>Recognizes normal and abnormal results, and takes appropriate action.</td>
<td></td>
</tr>
</tbody>
</table>

Supervisor Comments:

---

Student Comments:

---

Date:__________________  Student Signature:__________________________________________

Supervisor Signature:______________________________________________________________
Objective: MICROBIOLOGY
Only if applicable at the placement site.

The graduating student will be able to handle and process appropriate samples under minimum supervision, while adhering to acceptable standards of practice, institutional policies and while demonstrating respect for the needs of clients.

<table>
<thead>
<tr>
<th>Demonstrated Skill</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensures that received specimens have been properly packaged and transported, that all labels/requisitions match, and that the information is complete and accurate.</td>
<td></td>
</tr>
<tr>
<td>Accepts or rejects specimens according to laboratory policy.</td>
<td></td>
</tr>
<tr>
<td>Maintains appropriate records in regards to rejection of specimens.</td>
<td></td>
</tr>
<tr>
<td>Accessions and logs in specimens (manually or in a computer) according to laboratory policy.</td>
<td></td>
</tr>
<tr>
<td>Prioritizes samples for processing.</td>
<td></td>
</tr>
<tr>
<td>Prepares samples according to laboratory policy.</td>
<td></td>
</tr>
<tr>
<td>Inoculates specimens onto appropriate media and incubates as indicated.</td>
<td></td>
</tr>
<tr>
<td>Where appropriate, demonstrates an understanding of correct use of automated equipment. (routine operation, QC, maintenance)</td>
<td></td>
</tr>
<tr>
<td>Prepares solutions or media as directed.</td>
<td></td>
</tr>
<tr>
<td>Adheres to established safety and infection control procedures in handling and processing of specimens.</td>
<td></td>
</tr>
<tr>
<td>Ensures proper packaging of specimens when being transported/referred to another testing site.</td>
<td></td>
</tr>
<tr>
<td>Complies with laboratory policy for storage and disposal of specimens</td>
<td></td>
</tr>
</tbody>
</table>

Supervisor Comments:

Student Comments:

Date:_________________   Student Signature:___________________________________
Objective: CHEMISTRY

Only if applicable at the placement site.

The graduating student will be able to handle and process appropriate samples under minimum supervision, while adhering to acceptable standards of practice, institutional policies and while demonstrating respect for the needs of clients.

<table>
<thead>
<tr>
<th>Demonstrated Skill</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>Ensures that received specimens have been properly packaged and transported, that all labels/requisitions match, and that the information is complete and accurate.</td>
<td></td>
</tr>
<tr>
<td>Accepts or rejects specimens according to laboratory policy.</td>
<td></td>
</tr>
<tr>
<td>Maintains appropriate records in regards to rejection of specimens.</td>
<td></td>
</tr>
<tr>
<td>Accessions and logs in specimens (manually or in a computer) according to policy.</td>
<td></td>
</tr>
<tr>
<td>Prioritizes samples for processing.</td>
<td></td>
</tr>
<tr>
<td>Prepares samples according to policy.</td>
<td></td>
</tr>
<tr>
<td>Loads specimens on analyzers.</td>
<td></td>
</tr>
<tr>
<td>Performs basic urinalysis testing:</td>
<td></td>
</tr>
<tr>
<td>• Handles urine samples correctly</td>
<td></td>
</tr>
<tr>
<td>• Uses reagent dipsticks</td>
<td></td>
</tr>
<tr>
<td>• Prepares urine for microscopic examination</td>
<td></td>
</tr>
<tr>
<td>Where appropriate, demonstrates an understanding of correct use of automated equipment. (routine operation, QC, maintenance)</td>
<td></td>
</tr>
<tr>
<td>Adheres to established safety and infection control procedures in handling and processing of specimens.</td>
<td></td>
</tr>
<tr>
<td>Ensures proper packaging of specimens when being transported/referred to another testing site.</td>
<td></td>
</tr>
<tr>
<td>Complies with laboratory policy for storage and disposal of specimens</td>
<td></td>
</tr>
</tbody>
</table>

Supervisor Comments:

Student Comments:

Date:_________________   Student Signature:___________________
Objective: **HEMATOLOGY**  
*Only if applicable at the placement site.*

The graduating student will be able to handle and process appropriate samples under minimum supervision, while adhering to acceptable standards of practice, institutional policies and while demonstrating respect for the needs of clients.

