

UBC Certificate in Aboriginal Health and Community Administration

Program Handbook

Developed in partnership between:



THE UNIVERSITY OF BRITISH COLUMBIA
Extended Learning

**The UBC Centre for Excellence
in Indigenous Health**

extendedlearning.ubc.ca/ahcap

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Aboriginal Health and Community Administration Program (AHCAP)

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Program Overview

Program Vision and Mandate

The University of British Columbia Certificate in Aboriginal Health and Community Administration is an innovative program for people working in Indigenous community health or preparing to work in the field. The program helps workers develop the knowledge and skills necessary to provide effective administration for Indigenous community-based health programs and facilities.

In 2003, the Aboriginal Health and Community Administration Program (AHCAP) was initiated by the former Institute for Aboriginal Health in response to Indigenous community consultation and the BC Ministry of Health priorities. The name has been revised with the addition of the word "Community" to reflect a broader implication of health, beyond the delivery of individual health services.

UBC Extended Learning now delivers the program – administration and registration of students – in partnership with the UBC Centre for Excellence in Indigenous Health. The Aboriginal Health and Community Administration Program fits within the Centre's mandate to provide a single coordinating point for Indigenous health initiatives within UBC and serve as a contact for community organizations external to UBC. The AHCAP certificate provides an innovative development and delivery model. We hope to develop further Indigenous programs to meet the interests and requests of our participants and graduates.

The Aboriginal Health and Community Administration Program (AHCAP) was developed to address the identified need for Indigenous health and community program administration training in all Indigenous communities, urban and on reserve. Indigenous communities have many opportunities and challenges in addressing the needs of a growing population, the legacy of colonization and the urgent need for improved health and education. The administration needs in First Nations communities and Indigenous health organizations directly relate to the transfer of health programs and services from First Nations and Inuit Health Branch (FNIHB) to control by First Nations communities. The transfer of control of health programs to First Nations communities is taking place at varying rates, depending on each community's level of experience and preparation. Some Indigenous communities are more prepared through years of experience with the administration of health services while others are just beginning to meet the challenges of the transfer process. This part-time program is designed for those interested in acquiring knowledge to assist with their communities' health care administration needs.

Program Design

The UBC Certificate in Aboriginal Health and Community Administration is designed to meet the learning needs at the educational and experiential level of the majority of Indigenous administrative staff currently working in Indigenous communities. The program uses cooperative learning strategies to develop team-building skills, shared learning opportunities and a supportive environment. The cooperative learning approach assures that learners at varying skill and knowledge levels will have their learning needs addressed. Students learn to solve problems independently and within group processes. Real life/community-based health care administration scenarios will be used to practise the skills being taught.

The AHCAP curriculum is delivered in five courses that combine online learning and in-person classes. The in-person learning experience will develop networks that are strengthened by the online component of cohort group communication and assignments.

The objective of the program is to prepare current and future Indigenous program administrators to be effective in their roles and in their communities by providing:

- the knowledge and skills needed to effectively perform their responsibilities
- opportunities to practise skills and apply appropriate problem-solving techniques
- development of a supportive network of professional colleagues
- the ethical, legal, historical and technical framework within which they will operate.

AHCAP's approach includes skill development and application of knowledge to case studies. Problem solving is practiced in a conceptual framework that includes an understanding of the history of Indigenous communities and traditional models of health care systems as well as current policies and practices in effective administration. The program requires individual study and online assignments as well as collaborative and cooperative learning, particularly during the in-person weekend classes.

The assigned readings in the AHCAP program are a mix of academic writings, government documents and practical pamphlets, etc. Students are expected to complete all of the weekly readings, and incorporate knowledge from them, as well as from their own knowledge and experience, into the written assignments. Marks are assigned based on this expectation.

Who Should Take this Program?

The UBC Aboriginal Health and Community Administration Program has been designed to benefit health and community administration staff currently and potentially employed in the

Indigenous health care field across British Columbia. The program develops knowledge and skills for those already working in the field, as well as facilitating employment opportunities for those wishing to begin a career in health and community administration. The AHCAP certificate is intended to be a part-time program for adults who are working or who have significant other responsibilities.

Program Benefits

AHCAP addresses labour market needs by providing health and community administration training in the health and social services field, which is BC's second biggest service sector employer.¹ The certificate provides students with skills and knowledge specifically focused on the needs of the 273 Bands, First Nations and Tribal councils as well as over 140 health centres, friendship centres and Indigenous health service organizations in the province. AHCAP also provides students with skills and knowledge needed in urban Indigenous and non-Indigenous health and other programs and organizations. AHCAP enhances the employability skills of Indigenous learners by providing them with the most current knowledge in the field.

