



THE MICHENER INSTITUTE  
FOR  
APPLIED HEALTH SCIENCES

Centre for Continuing Professional Education

Distance Education Guidebook

**Revised January 2009**

# THE MICHENER INSTITUTE FOR APPLIED HEALTH SCIENCES

## MISSION

The Michener Institute (Michener) exists to advance applied health sciences and associated professionals in order to enhance the health of individuals and communities in Ontario and beyond.

These Ends will be achieved in a cost effective manner. Good stewardship of resources will be demonstrated. Resources necessary to achieve our desired results will be fully pursued.

## VISION STATEMENT

Michener is a centre of excellence for the advancement of applied health sciences education.

**BEST EXPERIENCE, BEST EDUCATION**

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## GENERAL INFORMATION

Thank you for choosing *The Michener Institute* for your distance education needs. It is our aim to provide you with a quality learning experience and your input is always welcome.

As the only post-secondary educational institution in Canada that is solely dedicated to educating professionals for the health care system, we understand your needs for ongoing professional development, certification and training. Our reputation for excellence has been built on serving these needs. We strive to continuously provide quality program design and delivery to our thousands of students and employers.

Michener's Centre for Continuing Professional Education (CCPE) provides educational opportunities for health care professionals on a wide variety of topics. Program and course offerings can be found on our website at <http://www.michener.ca/ce> and in our Continuing Education calendar that is produced annually.

## DISTANCE EDUCATION

Distance education courses are available either in print-based correspondence packages or online.

All materials that are sent to you by Michener, or by your tutor, will be sent to your door pre-paid. You will only need to pay for the items that you send, either to your tutor or to Michener. You are also responsible for any long distance phone calls that you make yourself. Don't forget that within Canada –Michener has a toll-free number! (1-800-387-9066).

## PRINT-BASED CORRESPONDENCE COURSES

Print-based correspondence courses provide you with course outlines, reference notes, self-assessment questions and assignments as well as a final examination. You can study at your own pace, but must complete the course within 1 year of your course registration date (for example: registration date January 1, 2008 - must be completed course by December 31, 2008).

Your package will include a check-list of the items included. Please ensure that you have received all your materials.

If an item is missing, please contact the Distance Education Office at 416-596-3101 ext. 3308, or 1-800-387-9066 ext. 3308 (inside Canada), or e-mail: [de@michener.ca](mailto:de@michener.ca)

Please note that this is not a customer service line, so please leave a message and state slowly your first name, your last name ( please spell ), the course code and your student ID if you have one. You will be contacted within 2 business days.

If you have enrolled in a course that requires a tutor, you will find a brief introductory letter in your package. You will notice that this individual is a healthcare professional who is thoroughly familiar with the course and experienced in the subject area. Your tutor provides you with academic support, instruction and encouragement as well as grades your assignments, examinations and projects.

You are encouraged to communicate with your tutor by letter, telephone or e-mail when you have questions about the topic areas, assignments, marks, dates or sources of supplementary reference material.

Please submit assignments directly to your tutor for marking. The turnaround time for assignments (mailing, marking and recording marks) is approximately four weeks.

## ONLINE COURSES

This format allows you to participate in courses using a computer, modem and an Internet account. These courses are available on BlackBoard – a flexible and comprehensive e-Learning software platform.

This is truly a great way for you to interact with classmates and your instructor from a distance. You can access course information and assignments, send e-mails to your instructor and fellow students, participate in discussion forums and link to other resources.

Online courses are usually 12 weeks in length and offered on a semester basis. You will be mailed instructions on how to access Blackboard

On-line courses are led by a facilitator. You may be required to participate in on-line discussions either asynchronously or synchronously and submit assignments at regular intervals.

## MINIMUM SYSTEM REQUIREMENTS ARE AS FOLLOWS:

**PC:** Pentium II with Windows 95, or Linux 2.2, 32MB RAM, 15MB free hard drive space, 56k modem and a connection to the Internet, a Java enabled browser (minimum Mozilla 1.0, Netscape 4.71 or Internet Explorer 5.0)

**MAC:** 68030 processor, Mac OS 7.1, 8MB RAM, 15MB free hard drive space, 56k modem and a connection to the Internet, a Java enabled browser (minimum Safari, Netscape 4.71 or Internet Explorer 5.0) You may need to download certain plugins for full course functionality and your Internet provider must be able to communicate at a minimum of 28k. Note that Internet connections are not required, but are recommended, for CDROM based courses.

