



PACIFIC COAST UNIVERSITY
FOR WORKPLACE HEALTH SCIENCES

GUIDE TO CONTINUING EDUCATION COURSES/PROGRAMS

2017-2018

Guide to Continuing Education Courses/Programs 2017-2018

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GENERAL INFORMATION

History and Introduction to the University

Welcome to Pacific Coast University for Workplace Health Sciences (PCU-WHS). Founded in 2007 through an Act of the government of British Columbia through the legislature (the Pacific Coast University for Workplace Health Sciences Act, SBC, 2007), PCU-WHS is a non-profit, special purpose university headquartered in Port Alberni, British Columbia. The University is a statutory, degree granting post-secondary teaching and research institution. The special purpose and mandate of PCU-WHS is for the creation and dissemination of education and research including applied research in the fields of return to work and disability management, workplace safety, health promotion, comprehensive rehabilitation and disability leadership studies.

The governance structure of the University is bi-cameral. The two governance bodies are: the Board of Governors and the Academic Council. The Board of Governors is responsible for the overall management, administration and control of the property, revenue and business of the University. The Academic Council is responsible for the University's academic governance, subject to any directions, guidelines and financial limitations set by the Board of Governors as specified in the Act. The membership of the Board and Academic Council is specified in the Act.

The University also has an International Research Advisory Council appointed by the Board of Governors which provides advice and collaboration assistance on research related to the purposes of the University. The International Research Advisory Council is responsible for:

- advising the Board or the Academic Council on research required to address critical issues in relation to occupational health and safety, disability management and rehabilitation, and related subjects, and
- facilitating international cooperation and the development of international collaboration and partnership for the purpose of research under the leadership and direction of the University.

Relationship to the National Institute of Disability Management and Research (NIDMAR)

PCU-WHS is a university that is deeply embedded in its roots. Those roots are based in the National Institute of Disability Management and Research (NIDMAR). Founded in 1994, NIDMAR is a unique organization with a tripartite, collective commitment of members from employers, workers and government agencies across Canada to identify and implement institutional solutions which focus on reducing the economic and social costs of disabilities. The University has embraced this tripartite commitment and approach in its mission, goals and values.

Since its inception, NIDMAR has been involved in professional education, research and innovation in the field of disability management. Some important milestones include:

- The development of a curriculum for continuing professional development education for the field of Disability Management and Return to Work, which was first offered on site until it was moved to an online format. This program is now being delivered through PCU-WHS.
- Participation in a nine-country study undertaken by the International Labour Organization (ILO) which resulted in the publication of key success strategies that organizations need to have in place for successful return to work outcomes.
- The creation of the first Code of Practice on Managing Disability in the Workplace.
- The establishment of Occupational Standards for those who work in the field of Disability Management and Return to Work, following Government of Canada guidelines, which led to the development of professional certification examinations, providing successful candidates with the professional designations of Certified Disability Management Professional (CDMP) and Certified Return to Work Coordinator (CRTWC).
- The development of the world's only psychometrically balanced and consensus-based audit / assessment tools to assist employers by providing workplaces with a calibrated gap analysis of their Disability Management initiatives.
- The organization and hosting of the first International Forum on Disability Management (IFDM), an event that is now hosted biennially in various countries around the world.
- The formation of the International Disability Management Standards Council (IDMSC), which oversees the administration of the professional and program standards which are currently licensed in 28 countries

- Lead the creation of Guidelines on Return to Work and Reintegration, through an agreement with the International Social Security Association (ISSA), a United Nations based organization, for its 330 plus members in 158 countries.

For more on the history of NIDMAR and PCU-WHS, please visit the websites:

NIDMAR – www.nidmar.ca

PCU-WHS – www.pcu-whs.ca

Today

We invite you to study and do research with PCU-WHS on the conditions and means through which the health and safety, work capacity and well-being of people in the workforce are enhanced, maintained, supported or diminished.

As a new institution, we seek to promote scholarly excellence in the field of workplace health sciences through teaching and research. We strive to pass on to our students diverse educational perspectives to meet the ever-evolving social challenges related to the workplace environment.

We offer a unique integrated academic curriculum that includes input from business, industry, labour and government both nationally and internationally. We utilize an interdisciplinary approach to the study of contemporary issues in workplace health sciences through an applied focus including the fields of disability management, occupational health and safety, wellness promotion, human resources management, and rehabilitation.

MISSION STATEMENT

PCU-WHS is a statutory not-for-profit post-secondary degree-granting education and research institution. Its special purpose is to create and disseminate new knowledge, including applied research, in the fields of workplace safety, health promotion, return to work and disability management, comprehensive rehabilitation, and disability leadership studies. PCU-WHS is committed to excellence in teaching and research, scholarship, and service to the broader community.

VALUES

The primary values inherent in this University are a strong commitment to a safer work environment, and the integration of disabled workers into the workforce through advanced education and research knowledge.

PCU-WHS embraces the principles of Honesty, Trust, Fairness, Respect and Responsibility. The policies, procedures and practices of PCU-WHS are together intended to foster an environment which inculcates and strengthens these fundamental values for members of the University Community.

GOALS AND OBJECTIVES

As described in the Act, the University's purposes are to:

- Offer university education in occupational health and safety, disability management and rehabilitation, and related subjects;
- Offer certificate, diploma and degree programs at the undergraduate and graduate levels in occupational health and safety, disability management and rehabilitation, and related subjects;
- Offer continuing education programs in occupational health and safety, disability management and rehabilitation, and related subjects;
- Maintain teaching excellence in the University's academic programs;
- Conduct interdisciplinary research and development in relation to occupational health and safety, disability management and rehabilitation, and related subjects; and
- Encourage and facilitate international cooperation and collaboration for the advancement of knowledge respecting occupational health and safety, disability management and rehabilitation, and related subjects.

