

UBC Certificate in Peer Counselling

Program Handbook

Developed by



Continuing Studies
Life & Career Centre

Contact Us

UBC Certificate in Peer Counselling

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

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Program Overview

Introduction

The UBC Certificate in Peer Counselling is designed for those who interact with others on a daily basis, whether in the workplace, as a volunteer, or in other everyday pursuits. Participants will build their knowledge, awareness and communication skills required to become effective peer counsellors.

Program Benefits

The Certificate in Peer Counselling is comprised of courses in personal development, counselling skills and theory and a practical skills component, where participants will be asked to practice what they have learned. Through presentations, class discussion, group exercises and video taping, participants will:

- ❖ gain personal awareness of their own values and views and how they impact on the counselling experience
- ❖ gain a broad understanding of counselling theories
- ❖ learn to assist clients to develop their personal potential for growth and change
- ❖ practice basic counselling, problem-solving, decision-making and communication skills
- ❖ learn communication and conflict resolution approaches, and
- ❖ refer appropriately to community resources.

Some unique features of this program are:

- ❖ a balance of theory and practice in order to integrate skills acquisition with conceptual understanding
- ❖ an informal atmosphere that encourages open discussion, development of teamwork and a support network among participants
- ❖ an accommodating timeframe and location (downtown Vancouver) designed to meet the needs of working professionals and employers.

Program Objectives

The UBC Certificate in Peer Counselling is based on the concept that effective counselling requires a high degree of self-knowledge and awareness. The program focuses on various aspects of self-development, counseling theory and the development of skills. Participants will then put what they have learned into practice.

Who Should Take This Program?

The UBC Certificate in Peer Counselling is designed for participants who:

- ❖ wish to learn peer counselling skills to complement their professional training
- ❖ are currently employed or volunteering in the social services field and want to improve their counselling skills
- ❖ desire experience and practical training before pursuing an academic degree
- ❖ are seeking personal growth and development.

The program is also accessible to applicants who may not have the financial resources, time or educational background to access degree programs at local colleges and universities.

Learning Objectives:

As a result of this learning, participants will be able to:

- ❖ understand and demonstrate good verbal and non-verbal communication skills such as active listening, clarifying, paraphrasing, summarizing and empathy

- ❖ review various counseling models and their underlying assumptions about change
- ❖ identify personal characteristics that lend themselves to effective counseling skills
- ❖ learn about how people in crisis react
- ❖ develop some strategies to build rapport with people who are stressed or distraught
- ❖ learn how to give and receive respectful feedback
- ❖ develop and apply skills of self-reflection and self-assessment in the context of peer counselling
- ❖ describe the benefits and risks of self-disclosure in counseling situations
- ❖ understand how their own beliefs about change including culture might influence how they work with people
- ❖ clarify reasons for goal-setting in counseling situations and apply a goal-setting process
- ❖ consider some ethical principles relevant and applicable to the role of para-professional

Potential Benefits:

This program is designed to meet the needs of a variety of learners, since the knowledge and skills they learn and practice can be applied at home, in a volunteer role, or at work.

Participants may benefit from completion of this program by being able to:

- ❖ be a more confident and honest communicator
- ❖ manage difficult situations when emotions are high
- ❖ understand the origins of various emotions such as sadness and anger, in yourself and in others
- ❖ clarify future career or educational direction and decision-making
- ❖ feel more confident about using basic counseling skills to manage situations at home or at work
- ❖ be more effective in your job by being a more respectful communicator

Location

All classes are held at UBC Robson Square campus in the heart of downtown Vancouver. Typically the Life and Career Centre's classroom would be used, however all participants should check with the Program Assistant prior to the start date if a classroom has not been announced.

About The Life & Career Centre

In the heart of downtown Vancouver, the UBC Life and Career Centre (LCC) is a place designed to help you ride the waves of change in your personal life and career. At the LCC you can think through priorities, develop new skills, and remember what counts most at the end of your day. It offers a welcoming space and a wide range of information resources, programs and services. Most of all, It is a diverse community of trained volunteers, instructors, counsellors and staff who understand the challenges of transition.

The mission of the LCC is to promote lifelong learning to women and men in an accessible, non-threatening environment; to serve as a vital link between the community and the University of British Columbia; to anticipate economic, societal and cultural trends; and to develop services and programs that will empower our clients.

For more information on the other programs and services LCC offers, please visit www.lifeandcareer.ubc.ca.

About UBC Continuing Studies

The University of British Columbia Continuing Studies provides flexible and innovative educational opportunities for individuals who wish to upgrade their skills for career reasons or explore topics out of general interest. With approximately 16,000 registrations annually, UBC Continuing Studies offers a wide range of programs to participants from local, national and international markets.

Format and Curriculum

Program Format and Length

The UBC Certificate in Peer Counselling curriculum consists of approximately 150 hours of required courses and delivered in a classroom setting. The courses are designed to be taken in sequence; each course builds upon knowledge gained in earlier ones.