## RECOMMENDED SYSTEM REQUIREMENTS

**PC:** Pentium III with Windows 98/ME/2k/XP, or Linux 2.4, 256 MB RAM, 200MB free hard drive space, high speed internet connection (DSL, cable), a Java enabled browser version of at least Mozilla 1.0, Netscape 4.77 or Internet Explorer 5.0, and Java version of at least 1.4

**MAC:** Mac G3/iMac/iBook/PowerBook G3, Mac OS X, 256 MB RAM, 200MB free hard drive space, high-speed internet connection (DSL, cable), a Java enabled browser – browser version of at least Safari, Netscape 4.77 or Internet Explorer 5.0, and Java version of at least 1.4

## TEXTBOOKS

Many courses have a required textbook which must be purchased by you. The required textbooks, noted in the course outline can be found at the following bookstores. Contact them to find out about prices for books. The Michener Institute does not have this information. Be certain that you have the edition that is recommended in the course listing!

### **University of Toronto Bookstore**

Koffler Centre (Downtown Campus)  
214 College Street  
Toronto, Ontario  
M5T 3A1

#### Hours of Operation

Monday to Friday	8:45 am to 6:00 pm
Saturday	10:00 am to 5:00 pm
Sunday	12:00 pm – 5:00 pm

Website: [www.uoftbookstore.com](http://www.uoftbookstore.com)

Phone: 416-640-7900

### **McMaster University Bookstore**

1280 Main Street West  
Hamilton, Ontario  
L8S 4L8

Website: <http://titles.mcmaster.ca>

Phone: 905-529-7070 ext. 24751 Monday to  
Saturday

Toll Free: 1-800-238-1623 (Canada Only)

Fax: 905-572-7160

### **Chapters/Indigo**

Website: <http://www.chapters.indigo.ca>

Locations across Canada.

### **Amazon Canada**

Website: [www.amazon.ca](http://www.amazon.ca)

(online ordering only)

# CENTRE FOR CONTINUING PROFESSIONAL EDUCATION POLICIES

## WITHDRAWALS AND REFUNDS

The Centre for Continuing Professional Education has a strict policy on refunds for live, correspondence and on-line courses.

If you wish to withdraw from a continuing education course, please send your request in writing either by fax to 416 596-3180 or by email to Student Enrollment at [info@michener.ca](mailto:info@michener.ca). Please include the course code, your current address and phone number as well as email address. **Unless stated otherwise**, withdrawals are subject to the following charges:

### Live Courses

*Before the registration deadline:* Total refund.

*After the registration deadline but before the start date:* Total refund minus \$75.

*Day of course:* No refund unless request is accompanied by a signed Doctor's note.

### Correspondence Courses

*Before the start date\*:* Total refund minus \$75 provided that course material is returned intact, unopened and in its original condition\*\*. Learners are responsible for any return postage and handling costs.

*After the start date\*:* No refund

\*Start dates for correspondence courses are considered to be 5 days after receipt of course material.

### On-Line Courses

*After the registration deadline but before the start date:* Total refund minus \$75 provided that course material is returned intact, unopened and in its original condition\*\*. Learners are responsible for any return postage and handling costs

*After start date:* No refund

\*\* Course materials should be returned to  
The Michener Institute for Applied Health Sciences  
Centre for Continuing Professional Education Room 503  
222 St Patrick Street  
Toronto, ON M5T 1V4

## ACADEMIC CODE OF CONDUCT

As a health care professional, you know that patients, co-workers, supervisors and other members of the health care team expect you to act in an ethical and professional manner. The Michener Institute believes that ethical and professional behaviour also applies to the learning process. Thus continuing education students are expected to conduct themselves with academic honesty and maintain the

same level of professionalism and ethical behaviour as they would in their place of work. Acts of academic misconduct will result in withholding of grades or suspension from a course or program.

The Office of the Registrar reviews all information and documentation relating to acts of academic misconduct and notifies the student in writing that their grade will be withheld or that they are being suspended from a course or program. Notice shall be given within five business days of the incident being reported to a Continuing Education Chair.