STATEMENT OF RESPONSIBILITY

The PCU-WHS Guide to Continuing Education Courses/Programs is published online as a PDF document available for download. The University reserves the right to amend the contents of the Guide from time to time without prior notice. The University makes every endeavour to ensure that the information in the Guide is accurate at the time of publication. However, the ultimate responsibility for verifying the accuracy of such information rests with the student alone.

INTRODUCTION TO CONTINUING EDUCATION COURSES

In the past, little thought was given to the full impact of a disabling injury or illness – the social, psychological and economic reality faced by the worker with a disability or injury and the potential costs to workers, employers and society. However, in a changing global marketplace, employers have become increasingly aware of the importance of people as a resource, the overall cost of losing trained and experienced staff, and the increasing cost of disability when consensus-based, workplace disability management programs are not available.

There are two streams of continuing education courses providing the essential skills and competencies required by disability management / return to work practitioners:

- Disability Management Practitioner Program
- Special topic and advanced courses

The courses in the Disability Management Practitioner Program may be taken independently or as a complete 25-course program. These courses emphasize the skills and knowledge required to return to work individuals who have incurred injuries or illnesses and provide an introduction to the competencies that are required to introduce and administer disability management programs.

Special and advanced courses are available on a variety of topic areas and as independent educational opportunities to explore specific related topics in more depth.

Each course is led by an instructor with expertise in the topic area. Materials include manuals and readings; examples and samples of forms, reports and documentation; online discussion exercises; assignments and quizzes; and in some cases other media components. Depending on the length of the course, there may be more than one assignment that is submitted to the instructor for marking.

Instructors have expertise in specific topic areas and most instructors continue to practice as well as teach in the area of disability management / return to work. They come from a variety of backgrounds and are located across Canada and several international countries, providing not only a national but an international perspective to these critical topic areas.

Courses are delivered with online technologies that allow adult learners with multiple commitments to carry out most study activities at a time and place that best suits their needs.

Since first offering the courses in 1995, students have gone on to establish successful programs in countless workplaces, giving practical effect to the overall program mission of reducing the human, social and financial costs of disability to the workplace.

COURSE ENROLLMENT

For individuals who intend to complete the entire 25-course Disability Management Practitioner Program, eligibility for enrollment is the completion of secondary school, a proficiency in grammar with evidence of adequate reading and writing skills, and basic computer skills. It is strongly recommended that individuals first complete the following courses before proceeding as they provide a foundation for all other courses:

- DMCCA – Effective Disability Management Programs
- DMCCB – Introduction to Return to Work Coordination

In order to receive a Certificate of Completion for the Disability Management Practitioner Program, the 25- course program must be completed within three years with a passing grade of 60% or better.

All continuing education courses have been endorsed for continuing education credit (CEC) hours for the professional designations of Certified Disability Management Professional (CDMP) and Certified Return to Work Coordinator (CRTWC). Most courses provide 12 CEC hours for successful completion, however, some special courses provide a greater number of CEC hours – please check the website for further details.

The deadline to enroll in courses is 12:00 noon on the Thursday prior to each course start date.

COURSE FEES

The fee for each course making up the 25-course Disability Management Practitioner Program is \$250.00 per course, which must be paid upon registration and prior to course commencement or the student will not be considered registered for the course.

Most of the special and advanced courses are \$250.00 per course, but several have a higher cost – please check the website for further details.

COURSE SCHEDULE OF ACTIVITIES

Course activities generally run from Monday to the following Sunday of a scheduled week although students will have access to the online course prior to course commencement. Students have one week following the end of course activities to submit an assignment. The following is a quick overview of the format and schedule of activities for most continuing education courses. Timelines may be adjusted on weeks where there are statutory holidays.

Friday prior to the course start date

The learning site is opened to students on the Friday prior to the week of class activities so that students can download and review course materials and resources.

Monday to Wednesday

The students are prompted to lead and participate in the first online discussion exercises and/or set of scenarios or questions. The instructor moderates the discussion and facilitates interaction.

Thursday to Saturday midnight

The students are prompted to lead and participate in the second online discussion exercises and/or set of scenarios or questions. The instructor moderates the discussion and facilitates interaction.

Monday midnight one week following the week of study activities

Students submit their assignments to the instructor through the learning website. The deadline for submission of assignments is midnight on the Monday one week following the week of study activities. The instructor will advise the deadline for submission of assignments.

Return of grades

Instructors provide students with their grades within two weeks of the assignment submission date, and if that is not possible, the instructor will provide an estimated timeframe as to when the grades will be provided.

TIMETABLE OF COURSE OFFERINGS

The timetable for current course offerings is available on the University's website.

EXEMPTIONS AND PRIOR LEARNING ASSESSMENT AND RECOGNITION (PLAR)

It is recognized that some people who wish to build or enhance their skills and knowledge in the area of disability management / return to work may have been involved in previous study and learning that covers aspects of this interdisciplinary field. There are two ways to obtain recognition for existing skills and knowledge: Exemptions and Prior Learning Assessment and Recognition (PLAR).

Exemptions and PLAR are only applicable to students when an individual intends to enroll in all 25 courses and receive a Certificate of Completion for the Disability Management Practitioner Program, and that individual has had previous education in a particular course subject area. No more than six of the 25 courses may be replaced with Exemptions and/or PLAR credits.

Exemptions

Students who have completed a university or college course on the same topic(s) as one of the 25-course program topics within the last five years may request an exemption by providing a copy of their transcript. Formal courses from other educational institutions may be accepted if a transcript can be provided along with a description of how the learning was evaluated and an indication that the course was equivalent in content, level and length to the Disability Management Practitioner Program online course.