Each program offering is meant to be taken in whole and not as individual classes. The length of the program, depending on resources, can be a 4 month term or longer. Each course is a full day, typically scheduled from 10am-4pm (some classes slightly longer as indicated in the program schedule).

Curriculum

All courses listed in the program schedule (see www.lifeandcareer.ubc.ca/peer) are required courses.

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 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 Peer Counselling, participants must complete the required curriculum and the number of instructional hours that are compulsory at the date they are admitted to the program.

Instructors

Courses in the UBC Certificate in Peer Counselling are taught by faculty, leading educators and community professionals who bring their education and work experience into the classroom. Our instructors include practicing professional counselors with private practices. To view instructor biographies, visit www.lifeandcareer.ubc.ca/peer .

Workload Expectations

The UBC Certificate in Peer Counselling 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 scheduled classes, as well as completing any assignments outside of classroom hours.

Assessment Methods

Program participants are assessed based on classroom attendance, participation and completed assignments.

Graduation Criteria

After assessment, a pass or fail will be given to each student. Upon graduation, participants will receive a UBC Certificate in Peer Counselling.

Program Admission Information

Admission Requirements

All applicants to the UBC Certificate in Peer Counselling must meet the following minimum requirements:

- ❖ Demonstrate an understanding of verbal and written English language skills
- ❖ High-school graduation

Application Process

The UBC Certificate in Peer Counselling 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. An application form is located at the end of this handbook and online at the www.lifeandcareer.ubc.ca/peer.

After the application is received, the Program Assistant will contact the applicant to schedule a face-to-face meeting with a member of the program advisory committee. This is an opportunity for the applicant to discuss their needs and how the program can meet them.

Evaluation of Applications

Applications are evaluated on the following criteria:

- ❖ compatibility of letter of intent with current program goals and objectives

- ❖ suitability of previous education and work experience.

Once applications have been reviewed, applicants will be notified as to whether they have been accepted into the program.

Program Fees

The certificate program fee is \$3,000 (no tax). After acceptance into the certificate program, there will be a \$250 non-refundable deposit required to reserve a spot in the program. The balance owing will be due on the first day of class.

All fees in reference to the certificate program are exempt from tax.

Additional Program Information

Enrolment Numbers

A minimum number of students are required for each program offering to run. This number varies based on resources allocated to the particular offering. 16 students is the maximum class size for each program offering.

Availability of Program

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

Attendance

Students cannot miss more than two classes in order to graduate from the program. In the case of absenteeism from a class, it is the student's responsibility to coordinate class materials and if possible make-up sessions with the instructor. Prior notice of absenteeism is required by leaving a message for the instructor at 604-822-0681 (Program Assistant). If more than two classes are missed, the program administration will review the student's situation and possibly request their withdrawal from the program.

Withdrawing from the Program Before Program Start Date

Participants may withdraw from the program prior to the program start date but should notify the Life and Career Centre in writing of the reasons of the withdrawal. Tuition fees are refundable, less the \$250 deposit.

Withdrawing from the Program After Program Start Date

Participants may withdraw from the program after the program start date but should notify the Life and Career Centre in writing of the reasons of the withdrawal. Tuition fees are refundable, less the \$250 deposit. The refund will be assessed on a pro-rated basis for the unfinished portion of the program.

Program Cancellation

UBC Continuing Studies may sometimes cancel a program due to insufficient enrolment or other reasons. If this occurs, a full refund is processed immediately. 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 the UBC policy on academic misconduct at www.vpacademic.ubc.ca/integrity/policies.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 University administration 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.

Program Administration

The UBC Certificate in Peer Counselling was developed by a diverse group of academics and representatives from the public and private sectors. This collaboration has resulted in the creation of an educational program that is academically strong with real-world orientation. The program staff ensures that the certificate curriculum continues to evolve as new counselling practices and processes emerge.

Certificate in Peer Counselling Administration

Beth Hawkes, Director, Life and Career Centre, UBC Continuing Studies

Sally Halliday, Managing Director of Counselling and Program Outreach, Life and Career Centre, UBC Continuing Studies

Dan Fortier, Program Assistant, Life and Career Centre, UBC Continuing Studies

Application Form

Applicants should read and thoroughly understand the Program Handbook before applying to the program. **A non-refundable administration fee of \$250 is payable upon acceptance into the program.**

Last Name First Name

Home Address

City Province Postal Code

Daytime Phone Evening Phone

Fax Email

If you are an alumnus of UBC, please provide the following information:

Year of graduation: _____ Degree: _____

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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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, define your interests and program expectations, and state what goals you expect to achieve upon completion of the UBC Certificate in Peer Counselling (maximum 500 words).

Please send your completed application form to:



The Life & Career Centre
UBC Continuing Studies
Room 1.400
800 Robson Street
Vancouver, BC V6Z 2B7

Tel: 604-822-0681

Fax: 604-822-3415

Email: lifeandcareer@cstudies.ubc.ca

Personal information provided on the registration form is collected pursuant to section 26 of the Freedom of Information and Protection of Privacy Act ("FIPPA"), R.S.B.C. 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.