About UBC Extended Learning

In addition to this certificate, UBC Extended Learning offers a wide range of programs for professional and career development. UBC Extended Learning has won numerous educational awards over the years, and is committed to providing leading-edge educational opportunities for workers in many sectors and professions. For further information view extendedlearning.ubc.ca.

Awards

The AHCAP program has been recognized with the following awards:

- University Continuing Education Association (UCEA) 2006 Outstanding Program Award, Non-Credit
- Canadian Association for University Continuing Education (CAUCE) 2006 Award of Program Excellence

¹ Labour Force Survey, BC Stats, 2016.

Curriculum

Program Format

The UBC Aboriginal Health and Community Administration Program is interdisciplinary and focuses on the Indigenous community. The curriculum is delivered via in-person instruction and face-to-face interaction (50%) and online content and discussion (50%). There are four mandatory in-class sessions (residencies) that will take place from Thursday to Saturday at UBC Point Grey campus (Vancouver) approximately every second month. The fifth residency at the end of the program takes place Thursday to Friday and includes a community immersion experience and graduation. Courses include two to seven weeks of online and individual work including readings, discussions, and assignments.

Courses in the UBC Aboriginal Health and Community Administration Program feature peer learning and are discussion-based. During the online session, students complete written assignments based on readings and personal experience by posting to an online discussion board. Everyone has access to everyone else's postings. Students' responses to each other and to the instructor are the basis of weekly discussions.

Everyone's participation in these discussions affects the learning of everyone else. Posting on time and engaging with other people's work every week is key to one's success and to the richness of the course for others. Students require access to the Internet course site for the duration of the course.

The program can be completed in one year as outlined in the program schedule. It is hoped that the flexible mixed-mode delivery will facilitate the participation of Indigenous community members by minimizing the length of time they need to be at UBC, away from their families and jobs. If through unplanned circumstances a student cannot complete the entire program, he or she may apply the following year to complete the courses needed to qualify for the AHCAP certificate.

Courses

AHCAP is focused on the field of health and community administration. The curriculum includes: communication and leadership; Indigenous history related to health services; Indigenous community and human resource development models; and Information Management and how technological change can be incorporated into the delivery of effective Indigenous health and community administration.

The following courses comprise the AHCAP certificate, and the order in which they are delivered is subject to change. All courses provide opportunities to practise critical thinking

as well as develop oral, written, and electronic communication skills for organizational and interpersonal settings.

Communication and Leadership

Course Objective:

To prepare current and future Indigenous health and community administrators to be effective in their role and in their communities.

Modules:

- Leadership module includes change management, motivating staff, teamwork, and problem-solving techniques
- Communications module includes writing, effective communication and public speaking.

Fundamentals of Administration

Course Objective:

To acquire the ability to effectively apply administration knowledge, skills and resources to manage programs and services in Indigenous communities.

Modules:

This course is composed of modules for acquiring knowledge of processes in traditional community administration and contemporary health administration.

- Financial Management module includes information on how to apply knowledge of Indigenous health legislation, policy and funding structures to current accountability issues in Indigenous communities and the student's own community
- Human Resources module includes roles and responsibilities (organizational and accountability structure), stakeholder relations and negotiations (e.g., labour relations, health-related contracts)
- Community Development module includes program planning, needs assessments, proposal writing and budgets.

Evaluation, Research, and Policy

Course Objective:

To analyze current policies and legislation related to Indigenous health and community administration and to assess and apply research and evaluation to improve health.

Modules:

This course is composed of modules for acquiring knowledge of processes in traditional community protocols, and contemporary health and research policies.

- Indigenous Health Governance module includes review and development of health policies and programs specifically relating to Indigenous health and community administration
- Evaluation module includes differentiating ways of knowing and Indigenous approaches to program evaluation
- Research Opportunities in Indigenous Communities module addresses issues around utilization of research and critique of research proposals.

Information Management

Course Objective:

To learn to integrate appropriate use of information technology systems for the effective administration of health care in Indigenous communities.

Modules:

This course is composed of modules for acquiring knowledge of the dynamic environment of electronic health records management.

- Health Data module includes confidentiality issues, the usefulness of precise data ethics in information sharing, and legal issues
- Project Management module focuses on approaching Information Management from a project management perspective.

Indigenous Health and Wellness

Course Objective:

To learn the relationship of Indigenous history to the health of individuals and their communities, and to learn strategies for effective administration of appropriate health care

in Indigenous communities using models of traditional health systems and current medical approaches.