Students who have taught a course with the same subject matter at a university or college level within the last three years are required to send proof of their appointment and a syllabus or outline of the course content. (This need not be a credit course but the level of skills and knowledge should be similar to what would be provided at a college or university.)

In addition, currently licensed nurses, occupational therapists or physical therapists can gain an exemption from Course DMCCC – Physical Impairments, Rehabilitation and Return to Work; currently registered psychologists or psychiatrists can gain an exemption from Course DMCCD – Mental Health Issues, Rehabilitation and Return to Work; and individuals currently employed by workers' compensation boards can receive an exemption from Course DMCCJ – Workers' Compensation.

There is a \$20.00 fee for each exemption, which covers examination of a transcript, processing and student notification. For further details, please contact Student Services at education@pcu-whs.ca. Refunds are not available for Exemptions.

Prior Learning Assessment and Recognition (PLAR)

Students may be eligible for PLAR credits based on their previous learning and experience and completion of a short essay question. Such previous learning might include non-credit workshops and conferences, credit activities that occurred more than five years ago (which are not eligible for exemptions), on-the-job training, and other informal learning activities. The prior learning assessment application is expected to demonstrate that the individual has a good grasp of both theory and practice (e.g. that they understand not only that early intervention is important, but also why it is important).

Those who wish to apply for PLAR credits will be provided with a one-page outline of the course content and asked to:

1. Provide a one- to two-page report outlining prior learning activities (university or college level courses taken outside the five-year period in which an exemption would be allowed, workshops, books read as part of personal study, on-site training and on-the-job coaching and experience).
2. Prepare a two- to three-page response to a scenario that requires applicants to describe how they would respond to a situation that is relevant to the course topic and to demonstrate that they understand the content and could fulfill the outcomes of that course.

The processing fee for a PLAR is \$100.00 for each course. For further details, please contact Student Services at education@pcu-whs.ca. Refunds are not available for PLARs.

PLAR submissions will be adjudicated by instructors in the online program who have expertise in those topic areas. Decisions cannot be appealed. If a PLAR submission is denied credit, the individual may not re-submit but must enroll in and successfully complete the course in order to receive credit for the course.

COURSE DEFERRAL

If a student is scheduled to participate in a course, a change in the enrollment date can be made without incurring penalties by advising PCU-WHS up to **8 days or more** prior to the commencement of course activities. If the request is received at PCU-WHS **7 days or less** prior to the course start date, there will be a \$50.00 administration fee for deferring. Once the course site materials become available, no refund or deferral will be given.

If, as a result of an illness or injury, a participant cannot complete a course, they should advise their instructor as soon as possible and fax or email a note from their doctor to Student Records at education@pocu-whs.ca no later than three weeks following the last day of class activities. The participant will be rescheduled in a later course(s) with no additional fees. If the doctor's note indicates that the person will not be able to complete the course(s) within the next twelve months, enrollment fees will be refunded.

Students who experience a significant family or life emergency (the death of an immediate family member, hospitalization of a child or elderly parent, job loss, etc.) can be moved to a later offering of the course without charge. Students must advise their instructor immediately and provide information in writing regarding their situation by email to Student Services at education@pocu-whs.ca at the time or, if that is not possible, within three weeks of the end of class activities.

Courses that are deferred must be completed within a one year timeframe of the initial course date.

COURSE WITHDRAWAL

A student may withdraw from a course by notifying the Registrar's Office by email. The date of the withdrawal will be the date the written notification is received by the Registrar's Office. If the withdrawal request is received **8 days or more** prior to the course start date, there will be a \$50.00 administration fee per course withdrawal, to a maximum of \$750.00 per refund.

If the notice to withdraw is received **7 days or less** prior to the course start date, no refund will be provided. Once the course site materials become available, no refund will be given.

Students who experience a significant family or life emergency (the death of an immediate family member, hospitalization of a child or elderly parent, job loss, etc.), a student may withdraw without penalty from a course or program, with the approval of the Registrar.

COURSE CANCELLATION BY THE UNIVERSITY

In the case of a cancellation of a course by the University, the student will be given the option of transferring their registration to next available offering of the course, another course in their program, or a refund of the courses fees.

GRADES

Students in continuing education courses are awarded a Pass or Fail grade. In order to receive a Pass grade and a successful completion of the course, students must complete the required online discussions and assignments, and obtain a mark of at least 60% for the course activities.

Students who do not complete the course requirements will receive either a Fail grade or an Incomplete and may re-register for the course at their own cost.

Students may request to withdraw from a course prior to 50% of the duration of the course by notifying the Registrar's Office by email and they will receive a WD notation on the transcript for withdrawal.

Students who abandon a course by failing to notify the Registrar's Office that they wish to withdraw will receive an F grade.

Grade	Comment
P	Pass, 60% or higher
F	Fail, less than 60%
I	Incomplete
WD	Course withdrawal prior to 50% of duration of course.
VAI	Violation of academic integrity

ACADEMIC COMPLAINTS AND APPEALS

PCU-WHS recognizes that concerns can arise from time to time with regard to academic issues. A student may make a complaint or appeal a decision respecting academic performance that affects grades or standing. A student may also make a complaint respecting quality of instruction.

Academic performance includes student evaluation, attendance, placement, transfer, accommodation of disability, admission, course requisites, prior learning assessment and recognition, course load, course withdrawal or any other decision made by an instructor or faculty member or committee affecting grades or standing, providing the complaint or decision being appealed was made or was purported to be made on academic grounds.