Examples of academic misconduct include, but are not limited to:

1. Acts of plagiarism - taking, using and submitting the thoughts or writings of another person as one's own. Appropriate referencing is essential.
2. Impersonation - having another individual represent oneself during an evaluation, examination or assignment.
3. Cheating - attempting to gain an inappropriate advantage in an academic evaluation. It can take many forms including:
  - o Obtaining a copy of an examination before it is officially available
  - o Copying another individual's answer during an examination
  - o Bringing an unauthorized source into an examination or consulting said source

Students may appeal suspension or withheld grades to the Academic Appeals Committee. Please contact Student Services for information on the Academic Appeals process

## EXAMINATION /INVIGILATION POLICY

**Distance Education students who live within 100 km of The Michener Institute must write examinations at The Michener Institute.**

**Distance Education students who live outside 100 km of The Michener Institute, are eligible to write examinations at an educational institution (high school, college, university) an affiliated clinical site or at The Michener Institute.**

For Distance Education students who are writing at an educational institution other than The Michener Institute:

- All arrangements with the proctor and institution are the responsibility of the student.
- Students are responsible for ensuring that the proctor sends the "Proctor Form" to The Michener Institute at least 2 weeks prior to the requested examination date to allow sufficient time for processing.
- The Michener Institute must approve the proctor and invigilation site. Students will be informed within 3-5 working days if their proctor is not approved. In this case, the student will be required to locate another proctor. Proctors who are approved will be sent examination packages by the Distance Education Administration Office.
- The proctor must indicate acceptance of responsibility and agree, in writing, to abide by the examination regulations by filling out the "Proctor Form", signing it, and having it witnessed.
- Any associated costs are the responsibility of the student.
- The Michener Institute's "Examination Rules and Regulations" and "Invigilation Policy and Procedures" will be strictly enforced.

**Proctors must be professional representatives from a university, college or high school or regulated health care professional, holding a current license from their respective regulatory college. A proctor must not be a direct supervisor, colleague, relative, friend or another student.**

If, for any reason, a proctor cannot be arranged, arrangements will be made to write the exam at The Michener Institute.

The policy for the invigilation of supplemental examinations or missed compulsory evaluations will be the same as outlined above.

Should a student be unable to locate a suitable location to write a computer-based examination due to the unavailability of appropriate computers, the matter will be resolved by the DE/CE course manager.

### COURSE COMPLETION/EXTENSION POLICIES

You have a full year, from the date of registration, in which to complete your course. Should you require an extension of the course completion date please fax your request to the Registrars office at 416 596-3122. There is a \$30 processing fee for this request. You must contact the Registrar and Student Enrolment at 416-596-3117 to make this payment. You can pay by Visa, MasterCard, money order, cash, or debit. Please note that Michener does not accept personal cheques. Extensions are granted by the CCPE Course Manager for up to 6 months.

Once your letter and payment have been received we will send your request to the Distance Education Manager for approval. You will receive a letter indicating your approval status.

### ACADEMIC APPEALS AND OTHER POLICIES

You can find all of The Michener Institutes Policies and Procedures listed on our website at: [www.michener.ca/ft/academic\\_rules\\_regs.php](http://www.michener.ca/ft/academic_rules_regs.php)

## ASSESSMENT

### ASSIGNMENTS

For many courses, assignments are part of the on-going evaluation/learning process. As you complete each assignment please forward directly to your tutor.

**Please keep a copy of your assignment, just in case there are unexpected problems with the mail.**

Your tutor will need to have reviewed all of your assignments before you can take the final exam. Unfortunately, you will receive a mark of zero for any assignments received after the final examination date.

Assignments can be submitted handwritten, typed or word-processed. Handwritten answers should be neatly written with space left between each question for the tutor's comments. Please use only one side of each sheet of paper. Be sure to include your name, assignment number and course number on each assignment.

Some tutors have access to fax and/or e-mail. When possible, assignments can be submitted using these formats. Please contact your tutor to discuss these options.

The expected turn-around time for each assignment (mailing, marking and recording the marks) is approximately four weeks.