<table>
<thead>
<tr>
<th>Demonstrated Skill</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>Ensures that received specimens have been properly packaged and transported, that all labels/requisitions match, and that the information is complete and accurate.</td>
<td></td>
</tr>
<tr>
<td>Accepts or rejects specimens according to laboratory policy.</td>
<td></td>
</tr>
<tr>
<td>Maintains appropriate records in regards to rejection of specimens.</td>
<td></td>
</tr>
<tr>
<td>Accessions and logs in specimens (manually or in a computer) according to policy.</td>
<td></td>
</tr>
<tr>
<td>Prioritizes samples for processing.</td>
<td></td>
</tr>
<tr>
<td>Prepares samples according to policy.</td>
<td></td>
</tr>
<tr>
<td>Loads specimens on analyzers.</td>
<td></td>
</tr>
<tr>
<td>Set up ESRs according to laboratory procedure.</td>
<td></td>
</tr>
<tr>
<td>Perform microhematocrit testing according to laboratory procedure.</td>
<td></td>
</tr>
<tr>
<td>Prepare and label blood films according to laboratory procedure.</td>
<td></td>
</tr>
<tr>
<td>Stains blood films either manually or by automated methods.</td>
<td></td>
</tr>
<tr>
<td>Where appropriate, demonstrates an understanding of correct use of automated equipment. (routine operation, QC, maintenance)</td>
<td></td>
</tr>
<tr>
<td>Adheres to established safety and infection control procedures in handling and processing of specimens.</td>
<td></td>
</tr>
<tr>
<td>Ensures proper packaging of specimens when being transported/referred to another testing site.</td>
<td></td>
</tr>
<tr>
<td>Complies with laboratory policy for storage and disposal of specimens.</td>
<td></td>
</tr>
</tbody>
</table>

**Supervisor Comments:**

**Student Comments:**

Date:_________________   Student Signature:________________
Objective: **HISTOLOGY/CYTOTECHNOLOGY**

*Only if applicable at the placement site.*

The graduating student will be able to handle and process appropriate samples under minimum supervision, while adhering to acceptable standards of practice, institutional policies and while demonstrating respect for the needs of clients.

<table>
<thead>
<tr>
<th>Demonstrated Skill</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>Ensures that received specimens have been properly packaged and transported, that all labels/requisitions match, and that the information is complete and accurate.</td>
<td></td>
</tr>
<tr>
<td>Accepts or rejects specimens according to laboratory policy.</td>
<td></td>
</tr>
<tr>
<td>Maintains appropriate records in regards to rejection of specimens.</td>
<td></td>
</tr>
<tr>
<td>Accessions and logs in specimens (manually or in a computer) according to laboratory policy.</td>
<td></td>
</tr>
<tr>
<td>Prioritizes samples for processing.</td>
<td></td>
</tr>
<tr>
<td>Prepares samples according to laboratory policy. (eg. centrifugation)</td>
<td></td>
</tr>
<tr>
<td>Where appropriate, demonstrates an understanding of correct use of automated equipment. (routine operation, QC, maintenance)</td>
<td></td>
</tr>
<tr>
<td>Performs routine stains according to laboratory protocol.</td>
<td></td>
</tr>
<tr>
<td>Coverslips stained slides.</td>
<td></td>
</tr>
<tr>
<td>Prepares any solutions or stains as directed.</td>
<td></td>
</tr>
<tr>
<td>Adheres to established safety and infection control procedures in handling and processing of specimens.</td>
<td></td>
</tr>
<tr>
<td>Ensures proper packaging of specimens when being transported/referred to another testing site.</td>
<td></td>
</tr>
<tr>
<td>Complies with laboratory policy for storage and disposal of specimens.</td>
<td></td>
</tr>
</tbody>
</table>

Supervisor Comments:

Student Comments:

Date: ___________________  Student Signature: __________________________________________

Supervisor Signature: __________________________________________
Absence From Clinical Placement Report Form

Student Name: _________________________________________________________

Date:____________________________________________________________

Please answer yes/no

Notified in a timely manner: _____________________________________________

Not Notified: _________________________________________________________

Absent note/Documentation: _____________________________________________

Absence Record

Clinical Site: number of absences________________________________________

Student Signature:____________________________________________________

Clinical Site Supervisor/Instructor signature________________________________
# MLA EMERGENCY CONTACT SHEET

The reason we ask you to fill out this form is fairly straightforward, and outlined on the form. We ask that you share this information with your placement site supervisor, so that a phone call to us, which may waste precious time, is not needed. This is to be done immediately upon arrival at placement.

We are asking that you fill in the information listed below. It is important that we have the information on file in case of your involvement in an emergency. Please be assured that this information will be kept in the strictest of confidence.

**PLEASE PRINT!**

| **Date:** | ______________________________ |
| **Student Name:** | ______________________________ |
| **Emergency Contact:** | ______________________________ |
| **Telephone #: Home:** | ______________________________ |
| | **Business:** __________________ |
| **Health Card No.:** | ______________________________ |
| **Signature:** | ______________________________ |

Copy to Centennial College MLT/A Program Coordinator

Copy to Clinical Placement Agency
The Future of Learning

Centennial College

MLAB 3506 STATEMENT OF CONFIDENTIALITY

The practice of maintaining confidentiality is the cornerstone of all human services. It is imperative that the "Statement of Confidentiality” form be reviewed and signed.

I, ____________________________, agree that all information, documentation and data acquired during any and all of my field placements will forever be kept in the strictest of confidence. If, after appropriate investigation by the field placement setting and College, breach of confidentiality has been proven, the following action will be taken:

a) immediate withdrawal from field placement
b) automatic failure of field placement as a program subject
c) dismissal from the program as a whole.

Date: ______________________ ___________________________ Student Name (print)

___________________________ ___________________________ Student Signature

Date: ______________________ ___________________________ Faculty (print)

___________________________ ___________________________ Faculty Signature

Copy to Centennial College MLAB Program Coordinator

Copy to Clinical Placement Agency for MLAB 3506
STUDENT INFORMATION SHEET

Name: ________________________________________________________________

Last                                         First

Local Address: ____________________________ Postal Code:____________________

_______________________________ Phone Number:__________________________

Home Address: ____________________________ Postal Code:____________________

_______________________________ Phone Number:__________________________

Email Address:__________________________________________________________

If the above information changes it is your responsibility to notify the School of Engineering Technology & Applied Science – ABES Room 428 or the MLAB program coordinator.

