

Learning Success at NPower Canada

At NPower Canada, learning success is for all participants. The following modes of support are available for all participants with or without a Learning Success Plan in place. See page 3 “additional academic support” section to read about Learning Success Plans.

Academic Support

Related to the training environment, which may include interactive workshops and lab demonstrations.

Workshop recordings: All NPower Canada training sessions are recorded and will be made accessible to enrolled participants. The recordings are generated for the exclusive purpose of reviewing workshop training material.

- Site staff members will inform you if the session will not be recorded.
- Recordings may not include guest speaker workshops and breakout room sessions.

Camera participation: To maintain an inclusive learning environment, all participants are required to have access to and use a web camera and microphone during workshops and meetings with site staff. The [Camera Expectations document](#) outlines the guidelines around camera usage and required times participants are expected to have their cameras on.

- This considers camera fatigue and includes plenty of optional times that you may remain off camera during program activities (i.e. workshops, meetings).

Course materials in advance: Educational material and resources are provided in an accessible digital format (e.g. Word document or accessible PDF) upwards of three (3) weeks prior to each workshop.

Extensions on assignments: If you need an extension, contact your site staff at least one (1) working day before the assigned deadline to request an extension.

- provide the date the assignment will be submitted; or, you and your site staff may agree on a reasonable deadline.

Childcare/Caregiver Specific Support

In addition to the academic support listed above, these supports may apply to participants who are a primary caregiver or responsible for childcare during the program.

Training breaks: You may take breaks upwards of **20 minutes during workshop** time to provide care so long as you have communicated to site staff (**e.g. via chat**) that you are stepping away.

- communicate anticipated breaks during workshop hours, exceeding 20 minutes, to program staff ahead of time (e.g. via email).

Camera usage: You may remain off camera when necessary so long as you have communicated with program staff (e.g. via chat/email) ahead of time. This applies during times that are mandatory for participants to have their camera on, which is detailed in the [Camera Expectations at NPower Canada document](#).

Specific Support for Full-time Workers

In addition to the academic support listed above, these supports may apply to participants who work more than 29 hours per week. This support is contingent on the participant submitting employment details including details of work schedule(s).

Scheduling meetings (outside of workshop hours): site staff may offer flexibility for necessary meetings (i.e. one-to-one meetings as well as group sessions, if applicable)

Accountability Groups: you are not required to attend Accountability Groups if it is scheduled during your regular hours of employment. Instead, an alternative task or assignment may be provided to you.

Support for Leaves of Absences

These supports may apply to you if you require time away from the program (e.g. out of the country) for personal reasons (e.g. hospitalization, death in the family) for a period of more than two (2) consecutive workshop days.

Communication ahead of leave: You must inform site staff of anticipated absence (i.e. starting at one day of absence) and the reason for your anticipated absence as early as you know or predict that a leave of absence may be necessary.

- Staff will confirm that they received this information and will provide you with next steps.

Communication during leave: During this time, you may be contacted by site staff via email for the purpose of checking in. You will be responsible for maintaining regular communication with site staff about your situation when possible (i.e. details about your return and safety).

- Instead of the required timeline of response/communication detailed in the Participant Agreement, which is within 24 hours, you are required to respond within 72 hours on a leave of absence.

Deliverables during leave: You will not be penalized for a lack of submission by deadlines provided during a leave of absence and will be provided alternative deadlines once you return to the program. This will be determined by program staff in collaboration with you. This will be detailed in a Return to Work plan (explained below).

Return To Work plan: Upon return to the program following a leave of absence, you will meet with site staff to discuss the plan to integrate back into the program. Site staff may provide a Return To Work plan, which details deliverables and alternative deadlines while collaborating with you to ensure the plan is attainable.

Additional Academic Support

If you anticipate or are experiencing challenges to progress in the program due to the impacts of an existing disability, you are eligible for additional academic support. Additional support will be outlined in the form of a Learning Success Plan, which will be prepared in collaboration with your NPower Canada program team.

Depending on the additional support requested, **you may be asked to submit specific and formal documentation that outlines the functional impacts of your disability.** This support can include:

- A copy of previous academic accommodations or Individual Education Plan (IEP)
- A letter of support from your healthcare provider or doctor
- Other documentation (please consult with staff)

Alternative Training and Deliverables Plan

This document outlines an alternative plan for training and deadlines which provides you with adequate time to complete assignments and aligns with the 14 week program you are enrolled in.

If you are interested in and if you identify with any of the following situations, you may be eligible for an Alternative Training and Deliverables Plan:

- You are responsible for childcare or are a caregiver
- You work full-time hours (i.e. more than 29 hours per week)
- Participants returning from a leave of absence, and returning to the program
- You have a Learning Success Plan in place

If you are eligible for and interested in an Alternative Training and Deliverables Plan, please speak with your site staff.

Accommodations for Exam takers of JDA Program

If you are a participant in the Junior Data Analyst (JDA) program, please read the following as you will be required to complete your certification (e.g. Exam AZ-900: Microsoft Azure Fundamentals) with Pearson VUE, which is a third party organization for testing and certification.

If you require testing accommodations for your Microsoft Azure Fundamentals exam with Pearson VUE, you are highly encouraged to explore and begin the process of application as soon as you begin the JDA program. The Pearson VUE accommodations application process requires specific and formal documentation to be submitted. Once the application is submitted, a minimum of 10 business days is required before you may receive an approval.

If you require accommodations for the Azure exam, please follow the instructions listed below. All steps will be facilitated by your JDA Technical Instructor, who will provide you with detailed instructions and guidance on how to successfully submit an application for accommodations.

1. Once you begin Orientation week, create a Pearson VUE account. Please connect with and seek guidance from your Technical Instructor on how to do this if you are doing it for the first time.
2. Since it is a Microsoft exam, please review [this link](#) for a complete list of accommodations they can provide as well as what supporting documentation they may require you to submit with the accommodations application.
3. If you require more recent documentation, our site team can direct you on how to create a copy of [this letter template](#) to share with your healthcare practitioner.
4. Once you have a good idea of the accommodations you require for your Azure exam and have acquired relevant documentation to submit, you may complete the application for accommodation with Microsoft/Pearson VUE. Please seek your Technical Instructor's support for assistance with this step
5. Once an application has been submitted, it will take approximately 10 business days to get approval from Pearson VUE.

6. After your accommodation application has been approved by Pearson VUE, you will book your exam with the guidance of your Technical Instructor.