

UBC Certificate in Intercultural Studies

Program Handbook

extendedlearning.ubc.ca/cis



THE UNIVERSITY OF BRITISH COLUMBIA
Extended Learning

Contact Information

UBC Certificate in Intercultural Studies

Centre for Intercultural Communication

Extended Learning

The University of British Columbia

410-5950 University Boulevard

Vancouver, BC Canada V6T 1Z3

Registration and Student Services

Tel: +1 604 827 4203

Fax: +1 604 822 0388

Email: edi.exl@ubc.ca

Web: extendedlearning.ubc.ca/cis

This program handbook is current as of March 2019. Note that future editions of this program handbook may contain changes to program requirements and policies.

Copyright © 2019

The University of British Columbia

All rights reserved. Printed in Canada.

Contents

Program Overview	1
Program Vision and Mandate	1
Program Approach and Objectives.....	1
Who Should Take this Program?	2
Program Benefits	3
UBC Extended Learning	3
Curriculum	4
Course Descriptions	6
Program Fees	8
Online Learning.....	8
Instructors and Facilitators	9
Philosophy of Teaching and Learning.....	9
Assessment Methods.....	9
Graduation Criteria	10
Changes to Curriculum.....	10
Online Participation Guidelines	11
Program Policies	12
Limited Enrolment	12
Availability of Courses	12
Length of Program	12
Withdrawal and Cancellation Policies	12
Academic Integrity	13
Professional Conduct	13
Use of Information Technology	13
Admission Information	13
Application Process.....	14
Acceptance into the Program.....	14
Course Registration and Payment	14
Accessing Online Courses.....	14
Contact Us.....	15
Administration	16

Program Overview

Program Vision and Mandate

Multiple cultural realities exist in our communities and workplaces. These realities require that we develop important intercultural fluencies to better engage with and experience personal and professional growth, individually, and at corporate and community levels. Organizational growth, innovation and productivity are inextricably linked to the implementation of effective intercultural and inclusive strategies.

The UBC Certificate in Intercultural Studies (CIS), offered by UBC Extended Learning, is an innovative career development program that enables people from corporate, education and community sectors to work with confidence in international and multicultural settings. The program is designed for people who want to work effectively with people of other cultures, either internationally or in multicultural environments in their own country.

This part-time professional development program takes an interdisciplinary approach to understanding the complexities of intercultural relations and communication. Courses provide models and theories and encourage their application to practical skills and strategies for working and living effectively across cultures.

Established at the University of British Columbia in 1995, the program's initial development was made possible by support from the Canadian Bureau for International Education, the BC Centre for International Education and the Commonwealth of Learning.

Program Approach and Objectives

The UBC Certificate in Intercultural Studies provides access to the theories and models presented by academic and other specialists in the field, encourages a critical approach to this content and requires participants to relate this material to their own experience with challenges across cultural differences.

The core program objectives require that participants:

- appreciate the extent to which culture affects one's own behaviour, assumptions and view of the world
- understand the effect of privilege or oppression on interactions across cultural differences
- develop skills and strategies for communicating in the face of cultural differences.

Elective courses develop these core competencies for different applications, focusing on the intercultural aspects of:

- identity and identity development
- international assignments
- negotiation and conflict
- inclusive teams
- internationalizing post-secondary institutions
- training for diversity trainers
- engaging in diversity and inclusion initiatives in organizations.

Who Should Take this Program?

This certificate will be of interest to anyone who is interested in the effect of culture on human interaction. Our graduates have included:

- corporate executives and managers doing business internationally
- international project team leaders and employees
- human resource practitioners
- organizational development specialists
- corporate trainers
- customer service providers
- healthcare and community service professionals
- educators, administrators and international student service personnel
- community development workers.

Program Benefits

The UBC Certificate in Intercultural Studies emphasizes practical skills for people who want to go beyond dos and don'ts in understanding and collaborating with people whose worldviews vary from their own. The program features the following advantages:

- You may complete the full program from a distance by selecting courses that are available in a 100% online format
- A fully online prerequisite course that can be taken as a standalone course or as part of the certificate
- Elective courses that incorporate blended learning, beginning with face-to-face and continuing online as part of a familiar group of learners
- Experiential learning methods incorporating varied activities to accommodate different learning styles
- A balance of theory and practice to support cognitive, interpersonal and practical skills development
- A flexible learning schedule that allows you to take the program part-time or more intensively
- Program electives that provide an opportunity for specialization
- Small class sizes to maximize opportunities for contribution and feedback
- Assignments that build on individual experience and expertise
- Individualized coaching and feedback from accomplished facilitators
- References, materials and tools to support ongoing learning
- A venue for networking and alliance-building with other professionals.