Modules:

This course is composed of modules for acquiring knowledge of traditional and contemporary health systems.

- Traditional Health Systems module includes processes for defining community-specific traditional health systems and individual self-care
- Current Traditional and Contemporary Health Systems module includes application of models and health care systems for effective delivery of health care in Indigenous communities
- Indigenous History and Health module includes an overview of issues in Indigenous health administration.

Community Immersion

This program also includes a community immersion experience that may entail:

- on-site visits to identified Indigenous health and community administration offices and services for urban Indigenous community members
- mentoring by Indigenous organizations and/or communities with trained administrators
- hands-on workshops with Knowledge Keepers to create traditional medicines.

Program Schedule

View the current [program schedule](#) online.

Program Fees

Application

There is no fee to submit an application. Successful applicants will receive a registration package upon acceptance into the program.

Course Tuition Fees

Tuition totalling \$5,625 is payable in two instalments of \$3,375 and \$2,250. Earlybird discount: save \$100 if you apply and, upon acceptance, pay the full fee by the start of the program. Fees may be paid by Visa®, MasterCard®, money order or certified cheque. Fees are subject to change.

Course Receipts

An official receipt for income tax purposes is sent in February for courses completed the previous year.

Additional Expenses

Refreshments are provided for the morning and afternoon breaks during the three-day, in-class residencies at UBC (Thursday, Friday and Saturday). All other meals are the student's own responsibility. Those seeking funding for their studies from any organization may wish to request a per diem for these expenses.

Accommodation

It is the student's responsibility to arrange accommodation for the required five in-class portions of the program if they do not live close enough to UBC to commute. Students receiving funding may wish to ask their funding organization for assistance with these costs. On-campus accommodation information is available at <http://vancouver.housing.ubc.ca/other-housing/visitor-campus-housing>.

Travel

Students are responsible for arrangements and costs for their own travel to the in-class sessions.

Internet Access

Students must have convenient access to a computer with Internet access for the online components of the program.

Assessment Methods

Program participants are assessed in individual courses according to university assessment guidelines to ensure successful acquisition of required skills and concepts. Assessment is based on classroom attendance and participation, online participation, and grading of assignments, exams, presentations and projects.

Graduation Criteria

To achieve the UBC Certificate in Aboriginal Health and Community Administration, participants must complete the required courses, attend all of the required on-site residencies and complete the online course activities. In addition, participants must attain a minimum overall average of 60% after completing the five courses. Students cannot miss more than one residency in order to graduate. Prior notice of absence is required by leaving a message for the instructor at 604.827.4234 (program assistant) and sending an email or text message to the instructor and the program assistant. In the case of absence the options are: 1) complete comprehensive in lieu assignments by the end of the course, or 2) come back and attend the residency when it is next offered and complete the program at that time. It is the student's responsibility to coordinate class materials and in lieu assignments with the instructor.

Instructors

The courses in the program are taught by educators and professionals working in the field who bring their education and work experience into the classroom. Most of the teaching staff are from the Indigenous community.

Workload Expectations

The AHCAP certificate is intended to be a part-time program for working adults, or those with significant other responsibilities. For success in the program, students are expected to attend all in-person residencies (five weekends), as well as spend several hours each week throughout the program on readings, assignments and online discussions. Applicants should note and set aside the required weekend dates for the in-class portion of the program, plus organize their other responsibilities for the coming months so that they have time for their

studies during every week. Study in the program is equivalent to approximately five one-semester courses at the University of British Columbia.

Changes to Curriculum

The learning objectives, subject areas, topics, speakers and assignments that make up the program will change over time to reflect the needs of program participants, new best practices and technologies, and the best use of university resources. The program may also change in duration, number of instructional hours or requirements for completion. As the curriculum changes, the total cost of the program may also change to reflect the actual costs of program delivery.

To receive the UBC Certificate in Aboriginal Health and Community Administration, participants must complete the required curriculum and the number of instructional hours, including the five in-person sessions that are compulsory at the date they are admitted to the program. As the certificate program evolves, the following guidelines apply to minor program changes:

- if the required courses change, participants are expected to complete the original courses that were compulsory at the date of their admission to the program.
- participants who have completed courses that are subsequently removed from the program curriculum will receive credit for those courses.

Program Policies

Limited Enrolment

A limited number of applicants are admitted to the UBC Aboriginal Health and Community Administration Program. Meeting minimum admission requirements does not ensure admittance to the program.

