

The University of British Columbia



First Nations House of Learning, UBC

UBC Certificate in Aboriginal Health and Community Administration

Program Handbook 2011

Developed jointly by

The Institute for Aboriginal Health and
Centre for Intercultural Communication, UBC Continuing
Studies



www.iah.ubc.ca
cic.cstudies.ubc.ca/ahcap



Continuing
Studies

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This program handbook is current as of July 2010. Note that future editions of this program handbook may contain changes to program requirements and policies.

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Program Vision and Mandate

The UBC Aboriginal Health and Community Administration Program (AHCAP) is an innovative certificate program for people working in Aboriginal community health or preparing to work in the field. The program helps workers develop the knowledge and skills necessary to provide effective administration for Aboriginal community-based health programs and facilities.

In 2003 the UBC Aboriginal Health Care Administration Program (AHCAP) was initiated by the Institute for Aboriginal Health (IAH) in response to Aboriginal 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.

The University of British Columbia Continuing Studies delivers the program – administration and registration of students - in consultation with the Institute for Aboriginal Health, which is a partnership between the First Nations House of Learning and the College of Health Disciplines at the University of British Columbia.

The Aboriginal Health and Community Administration Program fits within the Institute for Aboriginal Health program planning and priorities by addressing one of the main objectives: to “assist health and human service faculties, schools and departments to create appropriate programs in Aboriginal health services administration.”

The AHCAP certificate provides an innovative development and delivery model. We hope to develop further Aboriginal programs to meet the interests and request of our participants and graduates.

Program Overview

The UBC Certificate in Aboriginal Health Care Administration was developed to address the identified need for Aboriginal health and community program administration training in all Aboriginal communities, urban and on reserve. Aboriginal communities have many opportunities and challenges in addressing the needs of a growing population, the legacy of colonization and the urgent needs for improved health and education. The administration needs in First Nations communities and Aboriginal 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 Aboriginal 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 education and experiential level of the majority of Aboriginal administrative staff currently working in Aboriginal 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 modules that combine online learning and in-person classes. The in-person learning experience will develop networks which are strengthened by the online component of cohort group communication and assignments.

The objective of the program is to prepare current and future Aboriginal program administrators to be effective in their role 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.

The 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 Aboriginal 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.

Who Should Take this Program?

The Aboriginal Health and Community Administration Program (AHCAP) has been designed to benefit health and community administration staff currently and potentially employed in the Aboriginal health care field across British Columbia. The program will develop knowledge and skills for those already working in the field, as well as facilitate 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

The 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 employer¹. 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

¹ Labour Force Survey, 2005.

Aboriginal health service organizations in the province. AHCAP also provides students with skills and knowledge needed in urban Aboriginal and non-Aboriginal health and other programs and organizations. AHCAP will enhance the employability skills of Aboriginal learners by providing them with the most current knowledge in the field.

About UBC Continuing Studies

In addition to this certificate, UBC Continuing Studies offers a wide range of programs for professional and career development.

UBC Continuing Studies 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 visit www.cstudies.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

Format and Curriculum

Program Format

The Aboriginal Health and Community Administration Program is interdisciplinary and focuses on the Aboriginal community. The curriculum is delivered via in-person instruction and face-to-face interaction (50%) and online content and discussion (50%). In-class sessions for the first four modules will take place from Thursday to Saturday at UBC-Point Grey campus (Vancouver) approximately every second month (see schedule p. 16). The in-person class for the last module takes place Friday to Sunday at the end of the program. Courses include approximately eight weeks of online and individual work including readings, discussions, and assignments.

Courses in the Aboriginal Health and Community Administration Program feature peer learning and are discussion-based. During the online session, students respond to assigned questions 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 Aboriginal 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, s/he may apply the following year to complete the modules needed to qualify for the AHCAP certificate.

Curriculum

AHCAP is focused on the field of health and community administration. The curriculum also includes: communication and leadership; Aboriginal history related to health services; Aboriginal community and human resource development models; and Information Technology (IT) applications and how technological change can be incorporated into the delivery of effective Aboriginal Health and Community Administration.

The following courses comprise the AHCAP certificate. All course modules provide opportunities to practise critical thinking as well as develop oral, written, and electronic communication skills for organizational and interpersonal settings.

For a complete course schedule, see page 16.

Course 1: COMMUNICATION and LEADERSHIP

Course Objective:

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

Modules:

- Leadership Module includes conflict resolution, change management, motivating staff, managing meetings, and problem-solving techniques.
- Written Communications Module includes proposal/grant writing, report writing, medical terminology, health care forms, promotion and public relations, and effective electronic communications.
- Oral communications includes developing and delivering effective presentations.