UBC Extended Learning

In addition to this certificate, UBC Extended Learning [<extendedlearning.ubc.ca>](http://extendedlearning.ubc.ca) offers many other programs for professional and educational development. UBC Extended Learning has won numerous educational awards, and is committed to providing leading-edge educational opportunities for local, national and international participants.

Curriculum

The curriculum for the UBC Certificate in Intercultural Studies was developed by the UBC Extended Learning Centre for Intercultural Communication, in collaboration with professionals who have worked with us on issues of intercultural communication in the contexts of international trade and partnerships, international cooperation and development, diversity in the workplace, human rights projects, international education and teaching and learning on multicultural campuses.

The curriculum consists of one required course that provides the foundation for learning about culture and communication. A selection of elective courses provides the opportunity for you to customize the program to your particular needs and special interests. You should allocate approximately seven hours of work per week to each course.

You are expected to complete the program within three years. Under exceptional circumstances, extensions may be granted. You're awarded the UBC Certificate in Intercultural Studies upon the completion of the one required course and four elective courses.

Required Course

Strategies for Effective Intercultural Communication is a prerequisite for all elective courses (except Internationalizing Post-Secondary Institutions). You should register for Strategies of Intercultural Communication first.

Electives

You may complete the full program from a distance by selecting elective courses that are available in a 100% online format. Some elective courses are offered in a blended format. The in-class session of the blended courses are usually offered at the UBC Point Grey campus. Attendance at the in-class portion of the course is mandatory. The blended program features experiential learning methods such as group discussions, mini-lectures, skills practice, case studies, readings, practical written assignments and online discussion/learning among the participants and course facilitators.

You should expect to log onto the online course a minimum of three times a week and will benefit from more frequent access. The part-time format provides flexibility to complete the program while you continue working.

You may choose to take individual courses [<extendedlearning.ubc.ca/cis>](http://extendedlearning.ubc.ca/cis), rather than the full certificate program.

The curriculum and course schedule are subject to change.

Course Title	Format	Hours
Required Course		
Strategies for Effective Intercultural Communication ¹	100% online (6 weeks)	40 hours
Elective Courses		
Identity and Intergroup Relations	100% online (6 weeks)	40 hours
Engaging Diversity and Inclusion in Organizations	100% online (7 weeks)	40 hours
Planning for Success in International Assignments	100% online (6 weeks)	40 hours
Leadership in Intercultural Contexts	100% online (6 weeks)	40 hours
Transforming Intercultural Conflict	100% online (6 weeks)	40 hours
Thriving in Diverse Teams	100% online (7 weeks)	40 hours
Internationalizing Post-Secondary Institutions	100% online (6 weeks)	40 hours
Training for Intercultural and Diversity Trainers	Blended format (3 days in class, 2 weeks online)	40 hours

¹ Strategies for Intercultural Communication is the prerequisite for all courses except Internationalizing Post-Secondary Organizations

Course Descriptions

Required Course

Strategies for Effective Intercultural Communication

Build essential skills that can help organizations and communities benefit from the many opportunities that diversity presents. Learn how culture affects communication and how you can embrace differences with more ease and confidence. Find out how power imbalances can impact interactions and discover practical tools to reduce misunderstandings and strengthen inclusivity.

Note: Strategies for Effective Intercultural Communication is a prerequisite for all other CIS courses (except Internationalizing Post-Secondary Institutions).

Elective Courses

Identity and Intergroup Relations

Learn to integrate intercultural and social justice perspectives and take a critical look at intergroup relations. Review identity development models and explore how culture, ethnicity and race shape intercultural interactions. Look at the impact of systemic issues of power and privilege. Develop practical strategies for meaningful intergroup dialogue and engagement.

Note: Strategies for Effective Intercultural Communication is a prerequisite for this course.

Engaging Diversity and Inclusion in Organizations

Help your organization make the most of diversity through increased creativity and innovation, enhanced employee engagement and better service to clients. Explore systemic barriers and inclusive practices in designing communication strategies with employees, clients and customers; developing policy frameworks; engaging in community consultation; leading and supervising staff and volunteers; and planning programs. Learn best practices and current thinking for diversity and inclusion initiatives. A unique aspect of this course is the opportunity to work with an existing organization to create and recommend a plan to support the organization's diversity and inclusion commitments.