This program involves a cohort of students (group of classmates); therefore, participants are expected to take all five courses in the program within the duration of the schedule. In specific circumstances, if a student must withdraw for personal reasons, he or she may be considered for a subsequent offering of the program if space permits and if the program continues with the same program requirements. A re-enrolment fee and increased tuition cost (if applicable) may apply.

Availability of Program

Program availability varies from year to year, depending on demand and availability of resources to offer the program. The program requires minimum enrolment to run and may be cancelled if there is insufficient enrolment.

Prior Learning Assessment (PLA)

The certificate is intended to be a professional development program that builds upon the existing knowledge and experience of learners. Because the program is a cohort program based on cooperative learning principles, participants must take all the courses in the program. Any exemption from particular requirements within the courses must be requested in writing with the application form submitted one month before the program or course begins.

Length of Program

Participants must complete all requirements for graduation within the duration of the program. Under exceptional circumstances, a student who withdraws can apply the next year for re-admission.

Withdrawal and Cancellation Policy

Learners who withdraw from the AHCAP program 30 days before the program start date will receive a full refund, less a \$150 cancellation fee. If you withdraw with less than 30 days notice, you should notify UBC Extended Learning in writing of the reasons for the withdrawal. After this date, tuition fees are non-refundable, except for serious reasons such as bereavement or a documented medical condition (supported by a doctor's letter from a practicing medical physician of the British Columbia Medical Association), in which case the refund will be processed on a pro-rated basis for the unfinished portion of the program. The refund will be pro-rated from the time the doctor's letter is received by the administrative staff and the \$150 cancellation fee will apply. A student who withdraws from the AHCAP certificate may not register again until being re-admitted to the program.

Course Cancellations

UBC Extended Learning may sometimes cancel courses due to insufficient enrolment or other reasons. If this occurs, a full refund is processed and mailed automatically. UBC Extended Learning does not guarantee that a particular course will be offered at a particular time.

Academic Integrity

UBC Extended Learning is committed to academic integrity and takes academic misconduct seriously. Penalties for cheating, plagiarizing or other academic misconduct may include dismissal from the program or course with a failing grade and no refund of fees. For information about UBC's policy on this matter, see universitycounsel.ubc.ca/policies/policy85.pdf.

Professional Conduct

UBC Extended Learning fosters positive learning environments that respect the diversity of individuals and apply standards in keeping with appropriate conduct in professional workplaces. Students are expected to adhere to professional standards of behaviour. In particular, the ability to work respectfully in a team environment and with other students, instructors and staff is essential. UBC Extended Learning reserves the right to require a student to withdraw from a program at any time for unsatisfactory professional conduct. In such cases there will be no refund of tuition.

Use of Information Technology

Participants must abide by the UBC Responsible Use of Information Technology guidelines. For details, see <https://it.ubc.ca/services/security/ubc-information-security-office/security-policies>.

Admission Information

To accommodate learners from a variety of backgrounds, the admission requirements for the UBC Aboriginal Health and Community Administration Program are fairly broad.

However, all applicants should have the following:

- graduation from Grade 12 (or equivalent)
- internet access (including an email address) and the ability to do basic word processing
- experience in an Indigenous health care program or facility or experience working in an Indigenous community.

It is also recommended that applicants have the ability to work as part of a team.

Note: *On the first weekend of the program, participants will be shown how to access the online portion of this program. Lessons on software skills are not part of this program. Students should be able to do word processing, send email messages and manage attachments to do the online portions of the course.*

UBC Extended Learning strongly suggests that students have the following technology and expertise in order to keep up with the program and complete projects and assignments from their computer:

- familiarity with basic Internet applications (email and web browser)
- a recent version of Microsoft Internet Explorer, Firefox, Chrome, Safari or other web browser.

Application Process

Applicants should read and thoroughly understand the Program Handbook before applying to the program.

The UBC Aboriginal Health and Community Administration Program has a formal admissions procedure which ensures quality education and student support services. The admissions process also helps to ensure that the needs, intentions and expectations of participants are adequately matched to the program's objectives and capabilities. Admission to the program may be limited by the availability of courses, facilities and instructors.

In addition to completing the application form, which can be found at the end of this handbook or online at <https://extendedlearning.ubc.ca/programs/aboriginal-health-community-administration-certificate/apply>, applicants should also provide the following to support their application:

- a typewritten Letter of Intent written solely by the applicant that specifies the applicant's goals, interests and program expectations, as well as details on how the applicant is planning to provide adequate time for study (300-500 words)
- a résumé documenting educational achievements and relevant work or volunteer experience
- the names, phone numbers, and email addresses of three references (preferably current or previous employers, volunteer coordinators or teachers).