I, the undersigned, have received a copy of the Medical Laboratory Assistant Program Manual and the Student Handbook for Centennial College. I agree to follow policies and procedures as outlined in both.

Signature:_________________________________________ Date:____________________

ENJOY YOUR OPPORTUNITY TO LEARN
Centennial College Medical Lab Technician Clinical Placement Evaluation – Students

Please assist us in shaping future clinical placements by completing this form and returning it to the Med Laboratory placement coordinator or Program coordinator. Information you provide will be collated and used to provide feedback to the department Chair. Please feel free to write your comments in the column provided. Thank you for taking the time to answer these questions.

<table>
<thead>
<tr>
<th>Questions</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Undecided / Unsure</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The practical experiences at this placement are appropriate for my level of knowledge learned at Centennial College.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am able to meet my clinical learning objectives at this placement.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff and supervisor in the laboratory facilitate my learning.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The attitude of the staff and supervisor is conducive to my learning.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The laboratory safety and professional standards practiced at this placement is an acceptable model for me to imitate.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I felt welcomed at this placement.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What did you like or dislike about this placement?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Clinical Placement site: ________________________________  Your name (optional)
Please email, fax or return the completed evaluation form to Lorna Chacha, Program Coordinator (lchacha@centennialcollege.ca) or Eileen Parker Placement Coordinator (eileen.parker2000@rogers.com). Or Centennial College Morningside Campus Room 428. Fax: 416-289-5155
Communication

The College and your program communication information to you in the following ways:

➤ myCentennial

Q. What is myCentennial?
A. myCentennial is a portal to Centennial College services such as registration, fee payments, email, grades and courses in which you are enrolled. It also provides access to electronic course resources through Blackboard. Be sure to keep your password safe and confidential.

➤ Blackboard…

Q. What is E-Centennial?
A. E-Centennial is an e-Learning Management System platform which is used by professors to communicate with students about their courses. For example, professors may post course work and handouts and may inform you of class cancellation on Blackboard. Your class could be holding discussions on important issues, or collaborating on group projects. You might have the opportunity to assess your own progress with online review quizzes or the e-centennial gradebook. All you need is your web browser!

Your professor will discuss his or her use of E-Centennial in your class. Helpful hints (such as information on logging onto Centennial College’s E-Centennial's welcome page, and more) is available by online or in printable format through: https://e.centennialcollege.ca/d2l/lp/homepage/home.

Now it’s Your Turn to Communicate with Us

Here are some of the ways that you can share important information about your course or program.

Q. If I have feedback/comments about my course and/or program to whom do I go?
A. You may speak to your program coordinator or department chairperson.
Frequently Asked Questions

Q. What is a pre-requisite?
A. A pre-requisite is a course that you must take before taking other courses. If there are any, all pre-requisite courses are clearly stated in your Program Model Route.

Q. What is a co-requisite?
A. A co-requisite is a course that you must take at the same time when you take another course. All co-requisite courses are stated in your Program Model Route.

Q. What is GPA?
A. GPA stands for Grade Point Average. Grade points are numeric values attached to each letter grade that is awarded for each course you have completed. For a full explanation of GPA, see Grading System (pg. 54)

Q. What happens if I fail a course?
A. If you fail one course, you may re-enroll to repeat the course the next time that course is offered. If that course is a pre-requisite for a course, then you cannot take that course until you have successfully completed the failed course.

Q. If I fail a course and repeat the same course successfully, will my GPA include both courses?
A. No. Only the course that has the higher mark will be considered to calculate your GPA. However, both courses will appear on your academic transcript.

Q. What happens if I fail more than one course?
A. If you fail more or more courses in one semester and/or have a term GPA of less than 2.0, you will be placed on Conditional Academic (CS) Standing. See “Academic Progression Policy” for full explanation. You will have to meet on a regular basis with your program coordinator/academic advisor. Your initial meeting with your academic advisor will determine your course load for the following semester.

Q. What is an "I" grade? How long does an “I” grade remain on my transcript?
A. "I" grades are ‘incomplete’ grades awarded to students who, due to exceptional circumstances, are not able to complete a course. “I” grades are not automatic and must be negotiated with your professor. Satisfactory work must have been done during the term to permit this grade to be awarded. This allows the
student to finish the missing work. Time allowed to finish the work would be no longer than 12 months and must be discussed with the professor. After 12 months, the "I" grade converts to an "F" grade and students must repeat the course.

Q. If I decide to drop a course, will I get a ‘Fail’ grade?
A. If you drop/withdraw from a course before the withdrawal deadline date, no grade is assigned and the course is removed from your record. Make sure you complete the “Withdraw” form, have it signed by your coordinator or school advisor and submit it to Enrolment Services on or before the deadline date. Refer to the “Important Dates Calendar” for the deadline dates.