### EXAMINATIONS

In most cases, a final examination is written upon completion of the course work. This examination must be written in order to receive a final grade. Failure to write the examination will lead to a failing grade. When you are ready to write your exam, specific arrangements will need to be made.

The student is permitted to reschedule the examination date one time only.

## EXAMINATION AND GRADE INFORMATION

### PROCEDURE

#### **At Michener (within 100km of Michener)**

**Please fill in the Exam Booking Form and fax to the Distance Education Administrative Office at 416 596-1207**

#### **At Approved Site (outside of the 100km limit of Michener)**

The Proctor Form will be distributed to the students along with course materials at the start of the course.

**The student will locate a proctor and site (refer to Examination/Invigilation Policy). The proctor is responsible for completing the "Proctor Form" and returning it to Michener as soon as possible. Should The Michener Institute not approve the proctor and/or site, the student must locate an alternate proctor and/or site. Please note that sites must provide the appropriate technical equipment required for the course.**

All examination materials will be forwarded to the proctor.

## INSTRUCTIONS

Follow the Examination Rules and Regulations that will be on the cover of the examination booklet.

- Sign the cover of the exam, acknowledging the examination rules and regulations and the following statements on the cover of the examination booklet:
- "I have been informed of the examination regulations and am aware of any repercussions as a result of my actions during the examination."
- "THIS EXAM WILL NOT BE MARKED IF NOT SIGNED BY THE STUDENT"

For proctored exams, the proctor will put all examination materials in a sealed addressed envelope (supplied) and return it to The Michener Institute within 24 hours of the exam date.

A student may be granted the opportunity to participate in a supplemental exam, if given a failing grade. If you have not been successful on your first attempt, please contact the Distance Education Administration Office for more information. Please note: All supplemental examinations must be approved by the CCPE Manager of the program. Only one supplemental exam will be offered.

## FINAL GRADES

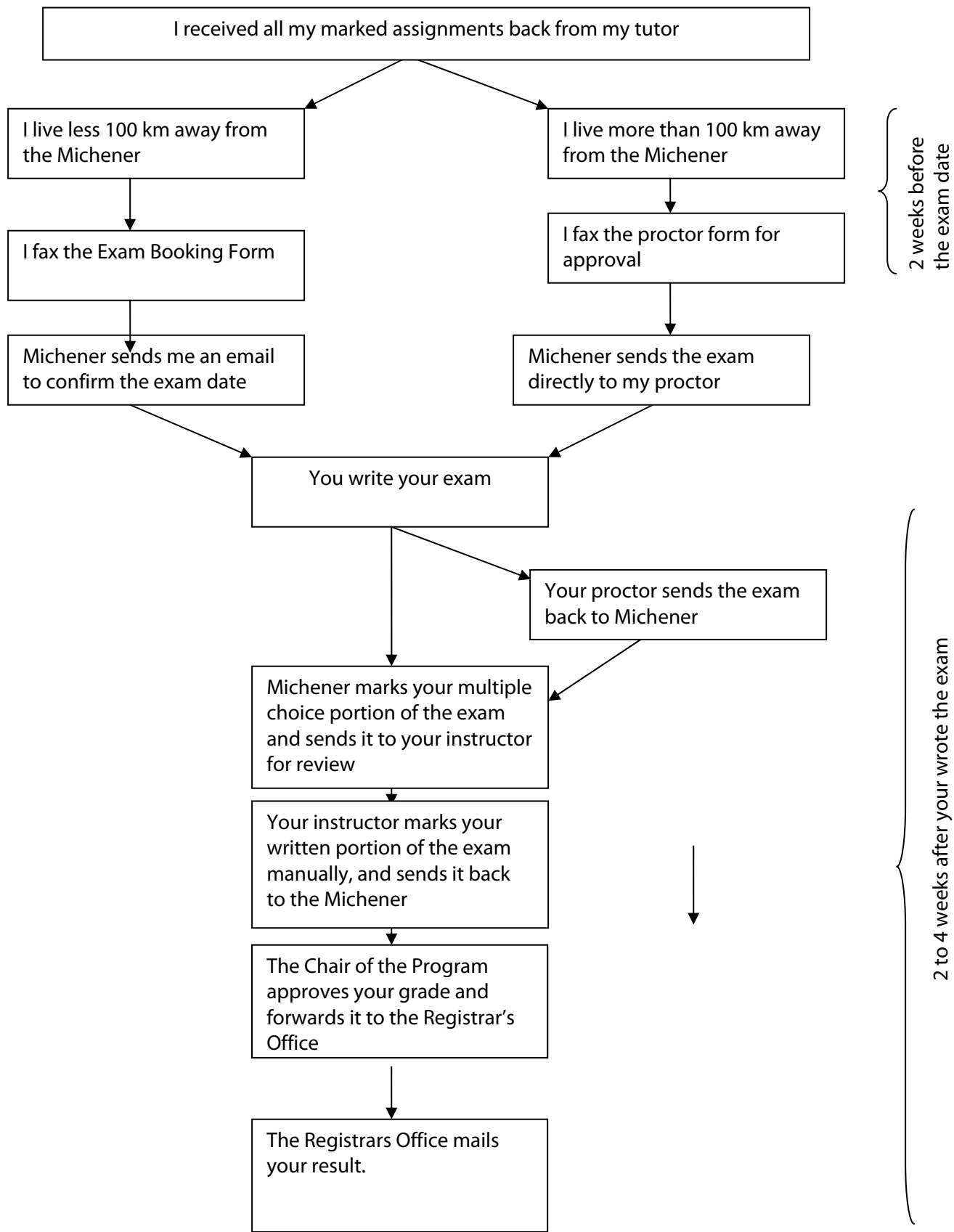
A final course mark of 60% is required to pass the course. The final mark is a weighted average of the assignments and the final examination. As well, a mark of 60% must be obtained on all assignments and the final examination in order to pass the course. This is described in more detail in each course outline. If you receive a failing grade your transcript will read 'F'. If you are granted a supplemental exam and you pass your grade will be '60S'; fail the exam your grade will be 'SF'.