When a student has a concern or complaint respecting academic performance, the procedures to be followed are stated under the Steps in the Investigation Process for Academic Complaints and Appeals.

Steps in the Investigation Process for Academic Complaints and Appeals

1. When a student has a concern or complaint respecting academic performance about the following issues, they must first informally approach the course instructor to seek resolution: student evaluation, attendance, placement or other decisions made by an instructor or faculty member or committee member affecting grades or standing providing the complaint or decision being made was made or was purported to be made on academic grounds.
2. When a student has a concern or complaint respecting academic performance about the following issues, they must first informally approach the Office of the Registrar to seek resolution: accommodation of disability, admission, course prerequisites, prior learning and assessment and recognition, course load or course withdrawal.
3. If a student accepts the resolution to the matter, the matter will be deemed to be closed.
4. The instructor or the Office of the Registrar will notify the Chair of Academic Student Appeals of the resolution.
5. If the student does not accept the resolution of the matter, the Chair of Academic Student Appeals will meet with the student and try to resolve the matter. The meeting will normally be online and the student may request and will be granted the right to have a third party, such as a peer, present at the meeting and advise the Chair of Academic Student Appeals in advance. If the student accepts the resolution of the matter, the matter will be deemed closed. If the student does not accept the proposed resolution of the matter, the student can appeal to the Academic Student Appeals Committee through the filing of a formal written application to the Office of the Registrar.
6. The Chair of the Academic Student Appeals Committee will be the Senior Academic Officer who will convene the committee to review student appeals and the decision of that committee shall be final. All material concerning the allegations will be forwarded to the committee including the student's formal appeal.
7. The committee will be comprised of the following members:
 - The Senior Academic Officer as Chair
 - The Registrar as ex officio non voting
 - 1 instructor or faculty member who has not been involved previously in the current complaint
 - 1 student enrolled in the Disability Management Practitioner Program with intention to complete all 25 modules
8. The committee may call upon the instructor or faculty member to appear before the committee to answer questions of clarification.
9. The student has the right but is not required to appear before the committee to answer questions of clarification. The student has the right to be accompanied by a third party, and is required to give advance notice that a third party will be attending the meeting.

ACADEMIC INTEGRITY AND STUDENT RESPONSIBILITIES

Students at the University have an obligation to conduct themselves with academic integrity in all aspects of their studies, including particular responsibilities related to learning, research and examination. They are expected to be honest, trustworthy and forthright in all of their academic endeavours. Academic integrity is a standard expectation and a highly regarded value in all aspects of academic learning and inquiry.

Forms of Academic Wrongdoing

There are many forms of academic wrongdoing in the field of university learning and research. The following examples are meant to be illustrative and not exhaustive.

Plagiarism: The appropriation of another person's work without proper quotations and citation in references. Representing another person's academic work as one's own. Paraphrasing another person's work without proper acknowledgment and referencing. Plagiarism is considered a serious offence in universities and can result in varied levels of academic punishment including suspension from registration at the University. Plagiarism applies to both electronic and hardcopy materials.

Cheating: Cheating is an act of deception in which a student, by various means, attempts to misrepresent the acquisition of knowledge, which the student has not acquired. Cheating includes:

- Using notes or answers illicitly in a testing or examination context.
- Copying from other students' assignments or examination or test.
- Using any materials not authorized during an examination or test.
- Allowing another student to copy your examination or test material or assignments.
- Allowing another student to complete an assignment or write an examination on your behalf.
- Plagiarism as defined above is also a form of cheating.

Other forms of Academic Misconduct include:

- Stealing or buying test material that has not been made public by the University.
- Selling or giving away test material that has not been made public by the University.
- Stealing or buying essays and presenting those as your own work.
- Illicitly changing or being an accessory to the altering of any official transcript or grade.
- Withholding information that is appropriate or supplying incorrect or fraudulent information or documentation in order to obtain an unfair academic advantage or benefit.
- Submitting falsified academic or professional references or untruthfully claiming academic or professional achievements to the University or a third party for whatever reason.
- Impersonation of others with regard to academic achievements or awards.
- Breaching any rule, policy or regulation developed by the University or by other bodies of competent authority and having specific application to the University.
- Breaching the law.

Regulations and Procedures for Investigating Violations of Academic Integrity

When an instructor or faculty member believes that a student has violated academic integrity through an act of academic wrong-doing, the instructor or faculty member will first contact and advise the student that an issue of academic wrong-doing is suspected. The instructor or faculty member will schedule a meeting with the student and present the evidence and allegation in writing with the proposed resolution, and advise the student of the right to appeal. Normally, given that curriculum is primarily delivered online, this will be an online meeting. Students may request and will be granted the right to have the presence of a third party, such as a peer, attend the meeting.

Steps in the Investigation Process

1. If it is determined that no violation occurred, the case will be dismissed.
2. If it is determined by the instructor that a violation of the academic integrity policy has occurred and that the student has committed academic misconduct, the instructor will advise the student of the proposed resolution of the misconduct.
3. Normally, the instructor or faculty member will seek guidance from the Chair of Academic Student Appeals before determining appropriate resolution of the matter.
4. If the student accepts the resolution of the matter, the matter will be deemed to be closed.
5. The instructor or faculty member will inform the Chair of Academic Student Appeals of the resolution.
6. If the student does not accept the resolution of the matter, the Chair of Academic Student Appeals will meet with the student and try to resolve the matter. The meeting will normally be online and the student may request and will be granted the right to have a third party, such as a peer, present at the meeting. If the Chair of Academic Student Appeals believes that a violation of academic integrity has occurred and if the student does not accept the proposed resolution of the matter, the student can appeal to the Academic Student Appeals Committee through the filing of a formal written application to the Office of the Registrar.