Q. Will I get a refund if I withdraw from a course?
A. You will receive a partial refund of fees only if you officially withdraw within the first ten days of the semester. Some fees, however, such as the OSAP fee-deferral charge, are not refundable.

Q. How many courses do I need to complete to graduate?
A. All courses that are stated in the program model route must be completed in order to graduate.

Q. To graduate from a program do I need to submit an Application to Graduate form and when?
A. Yes. Forms are available through the Enrolment Services Office. Applications should be submitted in the semester you expect to graduate.

Q. If I feel I am struggling in the program, where can I get help?
A. Speak to your program coordinator/school academic advisor as soon as possible.
Dealing with Conflict

Whether we like or not, conflict is a fact of life. There will always be people who irritate and annoy us. How you deal with conflict is critical to your success as a college student and beyond.

Q. I am having a conflict with another student or my professor/instructor. Where can I go?

A. If you feel comfortable, talk to the person directly. You can also talk to your program Chairperson/Academic Manager, or you can contact the Student Relations Office at (416) 289-5000, ext. 2629 or by e-mail: sattwala@centennialcollege.ca. They can help you resolve your conflict in a respectful, effective and professional way.
Student Services: Working For You

For detailed description about Student Services at Centennial, please go to myCentennial
As a Centennial Student, did you know that you have access to a rich and wonderful range of services and opportunities?

Not only can we assist you to meet your needs but together we can help ensure you get the most out of life at Centennial and truly succeed during your time with us. These are just some of the service areas related to your student journey and you are encouraged to take advantage of these services as you travel along with us...

**Language Skills Assessment for Placement**

Most students are required to take the Language Skills Assessment prior to the start of classes for placement into the appropriate first year communications course. The assessment is used to place students in a Communications course that will best help them further develop their language skills and cope with their other courses/work placements.

It is strongly recommended that new students complete the Language Skills Placement Assessment before the end of July if planning to attend the Fall semester or by mid-November if planning to enroll for the Winter semester. Placement into a daytime class cannot be guaranteed after these dates.

Students with documented disabilities can write the skills assessments with accommodations. You must register with the Centre for Students with Disabilities.

**Student Advising**

Whether you are a brand-new student or you’re about to graduate, you are bound to have questions at some time or other. Our advisors in Student Services are here to help you navigate through the college.

**Q. What is the Advising Service?**

**A.** The Advising Centre’s main focus is to help future incoming full-time and current students with their transition to college life and to provide relevant information to help them make well-informed educational choices.

**Q. Who can use this service?**

**A.** All prospective and current students including internationally trained individuals.

**Contact Information:**

The current hours of operations are:

- Tuesday, Wednesday and Friday - 8:30 a.m. to 4:30 p.m.
- Monday and Thursday - 8:30 a.m. to 7:00 p.m.

Email: advising@centennialcollege.ca

Phone: 416-289-5000-x2598
The Future of Learning
Bursaries and Loans

**Q. Who can I see about bursaries and loans?**

**A.** Visit the Student Financial Services Office at your campus during regular hours that are posted in front of the offices.

Also, for more information on grants, bursaries, scholarships and awards, please check the Full-Time Calendar.

**Office locations:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Progress Campus</td>
<td>Student Hub</td>
</tr>
<tr>
<td>Morningside (HP) Campus</td>
<td>Room 230</td>
</tr>
<tr>
<td>Centre for Creative Communication (CCC)</td>
<td>Room 101</td>
</tr>
<tr>
<td>Ashtonbee Campus</td>
<td>Room B-124</td>
</tr>
</tbody>
</table>

Academic Success

**Q. How can I be successful academically?**

**A.** Good study skills are a prerequisite for success at college. The Career and Counselling Centre offers group workshops throughout the semester to help students develop good study skills. These may include assessments to help evaluate your strengths and study habits, or workshops on time management, effective note taking and reading, test taking skills and tips on applying to university. One-to-one sessions with a counsellor can also be arranged.

Tutoring is a free service offered to all Centennial College students through the Learning Centres at Centennial Libraries.

**Q. Who can I contact about a personal matter that is affecting my school work?**

**A.** You can start by talking to your professor or go the Counselling Centre (CS). The CS offers free confidential counselling about personal concerns. It provides an opportunity for you to talk to someone who is supportive and objective about the concerns or issues that are getting in the way of your success. Issues cover a wide range of topics and can include gender issues, grief and loss, anxiety, adjustment to college, relationship issues, family issues, communication skills and personal crisis.

**Contact Information:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP Campus, Rm 109:</td>
<td>416-289-5000, ext. 8025</td>
</tr>
<tr>
<td>Progress Campus, Rm C1-03:</td>
<td>416-289-5000, ext. 2627</td>
</tr>
<tr>
<td>CCC: Rm 285:</td>
<td>416-289-5000, ext 8664</td>
</tr>
<tr>
<td>Ashtonbee Campus: Rm A1-11:</td>
<td>416-289-5000, ext 7252</td>
</tr>
</tbody>
</table>
Accommodation for Students

Students with Disabilities

Centennial is committed to providing the best possible education for all of our students. This includes meeting the needs of students with disabilities who may require adjustments or accommodations for their success.

Q. **What is the College policy on disability issues?**

A. We will make every reasonable effort to accommodate students who identify their disabilities to meet the learning outcomes of the program in which they are registered and provide equal access to all programs and services.