At the end of each course, a grade report will be sent to your home address within 4-6 weeks of completion of the final examination. This will not be sent if any fees are outstanding (i.e. tuition, library fines), or if any materials for which there is a refundable deposit have not been returned.

**To protect your privacy, no mark/grade information will be given over the telephone.**

## TRANSCRIPTS

Official transcripts documenting your academic experience at Michener are available from the Office of the Registrar. Only courses with an evaluation or examination are documented on a transcript. The cost is \$10 for the first transcript, with an additional charge for each extra transcript. Transcripts will only record courses that had a final grade. Seminars, videos, and workshops will not be included on the transcript.



SUPPORT SERVICES

## LEARNING RESOURCE CENTRE

Distance education students may borrow materials from the Learning Resource Centre (LRC) in two ways:

- Visit the centre in person. Please bring your course receipt to expedite registration.
- Contact the LRC by phone or e-mail and request the delivery of materials. We will send most books, journals or audiovisual materials by courier to students living outside the Toronto area.

Telephone (416) 596-3123 or 1-800-387-9066

Fax (416) 596-3137

E-mail [lrc@michener.ca](mailto:lrc@michener.ca)

Web-site [www.michener.ca/lrc](http://www.michener.ca/lrc)

### **Academic Year Hours**

Monday to Thursday 0800 – 2100h

Friday 0800-1700h

Saturday and Sunday 0900-1700

Closed statutory holiday weekends

### **Summer Hours**

Monday – Friday 0800-1700h, Closed evenings and weekends

## BLACKBOARD SUPPORT (ONLINE COURSES)

For Blackboard support information please access:

**<http://www.michener.ca/resources/bbsupport.php>**

For issues regarding Blackboard and/or GroupWise e-mail support:

Monday – Friday 8:00am – 5:00pm

Call the Help Desk at 416-596-3101 ext 3369

Or, email: [bbsupport@michener.ca](mailto:bbsupport@michener.ca)

For urgent issues after hours:

Monday – Friday 5:00pm – 9:00pm

Weekends and Holidays 9:00am-5:00pm

Call Blackboard Support at 416-522-2759

## REGISTRATION, PAYMENTS AND RECEIPTS

### STUDENT SERVICES

Call: (416) 596-3117

Toll Free: 1-800-387-9066

Fax: (416) 596-3180

e-mail: [info@michener.ca](mailto:info@michener.ca)