7. The Chair of the Academic Student Appeals Committee will be the Senior Academic Officer who will convene the committee to review student appeals and the decision of that committee shall be final. All material concerning the allegations will be forwarded to the committee including the student's formal appeal.
8. The Committee will be comprised of the following members:
 - The Senior Academic Officer as Chair
 - The Registrar as ex officio non voting
 - 1 instructor or faculty member who has not been involved previously in the current complaint
 - 1 student enrolled in the Disability Management Practitioner Program with intention to complete all 25 modules
9. The committee may call upon the instructor or faculty member and the Chair of Academic Student Appeals to appear before the committee to answer questions of clarification.
10. The student has the right but is not required to appear before the committee to answer questions of clarification. The student has the right to be accompanied by a third party when attending the meeting and must provide advance notice that a third party will be attending the meeting.
11. If the student has previously committed violations of academic integrity, the committee may determine a different resolution to the matter than the resolution proposed by the instructor or the Chair.
12. The following resolutions are within the mandate of the committee:
 - No sanction: There will be no sanctions if the committee determines that no violation occurred.
 - Formal warning: If the committee determines that there has been a violation, the committee may send the letter of formal warning to the student outlining that the behaviour is unacceptable to the University as a response to a first violation. The letter will remain in the student's official file for the duration of the student's studies with the University.
 - Reduction in final grade: The committee may decrease the student's final grade by the percentage of the evaluation material that is relevant to the matter.
 - Failure of Course: The student may be given an "F" or failure in the course. A student may not withdraw from the course in question or receive a refund for the course.
 - Failure of a Course with the Designation Failure due to Violation of Academic Integrity: If the student has previously violated forms of academic integrity, the student may be given an "F" with the designation "VAI".
 - Suspension: If the student is a repeat offender and has repeatedly violated the academic integrity policy, the committee may recommend suspension from the University.

STUDENT CODE OF CONDUCT

Students at PCU-WHS have an obligation to conduct themselves in a respectful manner with all members of the University community. To view the detailed Student Code of Conduct policy, please contact the Office of the Registrar.

HARASSMENT AND THE PREVENTION OF DISCRIMINATION

The basis for interaction among all members of the University is mutual respect, cooperation and understanding. Harassment and discrimination, as defined by the BC Human Rights Code, violates fundamental rights, personal worth and human dignity.

The University considers harassment and discrimination to be a serious offence that is subject to a range of disciplinary means up to and including suspension from the University.

PRIVACY

Protecting personal information is one of the University's highest priorities. The University manages the collection, use and disclosure of personal information, uses best practices consistent with British Columbia's Personal Information Protection Acts, SBC, 2003, c. 63 as amended ("PIPA").

In the normal course, the University will inform students whose personal information it collects, why and how this personal information is being collected, used and disclosed. The University will obtain an individual's consent when such consent is required, and will manage personal information in a manner that is consistent with PIPA and that a reasonable person would consider appropriate in all circumstances. Responsibility for ensuring compliance with the Policy rests with the Registrar.

STUDENT SERVICES

Transcripts

Students may access their records at any time through their online account and print a copy of their student record for their own use. Official Transcripts are available from the Registrar at a cost of \$15 per transcript not including the costs of sending the transcript by courier or express post.

Students with Disabilities

The University makes its courses and programs accessible to students with disabilities in accordance with the Human Rights Code of British Columbia.

The University will reasonably accommodate students with disabilities on the basis of current documentation. Students are required to self-identify and bring requests for accommodation or changes in accommodation to the attention of the Registrar, allowing for reasonable time for the University to respond.

The University may offer a student provisional accommodation for a limited period of time pending submission of complete and acceptable documentation. The University may also provide accommodations for students with temporary disabilities on a case by case basis.

COURSE CATALOGUE

Disability Management Practitioner Program

The courses in the Disability Management Practitioner Program may be taken independently or as a complete 25-course program. These courses emphasize the skills and knowledge required to return to work individuals who have incurred injuries or illnesses and provide an introduction to the competencies that are required to introduce and administer disability management programs.

For individuals who intend to complete the entire 25-course Disability Management Practitioner Program, eligibility for enrollment is the completion of secondary school, a proficiency in grammar with evidence of adequate reading and writing skills, and basic computer skills. It is strongly recommended that individuals first complete the following courses before proceeding as they provide a foundation for all other courses:

- DMCCA – Effective Disability Management Programs
- DMCCB – Introduction to Return to Work Coordination

In order to receive a Certificate of Completion for the Disability Management Practitioner Program, the 25- course program must be completed within three years with a passing grade of 60% or better.

All courses have been endorsed for continuing education credit (CEC) hours for the professional designations of Certified Disability Management Professional (CDMP) and Certified Return to Work Coordinator (CRTWC). Successful completion of each course provides 12 CEC hours.

List of Courses

DMCCA – Effective Disability Management Programs

In this overview, students will examine the field of disability management, the rationale for establishing a disability management program, various structures for providing a return to work capacity within an organization, and the process followed in setting up a disability management program or analyzing an existing program.

DMCCB – Introduction to Return to Work Coordination

Topics covered include the elements of the plan; the roles of people involved in the process ranging from medical service providers to coworkers; types of accommodations; and the hierarchy of return to work options.

DMCCC – Physical Impairments, Rehabilitation Services and Return to Work

Students will obtain a basic understanding of the body systems (respiratory, pulmonary, etc.); treatment providers and the type of information that they are likely to provide; and the impact of physical impairments on individuals and their work.