Q. **What are some examples of disabilities?**

A. Learning, Medical, Mental Health, Physical, Visual, Hearing, Mobility, ADD/ADHD.

To learn more about your rights and responsibilities please check the Accommodation policy that is posted on myCentennial. ext. 2627.

To book an appointment please contact:

- Progress: 416-289-5000 ext. 2627, Room C1-03
- Ashtonbee: 416-289-5000 ext. 7252, Room A111
- Morningside (HP): 416-289-5000 ext. 8025, Room 190
- Centre for Creative Communication (CCC): 416-289-5000 ext. 8664, Room 284
- email address: csd@centennialcollege.ca
- website address is: www.centennialcollege.ca/csd

Accommodation for Religious Beliefs

Religion is the cornerstone of life for many people. Centennial College is committed to an inclusive learning environment that is the result of shared responsibilities by all. The diverse faiths enrich all of us at Centennial College and we recognize the customs, traditions and calendars from all different faiths.

Q. **Do I get time off to celebrate my Religious Holiday?**

A. You may be entitled to your Religious Holiday. Students requesting absence from class/es for special religious holy days should advise their professors in writing at the beginning of the semester. Requests for holy days that are based on lunar cycles should be made in writing as soon as possible to the professors.

*For more information check the Faith Accommodation Policy that is posted on myCentennial.*
Q. I like to take time out to meditate and pray. Is there any place I can do that on campus?

A. Yes! Each campus has a prayer room:
   - Progress: Room E1-22
   - Ashtonbee: Room E214
   - CCC: Room 288
   - Morningside (HP): Room 121

Child Care

Q. Childcare is a real issue for me and expensive too. What can I do?

A. Our child care centres offer outstanding care to children of students, staff faculty and the community. There is a fee for child care at our centres. To find out about the child care centres please contact:
   - Progress – 416-289-5203
   - East York – 416-280-5104

Security

If at anytime you need to contact security, you may go to their office on campus or you may call:
   - General Security Enquiries – 416-289-5240
   - EMERGENCY – 416-439-HELP (4357) or 911

Parking

If you require parking, you could obtain detailed information by logging onto: www.centennialcollege.ca/studentservices/parking.htm

Photo Identification (ID)

Your Centennial College photo identification card is used to access many College services, for examination identification purposes, and is issues to full-time, new entrants through the Enrolment Services Office. A fee will be charged to replace any lost or stolen cards.
Welcome to Centennial College Libraries! At your campus Library, you will find an array of different services to help you succeed in your program.

<table>
<thead>
<tr>
<th>Campus Library services…</th>
<th>Learning Centre services…</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Get help with your assignments</td>
<td>☑ FREE tutoring - book online</td>
</tr>
<tr>
<td>☑ Find articles, e-journals, e-books and databases</td>
<td>☑ Let’s Talk groups - improve your English</td>
</tr>
<tr>
<td>☑ Borrow books, videos, DVDs</td>
<td>☑ Review sessions - prepare for tests</td>
</tr>
<tr>
<td>☑ Use a computer or borrow a laptop</td>
<td>☑ Online self-study resources</td>
</tr>
<tr>
<td>☑ Check out askON chat reference service</td>
<td>☑ Become a peer tutor - apply online</td>
</tr>
<tr>
<td>☑ Choose a group room or silent study space</td>
<td></td>
</tr>
</tbody>
</table>

For more information:

Check out the Library web site, at [www.centennialcollege.ca/library](http://www.centennialcollege.ca/library), visit your campus Library, or give us a call at 416-289-5000:

- Library General Inquiry: ext. 2600
- Ashtonbee Library Help Desk: ext. 7000
- Centre for Creative Communications Library Help Desk: ext. 8600
- Progress Library Help Desk: ext. 2600
- HP Science & Technology Centre Library Help Desk: ext. 8000
Centennial College Student Association

- Official organization that promotes and represents the interests of the students
- Progress Campus: Student Centre,
  Monday to Thursday: 8:30 a.m. to 6:00 p.m.
  Fridays: 8:30 a.m. to 4:30 p.m.
- PR Campus phone number: 416-289-5262
Centennial College Policies

Policies and Procedures to Safeguard your Rights and Fulfill your Responsibilities

When we come to Centennial we join a community of learners, staff and students who work together regardless of backgrounds, beliefs and ethnicity. There could be challenges that may arise and need to be addressed such as to stop a particular behaviour of harassment, discrimination or bullying, or for you to recognize your responsibilities and abide by the College’s policies and Student Code of Conduct.

If you have any questions about these policies, you can contact the Student Relations Office at:
416-289-5000, ext. 2629 or e-mail: sattwala@centennialcollege.ca

Grade Appeal

Q. I want to appeal my grade, what do I do first?
A. Talk to your professor/instructor. Listen respectfully to your professor/instructor’s explanation as to why you were given your grade.

Q. I can’t contact my professor/instructor. What do I do?
A. Find out from your department office if your professor/instructor has office hours. Keep a log of your attempts to contact your professor/instructor by e-mail and voicemail. If you are still having trouble, contact the program coordinator or department chair.