Note: Strategies for Effective Intercultural Communication is a prerequisite for this course.

Planning for Success in International Assignments

Businesses, educational institutions and volunteer organizations are increasingly offering opportunities to experience living, studying and working abroad. Explore components of the international assignment

cycle; challenges and success factors; strategies for intercultural effectiveness; and programs to support employees, students and volunteers throughout their international assignments.

Note: Strategies for Effective Intercultural Communication is a prerequisite for this course.

Transforming Intercultural Conflict

Achieve success in conflict resolution through negotiation strategies that cut through misunderstanding, miscommunication, impasse, and implicit bias. Tap into your intercultural intelligence skills to negotiate conflict effectively.

Note: Strategies for Effective Intercultural Communication is a prerequisite for this course.

Thriving in Diverse Teams

Learn tools to build culturally diverse and inclusive teams. Enhance your skills to establish, motivate and lead your existing group toward inclusion. Develop strategies for transforming conflict and understand the influence of culture on teamwork. Examine different methods for strengthening synergy, relationships, cooperation and cohesion in your team.

Note: Strategies for Effective Intercultural Communication is a prerequisite for this course.

Internationalizing Post-Secondary Institutions

Study the intercultural challenges faced by post-secondary institutions working to internationalize their campuses. Define the rationale, purpose and benefits of internationalization and assess the impact of a global community on your institution. Explore ways of establishing, building and maintaining successful international programs and systems.

Note: This course is designed specifically for people working in post-secondary education and is delivered completely online; there is no in-class component. It is not mandatory to complete Strategies for Effective Intercultural Communication before registering for this course.

Training for Intercultural and Diversity Trainers

Strengthen your training and facilitating skills to design and deliver intercultural and diversity workshops. Create participant-centred sessions that engage and inspire learning. Practise how to assess needs for your group, and develop appropriate learning objectives and evaluation tools. Collect strategies for creating safety and curiosity around sensitive issues.

Note: Strategies for Effective Intercultural Communication is a prerequisite for this course. Participants are also required to have facilitation experience.

Leadership in Intercultural Contexts

Explore your leadership strengths and areas of growth and opportunity when leading in an intercultural setting. Complete the Intercultural Development Inventory and receive individualized feedback on your results. Reflect on your cultural identity, role and challenges in your own leadership context and develop a plan for applying your skills to create change and build inclusive communities and organizations.

Note: Strategies for Effective Intercultural Communication is a prerequisite for this course.

2019 Program Fees

Fees are in Canadian dollars and are paid on course-by-course as follows:

- \$1,020 per prerequisite and elective course
- \$1,080 Leadership in Intercultural Contexts
- \$1,475 Training for Intercultural and Diversity Trainers

You will save \$50 per course if you register prior to the earlybird deadline. You will save \$100 per course if you register for all five courses at the same time. To register for all five courses at the same time, please call +1 604 827 4203.

Fees may be paid by Visa®, MasterCard®, cash, money order or certified cheque. Course fees include all course materials, and are subject to change.

Note: The fee for Training for Intercultural and Diversity Trainers includes two hours of follow-up coaching or support. Please contact CIS Admissions and Registration to determine your total fee if you wish to include this course in the full certificate price.

Online Learning

Courses in the UBC Certificate in Intercultural Studies feature peer learning and are discussion based. Participants are placed in small groups and assigned a facilitator. You respond to assigned questions by posting to an online discussion board where everyone has access to each other's postings. Participants' responses to each other and to the facilitator are the basis of weekly discussions.

Participants read and then relate what they have read to their own experience. You are not required to disclose beyond your comfort level, but you should be prepared to discuss and reflect upon their own intercultural learning with other participants and your facilitator. The process of taking part in the courses will itself be an intercultural experience.

Instructors and Facilitators

Courses in the UBC Certificate in Intercultural Studies are taught by experienced educators associated with the Centre for Intercultural Communication. Online facilitators are hired for their experience in particular aspects of intercultural communication.

Philosophy of Teaching and Learning

The facilitator's role is to support and challenge participants with the intention of fostering critical thinking and deepening and broadening the learning process beyond one's current knowledge, awareness and perspectives. Participants are expected to respond to and engage with the facilitator and other participants in the group using communication skills based on dialogue rather than debate.