DMCCD – Mental Health Issues, Rehabilitation Services and Return to Work

A brief overview of mental health issues in the workplace is provided along with a more in-depth focus on stress and depression. Students will explore symptoms, treatments and disability aspects of stress and depression and strategies for assisting individuals with stress- and depression-related illnesses to return to work. Disabilities that may have a mental health component and the biopsychosocial impact of disabilities will be considered.

DMCCE – Job Analysis

Different approaches to job analysis are examined and students will be provided with skills and knowledge relating to the job analysis process from the perspective of disability management.

DMCCF – The role of assessment

(Prerequisite for this course is DMCCE – Job Analysis)

Students will examine the different types of assessment and consider how disability management / return to work practitioners can identify qualified assessment professionals and interpret their assessments.

Medical diagnoses, functional capacity assessments, and vocational assessments will be discussed.

DMCCG – Communication and Interviewing Skills

Students will explore the communication skills that form the basis of the interview and how they are used together to create an interaction in which the returning worker becomes an active partner in the return to work process. Communication techniques for formal interviews and informal discussions will be considered including those that involve supervisors and health care providers.

DMCCH – Interviewing and Helping Skills

(Prerequisite for this course is DMCCG – Communication and Interviewing Skills)

Interviewing strategies are explored as is their contribution to a problem-solving process in which disability management / return to work practitioners identify barriers to return to work, resources that might be helpful in the process, and options that might be part of an integrated plan. Effective interviewing skills are essential in carrying out the three-stage model of helping that is presented in this module. The difference between helping and therapy is considered along with how and when to refer clients for professional counseling. It is recommended that students take DMCCG before DMCCH unless they have had a recent course in communications skills.

DMCCI – Legislation and Disability Management

Students will examine human rights laws and the requirement for accommodation as it applies to workers with disabilities. Other acts that impact on accommodation and disability will be considered including labour codes and in some provinces, the requirements of workers' compensation acts. Related acts such as safety, privacy and health information acts will be discussed.

DMCCJ – Workers' Compensation and Return to Work

Workers' compensation income, services, and requirements play a crucial role in returning an employee who has incurred an occupational injury or illness to the workplace. This course explores the knowledge required to provide information about income replacement to employees; to interact with workers' compensation representatives about funding for treatment, rehabilitation and services such as counselling, special equipment or adaptations to the work station, gradual or part-time returns, and training; to identify available expertise within the workers' compensation organization; and to fulfill any Board requirements.

DMCCK – Introduction to Conflict Resolution

The skills and knowledge required to analyze conflicts and to develop strategies for satisfying the interests of all stakeholders will be covered in this course – with a specific focus on return to work situations. The steps in resolving conflicts are explored including initially getting people to the table to discuss and define the problem and, as interests are identified, considering ways to expand the benefits that are available as part of the solution.

DMCCL – Insurance and Other Benefits

This course covers long term and short term disability, CPP disability, automobile insurance, EI sickness benefits, social assistance, and the hierarchy of benefits when several are available to an employee with an injury or illness. Government programs and community organizations that might provide assistance to workers with disabilities will be discussed.

DMCCM – Problem-Solving with Groups

This course covers a range of facilitation skills such as clarifying issues or dealing with obstruction – skills that disability management / return to work practitioners will use in return to work case meetings involving the employee, supervisor, shop steward or other service providers, and in Disability Management Committee meetings. These group techniques are related to a problem solving process that can be used to move the return to work process forward or to deal with issues arising from the program in general.

DMCCN – Disability Management in Unionized Organizations

Various aspects of labour relations impact disability management including the collective agreement and provincial labour relations act. Memorandums of agreement and letters of intent used in establishing programs and joint committees will be examined. Dispute resolution in a union setting will be explored.

DMCCO – Disability and Diversity in the Workplace

The purpose of this course is to examine diversity issues including attitudes towards minorities and people with disabilities, to consider how diversity issues can affect a return to work, and to explore strategies for dealing with cultural differences during the return to work process. Common components of diversity programs will be outlined and the interaction between diversity programs and disability management programs will be examined.

DMCCP – Disability Management from a Human Resources Perspective

The human resources strategy of an organization will influence the benefits that are provided to employees – including assistance with return to work. Benefits and benefit plans and their relationship to disability management will be considered. Provincial employment standards acts that impact return to work in non- unionized organizations, policy and procedures development, and alternate dispute resolution and committee processes will be explored.

DMCCQ – Management and Organizational Skills in Disability Management

Students will review and analyze their organizational skills including planning, delegating, negotiating, budgeting, and time management. Many disability management / return to work practitioners must obtain the cooperation of people who are not under their direct supervision and a variety of leadership, planning and communication skills will help in achieving goals and objectives.

DMCCR – Assistive technology and accommodation (Prerequisite for this course is DMCCE – Job Analysis)

This course covers the process of implementing low to high tech assistive technology in the accommodation of a worker with disabilities. The process includes evaluating the needs of the employee; researching and choosing the most appropriate equipment, software or other job aid; researching and choosing the best supplier; developing a business case for the application; testing the technology and training the worker as necessary; maintaining the assistive technology; and evaluating the outcomes.

DMCCS – Managing Change

This course is designed to enable students to apply theories of change in practical ways. Issues of change management are examined from an organizational and individual perspective. The administrators of disability management programs must be able to adapt to external changes ranging from the effects of new technology to new legislation and regulation. Internal policies and procedures will affect, and be affected by, the disability management program. Individual returns to work may be influenced by changes within the organization or by the effect of personal changes in physical and other capacities. A positive workplace culture and effective leadership can help individuals and organizations adjust to change.