Q. I met with my professor/instructor and he/she refuses to change my grade. What is the next step?
A. Obtain a Grade Appeal Form from Enrolment Services, the library or the CCSAI. You can also download it from the Student Services page at myCentennial. Read the form and follow the instructions. If you need more
Q. Is there a deadline date for appealing my grade?
A. Yes! Grade appeals should be processed within 10 business days after the release of grades.

The Grade Appeal policy can be found at myCentennial.

Academic Honesty

Q. I have just been accused of cheating. What do I do?
A. Don’t panic. Listen to your professor/instructor’s explanation. Read the Academic Honesty and Plagiarism Policy (posted on myCentennial).

Q. I didn’t know that what I did was considered cheating. Does that count?
A. Ignorance is not an acceptable defence. You must understand the college’s policy on academic honesty. It’s your responsibility to fully understand this policy; if you have any questions, ask your professor/instructor immediately.

Q. I was in a group project and one of my group members was accused of plagiarism. All of us were given a zero on the assignment. I just did the formatting. Why am I being punished?
A. All of you are responsible for the academic integrity of your group project; it’s not something you can just assign to any one person. Ensure you build in enough time for peer review and quality control. You will suffer the consequences if you don’t.

The Academic Honesty and Plagiarism Policy can be found at myCentennial.

Violence Prevention and Harassment and Discrimination Prevention

Q. Some students in my class keep calling me “faggot/homo” or “bitch/ho”. What do I do?
A. You have a right to work and study in an environment free of harassment and discrimination. If you are comfortable speaking to them, ask them to stop. You can also contact the Student Relations Office.

Q. An individual (could be a college employee or student) made a comment which I find racist. What do I do?
A. If you feel comfortable, address your concern directly with the individual. You could also contact the Student Relations Office.

Q. I’m being physically threatened. What do I do?
A. Go to Security at your campus and make a report immediately. You have a right to work and study in an environment free of violence.

The Violence Prevention Policy can be found at myCentennial. The Harassment and Discrimination Prevention Policy can be found at myCentennial.

Student Code of Conduct

Q. What is the Student Code of Conduct?
A. The Student Code of Conduct lists your rights and responsibilities as a Centennial College student and is intended to ensure a learning environment based on mutual respect.

Q. Another student has been making nasty comments about me on her Facebook wall. Can the college do something about it?
A. Yes, under our Student Code of Conduct, the college can take action if inappropriate statements are made in cyberspace from a Centennial College student about another Centennial College student or employee.

The Student Code of Conduct can be found at myCentennial.

Electronic Communication Devices (ECD)

Q. What are electronic Communication Devices?
A. ECD include but are not limited to cell phones, pagers, beepers, palm tops, electronic daytimers, personal digital assistants (PDA), laptops and any other two-way communication devices.

Q. Can I bring ECD into my class?
A. You will need to follow your professor’s instructions on ECD. Accommodation will be provided for students with disabilities. Refer to the College Guidelines on Electronic Communication Devices posted on myCentennial.
Final Exam Policy

The integrity of the exam process depends on everyone respecting the established rules and accepting their responsibility in a consistent manner. You are responsible for knowing and respecting the Final Exam policy found in your *Student Guide on myCentennial*.

*Your photo ID will be required when you write your exams.*

Sequencing Problems

The result of a failed course is that you must repeat the course. This is usually done in the regular day program. Some liberal arts and English courses may be taken at night through Continuing Education, if they are offered. Speak with your academic advisor about this.

**NOTE:** If you fail a course or do not take a course in the required sequence you will have a problem since most of the courses may be taught only once per year. Failing a course will cause a sequencing problem because you may not be able to take the failed course for at least another full year. This may mean it will cost you significant time to get back in proper course sequence. Refer to the program model route for current pre-requisite requirements.

When you fail a course, you cannot be guaranteed the opportunity to repeat the course the next time it is offered. This will depend on available space after all regularly scheduled students have registered for the course.
# Grading System

The Grading System for evaluating student performance is as follows.

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Grade Description</th>
<th>Numerical Equivalents</th>
<th>Grade Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>Outstanding achievement</td>
<td>90-100%</td>
<td>4.5</td>
</tr>
<tr>
<td>A</td>
<td>Excellent achievement</td>
<td>80-89%</td>
<td>4.0</td>
</tr>
<tr>
<td>B+</td>
<td>Very good achievement</td>
<td>75-79%</td>
<td>3.5</td>
</tr>
<tr>
<td>B</td>
<td>Good achievement</td>
<td>70-74%</td>
<td>3.0</td>
</tr>
<tr>
<td>C+</td>
<td>Satisfactory achievement</td>
<td>65-69%</td>
<td>2.5</td>
</tr>
<tr>
<td>C</td>
<td>Acceptable achievement</td>
<td>60-64%</td>
<td>2.0</td>
</tr>
<tr>
<td>D+</td>
<td>Pass’1</td>
<td>55-59%</td>
<td>1.5</td>
</tr>
<tr>
<td>D</td>
<td>Pass’2</td>
<td>50-54%</td>
<td>1.0</td>
</tr>
<tr>
<td>F</td>
<td>Fail</td>
<td>0-49% OR Unsatisfactory achievement in a course where a percentage grade is inappropriate</td>
<td>0</td>
</tr>
<tr>
<td>FNA</td>
<td>Failure Non – Attendance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>Pass</td>
<td>Satisfactory achievement in a course where a percentage grade is inappropriate</td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Incomplete grade</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AEG</td>
<td>Aegrotat standing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AUD</td>
<td>Audit status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIP</td>
<td>Course in progress</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUB</td>
<td>Substitution of one required course by another</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TCR</td>
<td>The student has met the course requirements through equivalent courses taken at another accredited post-secondary institution.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WNP</td>
<td>Withdrew without academic penalty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GNR</td>
<td>Grade not reported</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NGR</td>
<td>No grade required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EXW</td>
<td>Exceptional waiver</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NR</td>
<td>Student currently enrolled. Course yet to be graded</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Repeated Courses (RC)