Dialogue vs Debate	
Deliberative Dialogue	Debate
Collaborative	Oppositional
Common ground	Points of divergence
Listening to find meaning	Listening to find flaws
Listening to find agreement	Listening to find points to argue
Openness to being wrong	Determination to be right
Weighing alternatives	Winning
Assumes that others have pieces of the answer and all can find it together	Assumes there is a right answer and someone has it
Involves concern for the other person	Involves countering others
Seeks not to offend or alienate	Belittles or deprecates others

Reference: Buchanan, Anne and Mary O'Neill (2001). Inclusion and diversity: Finding common ground for organizational action. A Deliberative Dialogue Guide. Canadian Council for International Co-operation (CCIC).

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.

Participants require access to the Internet course site for the duration of the course. If you anticipate not being able to check in online every two or three days during the course, please consider postponing your registration until a time when you can be entirely present. Participants will also need to be able to download programs (such as Adobe® Digital Editions) onto the computer that will be used for the course.

Assessment Methods

You are assessed in individual courses according to University of British Columbia assessment guidelines to ensure successful acquisition of required skills and concepts. Assessment is based on

classroom attendance and participation, participation in online discussion forums and satisfactory completion of assignments. Assignments are graded as complete/incomplete by online facilitators.

Graduation Criteria

You're awarded the UBC Certificate in Intercultural Studies after you successfully complete the one required course and four elective courses.

To be successful in each course, you must attend all in-class sessions (in blended courses) and must demonstrate the required level of competence for each online course assignment. The UBC Certificate in Intercultural Studies uses a competency-based evaluation process, monitored by the moderator of each course. Required competencies for each course are described in course materials, and reinforced by the instructors, online facilitators and online moderators.

Upon graduation, participants receive a UBC Certificate in Intercultural Studies.

Changes to Curriculum

The learning objectives, subject areas, topics, speakers and assignments that make up the program may change over time to reflect the needs of program participants, new work in the field of intercultural studies 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 Intercultural Studies, you must complete the required curriculum and the number of instructional hours that are compulsory as of the date they are admitted to the program. As the certificate program evolves, participants who have completed courses that are subsequently removed from the program curriculum will receive credit for those courses.

In the event of major program changes, participants will be notified of options for completing under old or new program requirements.

UBC Certificate in Intercultural Studies students can apply the prerequisite course, Strategies for Effective Intercultural Communication, toward obtaining the UBC Certificate in International Development and do not need to complete the required course Culture, Communication and Development.

Online Participation Guidelines

UBC Extended Learning's online learning courses and programs are designed, developed and delivered in both 100% and blended (combining face-to-face and online components) formats. Our courses are based on adult learning principles, which state that adult learners:

- are self-directed
- show a keen interest in personal and professional development
- are motivated to learn
- bring prior learning experience into the environment
- learn by doing
- require relevant and realistic problems to solve
- benefit from specific and timely feedback from the learning community.

Our goal is to help foster a positive learning experience. To this end, you are expected to be present online, and to become part of the learning community by contributing to the online discussion forums and participating in any interactive aspects of the course/program. In some cases, this contribution is subject to formal assessment; the specific grade attributed to this part of your course is outlined in the course overview. In addition to this formal (graded) participation, you can also contribute a presence in your course by paying attention to the following points:

- Logging into your online course at least three times a week to ensure you are receiving updates and messages
- Posting a personal profile, and keep it updated as the course progresses
- Using good etiquette when posting messages online
- Managing your time effectively so that you give yourself time to reflect on postings from your peers
- Using professional language in all of your online correspondence
- Remembering that peer-to-peer learning is one of the benefits of online learning; don't rely on your online facilitator to provide all the answers.

Program Policies

Limited Enrolment

A limited number of applicants are admitted to each CIS course. Meeting minimum requirements does not ensure admission to courses. Early registration is advised.

Availability of Courses

100% online courses generally start on a Thursday. In-class courses are generally scheduled on a Thursday, Friday and Saturday. Delivery format options and course locations are reviewed regularly to respond to changing technologies and participants' needs. Course availability varies from term to term.

Classes are generally held at the UBC Point Grey campus in Vancouver. We can arrange to schedule courses in other locations for established groups of 15 or more. Please call the CIS program administrator at +1 604 827 4203.

Length of Program

Participants must complete all requirements for graduation within three years of admission to the program. Extensions may be granted under exceptional circumstances.