DMCCT – Evaluating Disability Management Programs and Assessing Return to Work Processes (Prerequisites for this course are DMCCA – Effective Disability Management Programs and DMCCB – Introduction to Return to Work Coordination)

An overview of techniques employed in evaluating programs including matching outcomes to goals, benchmarking with other organizations and departments, program audits and cost-benefit ratios will be provided. Students will consider client satisfaction surveys and other approaches to assessing the return to work process.

DMCCU – Marketing and Education in Disability Management and Return to Work

This course covers the planning and development of internal communications programs aimed at creating support for disability management among management and labour, employees who might incur disabilities, and their coworkers. The requirement for external communications components is examined including education and information targeted to medical and other service providers.

DMCCV – Information Management

Students will explore what kind of program and client information is collected, how it is collected and used, and what issues of confidentiality are involved. The applicability of Human Resource Information Systems (HRIS) is considered. Also examined will be the disability management / return to work practitioner's role in collecting information on community services and resources, keeping professional skills and knowledge up to date, and researching information on an as needed basis.

DMCCW – Injury Prevention and Health Promotion

This course provides an overview of safety programs, approaches to ergonomics, and the implementation of wellness programs. The interaction of such programs with the disability management program is considered. (Please NOTE: This is not a substitute for a safety course.)

DMCCX – Professional Conduct

Students will identify and analyze situations in disability management where ethical issues might arise. The course will also examine how codes of ethics are developed and how they are used in dealing with ethical issues.

DMCCY – Managing the return to work process

(Prerequisites for this course are:

- **DMCCA – Effective Disability Management Programs**
- **DMCCB – Introduction to Return to Work Coordination**
- **DMCCE – Job Analysis**
- **DMCCF – The Role of Assessment**
- **DMCCG – Communication and Interviewing Skills**
- **DMCCH – Interviewing and Helping Skills**
- **DMCCR – Assistive Technology and Accommodation)**

This course covers the case management process including working with a return to work team that includes internal personnel and external service providers. The return to work process including assessment, return to work planning, implementation, monitoring and adaptation, and evaluation is examined.

SPECIAL AND ADVANCED COURSES

All courses have been endorsed for continuing education credit (CEC) hours for the professional designations of Certified Disability Management Professional (CDMP) and Certified Return to Work Coordinator (CRTWC). Successful completion of each course provides 12 CEC hours unless otherwise stated.

DMCS110 – Insurance and the Insurance Industry

This course is designed to provide an overview of the insurance industry, how insurers operate and how insurance in general is provided so that individuals who are involved with disability insurance claims will have a better understanding of the field in general. This overview of the insurance industry contains an examination of the various types of insurance including disability insurance; explanations of key concepts and an examination of the regulatory environment and the role of jurisprudence. The perspectives of the various stakeholders in disability insurance provision will be explored including the organization providing the insurance, the entity negotiating the contract, and the individual or group receiving income in case of loss.

DMCS120 – Financing Disability Insurance Claims

This course reviews concepts that are key to disability insurance. It examines how the cost of a claim is determined and paid for over a period of time by the insurer – including workers compensation and private short-term and long-term disability insurers and by organizations that self-insure – from the perspective of the insurer. The course is designed to provide disability management practitioners with an understanding of

the financial aspects of disability insurance so that they can offer input to their organization when it comes to administering insurance costs and contracts, working with insurance representatives on individual claims, and advising workers with claims.

DMCS130 – Workers Compensation from an Organizational Perspective

Workers compensation is a form of disability insurance that provides coverage for occupational injuries and that is available to most Canadian workers. This course examines the history and underlying concepts of workers compensation in Canada; the legislative foundation, regulations and policies; structure and activities of workers compensation boards; industries and jobs in which coverage is a requirement; premium structures based on industry groupings; experience ratings including surcharges and rebates; and how organizations should approach their workers compensation costs.

DMCS140 – Workers Compensation from an Individual Perspective

This course is designed to provide the information that people who are working with individual claimants will need in order to assist them while they are away from work and planning their return to a job. Topics to be explored include income available from the workers compensation insurer in various jurisdictions in Canada; payments available for assessment, treatment and rehabilitation, accommodation and assistive technology; and any limitations that might have an impact on the length or availability of coverage; the claims process including forms to be filled out; the relationship with representatives of the workers compensation organization; the hierarchy of payers when more than one insurer is potentially available; and the appeals process.

DMCS150 – Short-Term and Long-Term, Private Disability Insurance

Many organizations in Canada arrange for short- and long-term disability insurance to cover their employees' non-occupational injuries and illnesses. The purpose of this course is to consider possible elements of these contracts and how they can impact the individual claimant. The information to be considered includes typical arrangements for replacing income; common time frames; any other expenses that might be covered; possible restrictions on claims and any requirements that should be met; the connection between short- and long-term disability insurance; the claims process; the appeals process; and the role of the insurance company in return to work.

DMCS160 – Automobile Insurance and Government Benefits

Those who are assisting workers who incur temporary or permanently disabling injuries and illnesses should also be aware of automobile insurance and common provisions in their jurisdiction. Provinces may have private or public automobile insurance, fault-based or no fault insurance. Typical provisions and coverage will be explored. In addition, those whose role is to assist employees with temporary and permanent impairments should be aware of government programs that may be available in situations in which insurance is not available, including Employment Insurance sickness benefits, Canada Pension Plan disability benefits and social assistance programs. There may also be useful programs provided by governments or non-profit organizations that will fund workplace and home-based accommodations, job retraining, substance abuse rehabilitation, counselling, transportation, or small-business start-ups. As well, there may be tax deductions that could be of assistance to individuals with disabilities. Finally, the course will cover some of the individual, organizational and societal issues that arise in the course of providing workplace insurance.