When a student repeats the identical course and achieves a higher grade, the new grade will replace the previous one in the calculation of the cumulative GPA and the original lower grade will no longer be included in the Cumulative Grade Point Average.

---

1. In courses in some programs, these grades may not be considered a passing grade, and a higher passing grade may be required.
2. Same as 2

For the MEDLAB program, a passing grade is an overall C.
(CGPA). The higher grade for the course will be used for the GPA calculation, but both attempts (grades) are recorded on the academic transcript.*

The number of repeats allowed for a course/unit is established by the School or Department (See page…… for now it’s 14)

Academic Progression
The following applies to students enrolled in all programs with the exception of degrees, modified and traditional apprenticeship programs, and government sponsored programs (such as literacy and basic skills).

Academic Standing
Students who meet School or program standards are considered to be in Good Academic Standing. Students whose academic record does not meet School or program standards are subject to the academic warnings of Conditional Academic Standing, Probationary Academic Standing, Academic Suspension, and Academic Debarment in a specific program or major for academic reasons, such as failure to receive a passing grade or minimum grade requirements in a course attempted or the cumulative grade point average.

Summary of Academic Standing
The standings are determined on the basis of a full-time enrolment of a minimum of seventy percent of the course load for a given semester and are defined as:

<table>
<thead>
<tr>
<th>Academic Standing</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Academic Standing (GS)</td>
<td>All School or program standards have been met or exceeded. These include a minimum term average of 2.0 and a pass in all courses taken, but may be higher for some programs.</td>
</tr>
<tr>
<td>Conditional (CS)</td>
<td>A student will initially be placed on conditional academic standing if their term grade point average falls between 1.00 and 1.99 or they have failed a course in that term.</td>
</tr>
<tr>
<td>Probationary (PB)</td>
<td>A student will be placed on probationary academic standing if, while on Conditional Academic Standing, their term grade point average falls between 1.00 and 1.99, or he/she fails a course in the semester. A student will be placed on probationary academic standing if at the conclusion of any semester his/her term grade point average falls below 1.00.</td>
</tr>
<tr>
<td>Academic Suspension (AS)</td>
<td>Academic Suspension will result when a student on Probationary Standing maintains a term grade point average of 1.99 or lower or fails a course in the semester. Such students will be suspended from their program of study for a minimum of two semesters and may be permitted to resume their program upon completion of the suspension.</td>
</tr>
<tr>
<td>Academic Debarment (AD)</td>
<td>A second academic suspension from the same program will result in a two-year debarment from that program with the option of re-applying for admission. During this period, the student will be permitted to apply to another program at the college.</td>
</tr>
</tbody>
</table>
**Re-admission to a program:** Students on Academic Suspension may apply for re-admission to the same program after a period of two semesters following the date of suspension. Re-admission is not guaranteed. Students are subject to the current published admission requirements. If re-admitted, the student will be placed on Probationary Academic Standing.

**Improvement of Academic Standing**

Students who achieve a term GPA greater than 2.0 and earn no failing final grades for one semester following being either on Conditional Academic Standing or Probationary Academic Standing will progress to the next higher level of academic standing (Probationary to Conditional Academic Standing; Conditional Academic Standing to Good Academic Standing).

**Program Transfers**

Students on Academic Suspension, Probationary or Conditional Academic Standing may apply to transfer to another program at the College. If accepted to the new program, they will maintain their academic standing unless they are on Suspension in which case they will be placed on Probationary Academic Standing in the new program.

**Appeals**

Students have the right to appeal any action of decision which may affect the evaluation of their performance in a course or program. Academic appeals are limited to matters affecting evaluation or decisions on admission, re-admission or Prior Learning Assessment and Recognition (PLAR). *Details of these policy statements are posted on myCentennial.*

**Graduation**

Students must successfully complete all program requirements in order to be eligible for graduation, and may be required to complete said requirements prior to progressing from one level of their program to the subsequent level.

The student is responsible for knowing the requirements for graduation from his or her program of study. The following conditions must be met to graduate:

☑ Student must have completed, at Centennial College, at least twenty-five percent of his or her credits towards his or her certificate of diploma, excluding
Prior Learning Assessment and Recognition (PLAR) and Transfer Credit (TCR).

☑ Students must successfully complete all courses in the program.

☑ Students registered in a co-op must successfully complete all co-op requirements.

☑ Students must complete the requirements of the program in effect at the time of graduation, unless the Dean or designate approves alternative arrangements in writing. This requirement includes any changes made to future semesters during the student’s studies, but does not include changes in semesters that have already been completed unless required for the future semester courses.