Withdrawal and Cancellation Policies

Many of our expenses are incurred within the two-week period before the course begins. Our cancellation policy reflects the fact that few of these expenses can be recovered in the event of late cancellations:

- Up to 10 business days prior to course start date: 100% refund less \$50.00 administration fee OR full fee transfer to another CIS/CID course
- Within 10 business days of course start date: No refund

UBC Extended Learning may sometimes cancel courses due to insufficient enrolment or other reasons. If this occurs, a full refund is processed and sent to you 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 universitycounsel.ubc.ca/files/2015/08/policy85.pdf 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.

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 it.ubc.ca/service_catalogue/information_security/security/security_policies.html.

Admission Information

To accommodate participants from a variety of backgrounds, the admission requirements for the UBC Certificate in Intercultural Studies are fairly broad. However, all applicants must have the following prerequisites:

- At least six months of international or intercultural work or lived experience
- Post-secondary education and or extensive lived experience or work experience
- English language proficiency
- The academic, interpersonal and communications skills sufficient to allow active participation in this dynamic program
- Approximately seven hours a week to devote to each of the online weeks of the course

Technology Requirements

You must have access to the internet to take this program, including the ability to download programs, and play audio, as some courseware includes voice lectures.

- Computer operating systems must meet the following minimum specifications:
PC: Windows XP SP2 Home/Pro
Mac: Mac OS x 10.4.

Application Process

Applicants should read and thoroughly understand this program handbook before applying to the program. To discuss eligibility, prior experience and program relevance, call the CIS Admissions and Registration at +1 604 827 4203, or email edi.exl@ubc.ca.

Here are the steps involved in applying to the program and courses:

1. Pay the \$175 non-refundable application fee by calling +1 604 827 4203 or [online<extendedlearning.ubc.ca/cis>](http://extendedlearning.ubc.ca/cis). Note the invoice number found on the receipt.
2. Complete the online application [<extendedlearning.ubc.ca/cis>](http://extendedlearning.ubc.ca/cis). You will need to include a letter of intent (maximum 500 words). This should include personal and/or career goals, interests and program expectations.

Acceptance into the Program

UBC Extended Learning will confirm receipt of each application and will inform the applicant of the timeline for the review process. Once applications have been reviewed, applicants will be notified as to whether they have been accepted into the program.

Course Registration and Payment

Register for each course(s) online [<extendedlearning.ubc.ca/cis>](http://extendedlearning.ubc.ca/cis) and submit payment.

Accessing Online Courses

Once the course registration and fee have been received, we will send you an email with the following information:

- Welcome letter: details about the course dates, instructors, facilitators and moderators.
- Instructions to logging in to and accessing the course

Once admitted to the first course (Strategies for Effective Intercultural Communication), you may register for subsequent elective courses as they become available throughout the year. UBC Extended Learning maintains records of course completion and will notify graduates when they have completed the requirements for the certificate.

Contact Us

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

UBC Certificate in Intercultural Studies

Extended Learning

Centre for Intercultural Communications

The University of British Columbia

410-5950 University Boulevard

Vancouver, BC Canada V6T 1Z3

Tel: +1 604 827 4203

Fax: +1 604 822 0388

Email: edi.exl@ubc.ca

Administration

Program Administration

Joenita Paulrajan, Program Manager

Centre for Intercultural Communication

UBC Extended Learning

Tel: +1 604 822 1470

Email: joenita.paulrajan@ubc.ca

Cherry Yu, Senior Program Assistant

Centre for Intercultural Communication

UBC Extended Learning

Tel: +1 604 822 1466

Email: cherry.yu@ubc.ca

Rose Tang, Admissions and Registration

Centre for Intercultural Communication

UBC Extended Learning

Tel: +1 604 827 4203

Email: rose.tang@ubc.ca

Program Development Advisory Committee

Alden E. Habacon, Diversity and Inclusion Strategist, Consultant, Facilitator and Public Speaker

Dr. Blye Frank, Dean of Education, UBC

Fiona Easton, Manager, Corporate Planning and Performance, Corporate Services, Government of British Columbia Ministry of Finance, Financial Institutions Commission

Lynn Wilson, Director and Consultant, Vital Shift Consulting

Parker Johnson, Trainer and Consultant and former City of Vancouver Equal Employment Opportunity advisor and trainer

Dr. Shafik Dharamsi, Dean and Charles H. & Shirley T. Leavell Endowed Chair in Health Sciences, the University of Texas at El Paso

Dr. Stella Ting-Toomey, Professor of Human Communications Studies, California State University,
Fullerton