DMCS210 – Occupational Health and Safety, Hazard Assessment, Control, and Legislation

The course begins with an overview of the field of Occupational Health and Safety and key concepts. Safe design to prevent hazards from entering the workplace, site inspections to identify hazards that have arisen, and testing and monitoring for hazardous substances and conditions will be explored. Methods used for assessing risk will be described. The types of controls that can be used to mitigate hazards will be explored. Implementing excellent workplace health and safety practices is not only the right thing to do, it is required under legislation. The purpose of the second section of the course is to provide an overview of the regulatory framework for Occupational Health and Safety and the common principles upon which occupational health and safety legislation is based. Similarities and differences between legislation in different jurisdictions will be considered. Concepts such as the Internal Responsibility System and Due Diligence and roles and responsibilities of workers at all levels will be explored.

DMCS220 – The Occupational Health and Safety Committee and OHS Policies and Procedures

Occupational Health and Safety Committees are mandated by legislation in workplaces of a certain size. They are also an important means for involving workers at all levels in the attainment of a safe workplace. The first half of the week will focus on the structure of the Occupational Health and Safety Committee, the roles and responsibilities of committee members and the processes followed by the committee. Program policies and procedures need to focus on a range of areas including roles, responsibilities and accountability; the identification, assessment and control of hazards; ongoing training; the establishment of program goals and the evaluation of whether these have been reached; and how employees are involved and participate in Occupational Health and Safety activities. The second half of the week will focus on development, implementation and updating of OHS policies and procedures and their place in the Occupational Health and Safety program manual.

DMCS230 – Occupational Health and Safety Programs and OHS Management Systems

An effective Occupational Health and Safety Program is beneficial because it protects workers, contributes to the development of a good work environment and work conditions, ensures compliance with relevant legislation, and diminishes the costs of workplace accidents. The first half of the week will provide an overview of the OHS program rationale, program components and role of stakeholders. In the second half of the week, the OHS program as part of an occupational health and safety management system will be explored. Students will explore the application of management system processes such as planning, operations, control and evaluation, and leadership and communication to workplace safety. Management system standards available in occupational health and safety will be reviewed.

DMCS240 – Ethics in Safety and Health, Inspections and Safe Work Procedures

The first half of this course covers job safety analysis, safe work procedures and monitoring work procedures through worksite inspections, steps involved in carrying out the analysis, who should be involved, and how to make changes if unsafe work procedures are identified will be examined. In many situations there may be competing needs and more than one course of action that may seem appropriate. Occupational Health and Safety professionals must be able to make decisions in the face of ethical dilemmas and they must be aware of the standards of professional conduct that are expected in their field. The second section of the course will explore ethics and leadership in the field of occupational safety and health including commonly encountered ethical issues, ethical decision making and ethical standards.

DMCS250 – Incident/Accident Investigations, First Aid, and Emergency Preparedness

In the first half of the course, various theories related to occupational incident/accident investigations will be outlined. The steps involved in investigating workplace accidents will be explored including collecting and analyzing information, determining the causes, and identifying steps to be taken to ensure that any hazards that contributed to the accident are eliminated or, if that is not possible, the degree of risk posed is significantly lowered. In the second half of the course, the development of first aid and emergency preparedness programs will be considered including any requirement to comply with statutes and regulations in the participant's jurisdiction, roles and responsibilities and policy and procedure development.

DMCS260 – Occupational Health and Safety Training, Communication and Evaluation Strategies

Workers at all levels must understand their roles and responsibilities in creating and maintaining a safe workplace and have a commitment to achieving this goal. The first half of the course will explore strategies for training, communication and promotion. The development of a plan for occupational health and safety training and the implementation of that plan will be explored. The education and training needs of the various groups within an organization will be examined. Design of training, evaluation, the role of workplace culture and the promotion of OH&S within the organization are some of the topics covered. All workplace programs need to be evaluated in order to determine whether they are useful and making a difference. In the second half of the course, students will learn about trends analyses that measure program outcomes and process evaluations in the form of audits and benchmarking. Perception surveys will be explored.

DMCS426 – Evaluating DM Program Results

(Prerequisite for this course is DMCCT – Evaluating DM Programs and Assessing RTW Processes) This course was designed to provide a more specialized examination of outcome

evaluations – evaluations that measure whether the goals established by a Disability Management Program have been met. It explores evaluation methods and design, and how data can be collected and

analyzed. On completion of the course, students should be familiar with the steps required to determine whether outcomes such as decreased time away from work, lower insurance premiums or positive cost-benefit ratios have been achieved. The module requires an estimated 22 hours of study activity over a period of two weeks including reading, participation in online discussion exercises, and assignments. The number of continuing education credit hours that can be claimed for this module is 22 hours.

**DMCS451 – Code of Practice for Disability Management
(Prerequisite for this course is DMCCA – Effective Disability Management Programs)**

This course will review the Code of Practice for Disability Management and explore the organizational structures, policies, procedures and activities that are required to meet the standards outlined in the Code. Workshop activities will span two weeks and require an estimated 22 hours of study activity including reading, participation in online discussion exercises, and an assignment. This workshop is designed for people who have a strong background in disability management and return to work. The number of continuing education credit hours that can be claimed for this module is 22 hours.

DMCS501 – Legislation, Employment Accommodation and the Accessibility for Ontarians with Disabilities Act (AODA)

This continuing professional education module will focus on current issues in accommodation from a legislative perspective with specific emphasis on the Accessibility for Ontarians with Disabilities Act (AODA). Students will be introduced to the AODA and the current context of legislation that supports inclusion of persons with injuries and disabilities in the workplace and in returning to work. The primary emphasis will be on preparing workplaces for meeting and exceeding the Employment Standards that are included within the Integrated Accessibility Standards Regulation part of AODA.