Refer to: Centennial College Academic Policies - Progression, Academic Standing, Probation, Withdrawal, Dismissal, Appeal, Graduation and Re-admission Policy for Diploma & Certificate Programs

Prior Learning Credit

There are two ways to obtain Centennial College credit for prior learning:

1. **Transfer Credit** – You may be granted transfer credit at Centennial for courses you have taken at an accredited college or university.

2. **Prior Learning Assessment & Recognition (PLAR)** – PLAR helps you demonstrate learning acquired through past study, work and life experience. You may obtain PLAR credit by going through the challenge process which may include:
   - exams
   - interviews
   - portfolios

You are encouraged to apply for any of these credits if you think you are eligible. The maximum number of credits allowed is 75% of your program credits.

Refer to Centennial College Full-time Studies Calendar for complete details. Consult as soon as possible with your program coordinator to verify if this is applicable to your specific program because there is a deadline for applying for PLAR.
Failure, Non-Attendance Policy

Failure, Non-Attendance (FNA) is assigned by a professor in designated courses when a student has been absent without permission from required course meetings. This grade is counted as a failure in the calculation of grade point average and academic standing.

Students must refer to their course outline for the Failure, Non-Attendance statement.

Reference: Centennial College Academic Policies – Failure, Non-Attendance Policy

Withdrawal Policy

If you decide to withdraw from a course or program, you must consult with your professor and meet with the program coordinator to discuss the implications of dropping a course or withdrawing from the program and to have the “Withdraw” form or “Course Drop” form signed.

Withdrawal from a course or program without academic penalty must be done ‘officially’ by submitting a “Withdraw” form or “Course Drop” form to the Enrolment Services Office before or by the withdrawal deadline date. Refer to the “Important Dates Calendar” for the deadline dates.

Courses on a student’s record after the withdrawal deadline become a part of the student’s permanent official record. Therefore, if you stop attending class without officially withdrawing you may be assigned an F grade at the end of the semester.

NOTE: Some Possible Consequences of Withdrawing from a Course or Program

Withdrawing from a Course or Program or reducing the number of Courses in which a student is enrolled in the semester can have some significant consequences. Some of the consequences may include the following:

- Change the student’s eligibility for an OSAP loan.
- Extend the duration of studies and/or delay graduation.
- Possibly add to expenses through additional fees.
- Affect any sponsorship arrangements the student might have in place.
- Affect the student’s eligibility for inter-collegiate sports.
- Impact prerequisites for upcoming semesters.
Computer Lab Guidelines

All computer labs are provided for the use of registered students. Please be prepared to show student identification if requested.

Lab Availability

Lab schedules are posted on all lab doors. Unless the computer lab has been scheduled for a class, it is available for general access on a first come, first served basis.

Lab Hours

Lab hours and schedules are posted on lab doors at all campuses.

Lab Technicians

Lab technicians are present to provide support to users and are responsible for the effective operation and security of the labs. These individuals are not responsible for instructing students on the use of any software package nor are they responsible for helping students complete out-of-class assignments. Students requiring further instruction in the use of computer applications will be directed to the appropriate faculty member. All users of lab facilities are expected to comply with the requests of lab technicians in accordance with these guidelines. Individuals refusing to comply with such requests will be required to leave the lab. Should you experience any difficulties with equipment or software please inform the lab technician as soon as possible.

Authentication

All users of Centennial College computer labs are required to be authenticated into the College network using the Network ID and password provided to them by the College. In compliance with College policy, users may not share their ID's and passwords with anyone else.

Personal Use

The use of computer resources for commercial purposes is prohibited. Those who use computing resources for recreation, entertainment, personal and extracurricular work are to yield to those who have need for computers to complete assignments, do research, and perform other College-sanctioned activities. Using the computers to play games is not allowed. Displaying inappropriate material on computer screens is not allowed. Users are not allowed to load their own applications software onto any of the lab computers.

Disruptive Activity

Users disturbing others with loud or disruptive activity will be asked to leave the computer lab.
Data Integrity

The College does not accept responsibility for data loss or corruption attributable to hardware, software, or media anomalies or for any other reason. Students are responsible for the security, integrity, and backup of their own data.

Equipment

Users are requested to report to the lab technician any equipment failure or any suspected theft or vandalism.

Virus

It is students’ responsibility to avoid using disks that have not been checked for viruses. All lab computers are equipped with current virus checking software. Should a computer virus be suspected, it should be reported immediately to the lab technician.

Monitoring

For security purposes, Information Technology Services, the College’s department responsible for computing, has the capability of monitoring network activity and may also monitor the activity on any workstation, including printing volume, at any time.

Food/Drink

The consumption of food or drink in the labs is prohibited.

Printing

Before being able to print in the computers labs, students need to purchase the required quantity of impressions. Please log into myCentennial at http://my.centennialcollege.ca to purchase on-line by Credit Card or visit the Campus Bookstore to pay by Cash or Debit.

Remote Access

Remote system access to network drives can be obtained by visiting http://webadmin.centennialcollege.ca

Before Leaving a Lab

Log off the network completely. Leave all equipment as you would like to find it.

Further Assistance

Please contact the IT Helpdesk at extension 5280 from a phone in any lab.