Course 2: FUNDAMENTALS OF ADMINISTRATION

Course Objective:

To acquire the ability to effectively apply administration knowledge, skills and resources to manage programs and services in Aboriginal 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 Aboriginal health legislation, policy and funding structures to

current accountability issues in Aboriginal 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 Environmental Management Module includes community resources (e.g., disaster response, health).
- Community Development Module includes program planning and needs assessments.

Course 3: POLICY and RESEARCH

Course Objective:

Students learn to analyze current policies, legislation and programs with a view to the government and traditional and legal environment of health and community administration. Students also learn how to assess and apply research to improve health and community administration.

Modules:

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

- Canada Health Act Module includes review and analysis of existing health policies and programs specifically relating to Aboriginal health and community administration.
- Research Opportunities in Aboriginal Communities Module addresses issues around utilization of research and intellectual property rights.
- Health Data Module includes confidentiality issues, the usefulness of precise data ethics in information sharing and legal issues.

Course 4: INFORMATION MANAGEMENT

Course Objective:

Students learn to assess appropriate use of information technology systems for the effective administration of health care in Aboriginal communities.

Modules:

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

- Ethical and Legal Issues in Health Management Module includes the Freedom of Information Act.
- Applied Information Management Technology Module includes health information systems and liability.
- Introduction to IT (Information Technology) Applications Module (note: training in IT software programs is not part of the AHCAP curriculum).
- Information Literacy Module offers development in the ability to locate, evaluate and use information to become independent life-long learners.

Course 5: ABORIGINAL HEALTH and WELLNESS

Course Objective:

Students learn the relationship of Aboriginal history to the health of individuals and their communities. Students learn strategies for effective administration of appropriate health care in Aboriginal communities with regard to 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.
- Current Traditional and Contemporary Health Systems includes application of models and health care systems for effective delivery of health care in Aboriginal communities.
- Aboriginal History and Health Module includes an overview of issues in Aboriginal Health Administration.

PRACTICUM

This program also includes a work experience or practicum component which may entail:

1. On-site visits to identified Aboriginal health and community administration offices at an Aboriginal facility or organization.
2. Mentoring by Aboriginal organizations and/or communities with trained administrators.
3. Speakers and assignments that reflect actual administrative duties and requirements for record keeping of a health administrator.

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 Aboriginal 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 workshops (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 Admission Information

To accommodate learners from a variety of backgrounds, the admission requirements for the 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 Aboriginal health care program or facility or experience working in an Aboriginal 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 Continuing Studies 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 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 thoroughly, applicants should also provide the following to support their application:

- a type-written 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 Aboriginal community.

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

Program Fees

Application

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

Course Fees

Students paying the full tuition fees at the beginning of the program receive a discount and pay \$4,175 in total. Full tuition payment must be received by UBC Continuing Studies by January 7, 2011.

Fees may be paid in two instalments of \$2,125 for a total \$4,250. The first instalment is due January 7, 2011, and the second on May 31, 2011.

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 will be sent in February for courses completed the previous year.

Additional Expenses

Textbooks

Participants should be aware that textbooks and materials related to courses may constitute an additional cost in some courses, although every effort will be made to keep these extra expenses reasonable.

Meals

Refreshments will be provided in the morning and afternoon breaks during the three-day in-class session at UBC (Thursday, Friday and Saturday). All other meals will be 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 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 www.conferences.ubc.ca.

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 be granted the UBC Certificate in Aboriginal Health and Community Administration, participants must successfully complete the required courses, including all in-person and online course activities. In addition, participants must successfully complete required program requirements with a minimum of 60% on all graded assignments, presentations, exams, etc., and a "Pass" on portions of the program that are graded "Pass/Fail."

As outlined in the schedule (p. 16), course work ends in November 2010 and the graduation ceremony takes place in early December 2010.

Additional Program Information**Limited Enrolment**

A limited number of applicants are admitted to the 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 colleagues); therefore, participants are expected to take all five modules of the program within the duration of the program. In specific circumstances, if a student must withdraw for personal reasons, s/he may be considered for a subsequent offering of the program, if space permits and if the program continues with the same program requirements.

Availability of Program

Program availability varies from year to year, depending on demand and availability of resources to offer the program.

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

A. Withdrawing from a Course

UBC Continuing Studies requires notice of withdrawal from a course at least three business days before the course begins. Contact the program assistant at 604-822-1466 and quote the course name, course number and date of instruction. After such notification, UBC Continuing Studies will refund the course fee minus a minimum administrative charge of \$75. Note, however, that a student who withdraws from a course in the AHCAP certificate may not register again until being re-admitted to the program.

B. Withdrawing from the Program

Participants may withdraw from the program after the course has started but should notify Continuing Studies in writing of the reasons of the withdrawal. Tuition fees are non-refundable except for serious reasons such as bereavement or documented medical reasons (supported by a practising medical physician of the British Columbia Medical Association), in which case the refund will be assessed on a pro-rated basis for the unfinished portion of the program.