## DISTANCE EDUCATION ADMINISTRATION OFFICE

Call: (416) 596-3101 ext. 3308

Toll Free: 1-800-387-9066 ext. 3308

Fax: (416) 596-1207  
e-mail: [de@michener.ca](mailto:de@michener.ca)

## THE MICHENER INSTITUTE WEB-SITE

Please feel free to visit our web-site for more information about our programs and services. As well, you will find many useful links and handy instructions and tips for many aspects of your educational experience. [www.michener.ca](http://www.michener.ca)

## IMPORTANT DATES

### MICHENER CLOSED FOR THE FOLLOWING HOLIDAYS

Family Day  
Good Friday  
Victoria Day  
Canada Day  
Civic Holiday  
Labour Day  
Thanksgiving  
Christmas until New Years

# EXAM BOOKING FORM

Please fax to Distance Education Administration Office  
Attention: Lorrie Buckner

Fax# (416) 596-1207

**CANDIDATE:**

*Please Print*

**STUDENT ID**

**COURSE CODE:**

First exam

Supplemental exam\*

**COURSE TUTOR:**

**DATE OF EXAM\*\***

**SEE NEXT PAGE TO SELECT YOUR PREFERRED EXAM DATE.  
PLEASE CHECK THE BOX BESIDE DATE /TIME AND INDICATE  
BELOW.**

**DATE & TIME:**

Please send the exam booking form at least two weeks before the exam date.  
You will receive a confirmation before the exam date by email.

Your email address is:

**\*Please note that you have to call Student Services (1 800-596-3177) to pay a \$  
30.00 fee for your supplemental exam. Supplemental exams are subject to  
approval.**

**\*\*Please note that you cannot change the date of your exam less than 48 hours  
before the date. Any changes or cancellation made within 48 hours will be subject  
to a \$30.00 fee. You are only allowed to change the date once.**

I accept the rules and condition of the exam booking policy

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

**2009-2010 TEST CENTRE SCHEDULE**

**Please note at least 2 weeks notice is required in order to secure your exam time.**

<b>MONTH</b>	<b>DATE</b>	<b>TIME</b>
<b>August 2009</b>	Wednesday, August 12 <sup>th</sup> Thursday, August 13 <sup>th</sup> Saturday, August 15 <sup>th</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>September 2009</b>	Wednesday, September 16 <sup>th</sup> Thursday, September 17 <sup>th</sup> Saturday, September 19 <sup>th</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>October 2009</b>	Wednesday, October 14 <sup>th</sup> Thursday, October 15 <sup>th</sup> Saturday, October 17 <sup>th</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>November 2009</b>	Wednesday, November 18 <sup>th</sup> Thursday, November 19 <sup>th</sup> Saturday, November 21 <sup>st</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>December 2009</b>	Wednesday, December 16 <sup>th</sup> Thursday, December 17 <sup>th</sup> Saturday, December 19 <sup>th</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>January 2010</b>	Wednesday, January 20 <sup>th</sup> Thursday, January 21 <sup>st</sup> Saturday, January 23 <sup>rd</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>February 2010</b>	Wednesday, February 17 <sup>th</sup> Thursday, February 18 <sup>th</sup> Saturday, February 20 <sup>th</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>March 2010</b>	Wednesday, March 17 <sup>th</sup> Thursday, March 18 <sup>th</sup> Saturday, March 20 <sup>th</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>April 2010</b>	Wednesday, April 21 <sup>st</sup>  Thursday, April 22 <sup>nd</sup> Saturday, April 24 <sup>th</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>May 2010</b>	Wednesday, May 12 <sup>th</sup> Thursday, May 13 <sup>th</sup> Saturday, May 15 <sup>th</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>June 2010</b>	Wednesday, June 16 <sup>th</sup>  Thursday, June 17 <sup>th</sup> Saturday, June 19 <sup>th</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>July 2010</b>	Wednesday, July 21 <sup>st</sup> Thursday, July 22 <sup>nd</sup> Saturday, July 24 <sup>th</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h
<b>August 2010</b>	Wednesday, August 18 <sup>th</sup> Thursday, August 19 <sup>th</sup> Saturday, August 21 <sup>st</sup>	14:00-17:00h 09:00-12:00h 11:00-14:00h