Evaluation of Applications

The admissions committee evaluates applications based on the following criteria:

- compatibility of Letter of Intent with current program goals and objectives
- suitability of previous education and work experience
- probability of benefit to an Indigenous community.

Once applications have been reviewed, applicants will be notified by email regarding acceptance in the program.

Contact Us

For more information about the program or the application process, please contact us:

Cynthia Tam, Program Assistant
Centre for Intercultural Communication
Extended Learning
The University of British Columbia

410-5950 University Boulevard
Vancouver, BC Canada V6T 1Z3
Tel: 604.827.4234
Fax: 604.822.0388
Email: ahcap.exl@ubc.ca

Application Form

An online version of the application form can be found at:

<https://extendedlearning.ubc.ca/programs/aboriginal-health-community-administration-certificate/apply>.

Today's Date Student Number (if currently or formerly a UBC student)

Given Name Family Name

Home Address

City Province Postal Code

Phone Number (Day) (Please include area code) Phone Number (Evening)

Fax Number Email

(1) Educational Background

A. For admission into this program, applicants should have completed Grade 12 (or the equivalent). Please indicate the name of your high school and the year of your graduation or, on a separate page, the details of your equivalency. Include a copy of your diploma or transcript, as appropriate.

High School Location Year Graduated

B. List all degrees, diplomas, certificates, and other formal or informal courses of study that you consider relevant to your application. You may be requested to supply a copy of your transcripts.

Degree/Diploma/Certificate	Institution	Year Completed
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Degree/Diploma/Certificate	Institution	Year Completed
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Degree/Diploma/Certificate	Institution	Year Completed
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(2) Computer Access

A. Do you have internet access? At home In the community No

B. Do you own your own computer? Yes No

(3) Work and Volunteer Experience

Please give details about any work or volunteer experience that you consider relevant to the program. Include the nature of the activity, the name of the company or agency with which you were associated, and the number of months or years of service. You may attach a résumé with these details if preferred.

Nature of Activity	Company/Organization	Months/Years
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Nature of Activity	Company/Organization	Months/Years
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(4) Do you self-identify as First Nations, Métis or Inuit? Yes No

If you answered no, please provide details of any work or volunteer experience working with or in Indigenous communities.

(5) Letter of Intent

In a word-processed letter submitted with this application, state your interests and program expectations, and indicate what you expect to achieve by completing the UBC Aboriginal Health and Community Administration Program. Please state your career goals for the immediate future and long-term, and indicate how you plan to fit the program into your current activities. Also include details of any paid or volunteer work you have done in an Indigenous community or organization (300-500 words).

(6) Support Systems

AHCAP is both welcoming and demanding. Please tell us about the support systems you will have in place to help ensure your success, for example, setting aside time to read and do homework. What kind of support will you have from your family, employer, partner? How will you support yourself on this learning journey?

(7) References

List the names, phone numbers and email addresses of three current or former school, work or volunteer activity references, including your affiliation to them.

Name	Affiliation	Telephone/Email
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Name	Affiliation	Telephone/Email
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Name	Affiliation	Telephone/Email
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(8) How did you find out about this program?

- Internet Handbook
- Work Email
- Word of mouth Fax
- Facebook Other: _____
- In-person visit from AHCAP staff person
- Flyer

Send this form and all supporting documents to:

Aboriginal Health and Community Administration Program

Cynthia Tam, Program Assistant

Centre for Intercultural Communication

Extended Learning

The University of British Columbia

410-5950 University Boulevard

Vancouver, BC Canada V6T 1Z3

Tel: 604.827.4234

Fax: 604.822.0388

Email: ahcap.exl@ubc.ca

Stay Up-to-Date

Would you like to stay informed about new courses, new terms, special offers and events? Just tell us how you would like us to contact you. If you do not check these boxes you will still receive communications relating to the administration of your UBC Continuing Studies course or program.

- Yes, I would like to receive this information via **email**.
- Yes, I would like to receive this information via **mail**.

Privacy

We respect your privacy. Your contact information will not be released to others outside UBC.

Personal information provided on the registration form is collected pursuant to section 26 of the Freedom of Information and Protection of Privacy Act ("FIPPA"), RSBC 1996, c.165, as amended. The information will be used for the purposes of: admission; registration; academic progress; notification of future courses; and operating other UBC-related programs. UBC collects, uses, retains and discloses information in accordance with FIPPA. UBC may share and disclose personal information within the University to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics. Should you have any questions about the collection of information, please contact the Manager, Marketing Services, UBC Extended Learning, 410-5950 University Boulevard, Vancouver, BC, Canada V6T 1Z3.