C. Course Cancellations

UBC Continuing Studies may sometimes cancel courses due to insufficient enrolment or other reasons. If this occurs, a full refund is processed and

mailed automatically. UBC Continuing Studies does not guarantee that a particular course will be offered at a particular time.

Academic Conduct

UBC Continuing Studies takes academic misconduct in the form of cheating and plagiarism seriously. Students found cheating or plagiarizing will be subject to penalties that may include dismissal from the program or course with a failing grade and no refund of tuition fees.

For additional information about cheating and plagiarism policies, please read about Academic Integrity at UBC at <http://www.vpacademic.ubc.ca/integrity/index.htm>.

Professional and Ethical Conduct

The special nature of our programs obligates UBC Continuing Studies to foster a learning environment that respects the diversity of individuals, but also applies standards and ethics in keeping with a professional, adult workplace. Our goal is to make programs a positive learning experience. Therefore students and staff in our programs are expected to conduct themselves in accordance with professional standards of behaviour, respect and scholarly integrity. The ability to work respectfully in a team environment and specifically with other students, instructors and staff is essential.

In addition, the Senate of the University may require a student to withdraw from the University at any time for unsatisfactory conduct, for failure to abide by regulations, for unsatisfactory progress in a program of studies or training, or for any other reason which is deemed to show that withdrawal is in the interests of the student and/or the University. In such cases there will be no refund of tuition.

UBC Appropriate Use of Information Technology

Participants must abide by the UBC Appropriate Use of Information Technology Guidelines. For details, see www.it.ubc.ca/internet/resnet/policies/appropriateuse.html.

Program Schedule for 2011

Friday, October 15, 2010	Application Deadline
Friday, January 7, 2011	Registration Deadline
Thursday-Saturday January 20 – 22, 2011	Course 1 Residency Weekend
January 23 – March 19, 2011	Course 1 Online
March 20 – April 6, 2011	Short Break (End of Fiscal Year)
Thursday-Saturday April 7 – 9, 2011	Course 2 Residency Weekend
April 10 – June 4, 2011	Course 2 Online
Thursday-Saturday June 9 - 11, 2011	Course 3 Residency Weekend
June 12 – August 6, 2011	Course 3 Online
August 7 - September 14, 2011	Summer Break
Thursday-Saturday September –15 -17, 2011	Course 4 and 5 Residency Weekend
September 18 - October 22, 2011	Course 4 Online
October 23 – December 3, 2011	Course 5 Online
Friday-Sunday December 9 - 11, 2011	Practicum / Graduation

Application Form

The UBC Certificate in Aboriginal Health and Community Administration

In addition to completing this form, applicants should include the following with their application:

- a résumé documenting education achievements and recent work or volunteer experience
- a type-written Letter of Intent composed by the applicant that specifies his/her goals, interests and program expectations (300-500 words)
- names, phone numbers and email addresses of three school, work or volunteer references.

Today's Date

Student Number (if currently or formerly a UBC student)

Given Name

Family Name

Home Address

City

Province

Postal Code

Phone No. (Day)

(Please include area code)

Phone No. (Evening)

Fax No.

Email

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
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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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Computer Access

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

B. Do you own your own computer? Yes No

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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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 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 Aboriginal community or organization. (300-500 words)

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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How did you find out about this program?

- | | |
|--|--|
| <input type="checkbox"/> UBC calendar | <input type="checkbox"/> Advertisement (newspaper, magazine, etc.). Publication: |
| <input type="checkbox"/> Postcard or brochure | _____ |
| <input type="checkbox"/> Institute for Aboriginal Health | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> UBC Continuing Studies | _____ |
| <input type="checkbox"/> UBC web sites | |
| <input type="checkbox"/> Band office fax | |
| <input type="checkbox"/> Friend or colleague | |

Send this form and all supporting documents to:



By Mail:
Aboriginal Health and Community Administration Program
The University of British Columbia, Continuing Studies
410-5950 University Boulevard
Vancouver, BC, V6T 1Z3 Canada

By Fax: 604-822-0388 (Attention: Stacey Robinson)

Attachments may be sent by email to: aboriginal.health@cstudies.ubc.ca

Personal information provided on this program application 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 Manager, Marketing Services, UBC Continuing Studies, 410-5950 University Boulevard, Vancouver, BC, V6T 1Z3.

We Respect Your Privacy

Your contact information is used to send you communications regarding upcoming UBC courses and events that may be of interest to you. Your contact information will not be released to others. If you check these boxes you will still receive communications relating to the administration of your course or program.

Please check here if you do not wish to be on our:

mailing list (if this box is checked, you will not be mailed our course calendar) email list