

2025 - 2026 Volunteer Handbook



SANQC
STUDENTS' ASSOCIATION OF NORQUEST COLLEGE

HERE FOR YOU



sanqc.ca



About Us

We are the Students' Association of NorQuest College (SANQC) and we are Here For You! We are committed to advocating on behalf of all students. Governed by a Students' Council - elected by you - we work hard to ensure college policies are fair for everyone. We are here to be your voice; to advocate on the issues that affect all students at NorQuest College. Your Students' Association fees help to fund programs such as the Volunteer Program itself!

Mission

We are dedicated to serving and representing students

Vision

Transforming the student experience

Values

Diversity

- We believe in including all students, respecting diverse backgrounds and creating a sense of belonging and community.
- We believe in providing a welcoming, inclusive, and safe environment for students.

Leadership

- We believe our leadership role brings democracy to the student body, empowering students to have an active role in the College.
- We believe in providing opportunities for students to gain leadership skills so they can contribute to their communities.

Fun

- We believe in improving the college experience by providing a fun and exciting atmosphere where students can connect with each other.
- We believe in leaving a lasting, positive impression with each student we interact with.

Advocacy

- We believe in acknowledging student needs and advocating on issues that are important to them.
- We believe in protecting the rights of students.
- We believe in providing a student perspective and being the voice for students.

Support

- We believe in helping students by providing access to support services and community resources.
- We are dedicated to providing services that promote the health and well-being of our students.



Volunteer Requirements and Responsibilities

As volunteers, you represent SANQC and are required to abide by the SANQC Code of Conduct. To ensure a positive experience for everyone, all volunteers are expected to follow a set of basic rules and responsibilities

Volunteer Requirements

- Be a current student at NorQuest College and a member of SANQC
- Complete the volunteer application form
- Complete the mandatory volunteer orientation
- Complete any required role-specific training
- Sign any required role-specific contracts
- Abide by the SANQC Code of Conduct
- Inform us if you are unable to attend a confirmed shift
- Track all your completed activities
- Care for and properly return any program equipment
- Wear your volunteer vest during all events and activities

Volunteer Responsibilities

- Be respectful, approachable, and accepting of all individuals
- Respect the scent free campus policy
- Maintain professionalism and good hygiene
- Arrive on time for your volunteer shift
- Ask questions when in doubt
- Have fun
- Keep up to date on current SANQC information through:

Website: sanqc.ca

Facebook: [@norquestsa](https://www.facebook.com/norquestsa)

Instagram: [@norquestsa](https://www.instagram.com/norquestsa)

Twitter: [@norquestsa](https://twitter.com/norquestsa)



Getting Involved

Some volunteer roles have daily, weekly, or monthly schedules set at the beginning of each term. Other roles offer flexible opportunities, allowing you to sign up based on your availability.

Volunteer E-Newsletter

Each e-newsletter includes information on upcoming SANQC volunteer opportunities, events, projects, important reminders, and community involvement options.

Signing up for Opportunities

When you find an opportunity you would like to participate in, sign up and wait for confirmation of your spot. Some opportunities are filled on a first-come, first-served basis. You may sign up for as many activities as you wish, as long as spaces are available. A minimum preferred shift length is one hour. Full sign-up procedures will be explained during the volunteer orientation.

Volunteer Recognition

At SANQC, we highly value the time, energy, and dedication that our volunteers contribute. Your efforts play a vital role in strengthening our campus community, and we are committed to recognizing and celebrating your involvement.

As an SANQC volunteer, you may be eligible to receive the following:

- Volunteer Points
- Volunteer Participation Certificate
- Volunteer Achievement Certificate
- NorQuest Student Opportunity & Achievement Record (SOAR) Recognition
- Reference Letter upon request
- Appreciation Ceremony
- Bonus Rewards
- Shine Award

Recognition is not automatically granted to every volunteer. Eligibility may vary based on role requirements, level of participation, and other criteria. Full details, including specific eligibility requirements for each type of recognition, will be provided during volunteer orientation.

Volunteer Points

Some volunteer opportunities have assigned point values. After completing a shift, your points will be added to your total. Certain opportunities may offer double or triple points. Please remember to track your volunteer hours using the online tracker provided.



You can redeem your points as long as you remain a current student. Prizes can be distributed throughout the term, or you can save points for larger rewards. We will notify you of the last day to redeem points each Fall and Winter term; otherwise, points will carry over to the next term.

Please note: All points will expire on **Monday, June 22, 2026**. Be sure to redeem your points before then to avoid losing them. For the latest prize list, email lin.wang@norquest.ca.

To celebrate your contributions, you will be automatically entered each term for an appreciation prize based on the points you earn during that term. This entry does not use your points.

Milestone prizes are awarded at **10, 20, and 30 points**. The higher your milestone, the bigger the prize! Your points will be counted each term to determine which milestone prize you qualify for.

Certificate

You can request a certificate for the time you spent with us. You can use this in your portfolio, on a resume, or on your wall because you are so proud! Request a certificate at least 1 week in advance, and we will have it ready if you meet the eligibility requirements before you depart for new adventures.

Bonus Rewards

Bonus rewards are offered to volunteers who actively participate in the Campus SafeWalk Program and the NOVA Mascot Team.

Appreciation Ceremony

Volunteer Appreciation Ceremony dedicated to celebrating hard work and impact of our volunteers. This special occasion is an opportunity to recognize your valuable contributions, present awards, and express our gratitude in a fun and uplifting atmosphere.

Join us to connect with fellow volunteers, hear inspiring stories, and enjoy refreshments and entertainment. Your commitment makes a difference, and this ceremony is our way of saying thank you!

Student Opportunity & Achievement Record (SOAR)

You may request an official college record documenting your volunteer experiences at NorQuest College.

Volunteer Shine Award

Active volunteers who have completed orientation and met eligibility criteria may apply for the \$500 Volunteer Shine Award each Fall and Winter term. The award is anonymously scored based on volunteerism, leadership, and personal growth, and is issued through SHINE.



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