



Site Manager Certificate Program

Continuing Education

ONLINE



Position yourself to move the seniors housing industry forward with a person-centred focus.

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HISTORY & MISSION

Responding to the grassroots movement of their membership, the Alberta Seniors Communities & Housing Association (ASCHA) has worked with Red Deer College (RDC) since 1996 to develop and deliver a specialized certificate program for Site Managers. ASCHA and RDC are proud to offer accessible, flexible and specific learning opportunities in the rapidly growing seniors' housing sector.

The course content in this unique market resulted from a comprehensive study of Site Managers and Activity Coordinators in the seniors' housing industry.

Combining the Mission of ASCHA as it relates to education

"To provide education and professional development opportunities to enhance the skills of individuals in the seniors' housing industry".

with the Mission of Red Deer College

"We strive to deliver the best education possible and create an environment where excellence is expected. The learners we serve will have a foundation of knowledge and skills that prepare them for successful careers and successful lives".

The Site Manager Certificate Program is designed for individuals with an interest in gaining knowledge and an understanding of the unique seniors housing industry and advancing their careers toward supervisory and management positions. This program is excellent for orienting individuals towards leadership, while increasing their understanding of governance and management principles. The program teaches frontline management of operations and personnel as well as effective handling of communication and conflict whilst maintain client satisfaction within the parameters of the aging process.

This 42-hour online Certificate Program is ideal for new and aspiring site managers as well as for any individual who would like to advance in the seniors housing industry.

To earn the Site Manager Certificate students must successfully complete 7 courses. This Certificate Program is offered completely online. The format of the program supports both Synchronous and Asynchronous activities. Instructor-led seminars through Online Blackboard Sessions will be held for each course once per week for one hour. You will be expected to access material through Blackboard for readings, presentations and discussion boards. Course pack, presentations and summary notes are also provided.

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REQUIRED COURSES

ASHA 120 Communication & Conflict Management

Develop interpersonal and oral communication skills. Focus on gaining skills and knowledge to manage conflict and build relationships. Come prepared to learn about the conflict management model, process and practices.

ASHA 121 Leadership Skills

Acquire new knowledge and skills in leadership. Focus on moving an organization or a work group to a new, higher level of effectiveness, efficiency and/or workplace fulfillment.

ASHA 122 Site Operations

Examine the key areas of day-to-day seniors housing operational concerns. The focus is on practical elements of managerial activity, relying on discussion and analysis of shared experiences. Examine business and hospitality functions and their relation to each other. The use of data as a management resource will be an important consideration throughout the course.

ADMISSION

There are no prerequisites or specific admission requirements for this program. The program is for individuals who have passion and interest in seniors and their wellbeing, but ideal if they have some experience working in a seniors' housing site or in another seniors' service environment.

GRADING SYSTEM

The methods of evaluation are based on applied learning opportunities relating to the profession. Completion/submission of all assignments and projects is required. A grade of Successful (S) and Unsuccessful (U) will be assigned. A 65% average or better on course work outline in Methods of Evaluation with 80% attendance of Online Blackboard Sessions in the class will constitute an "S". You must acquire a successful grade in all 7 courses in order to receive the certificate. As per the Red Deer College grading policy, percentage grades will be converted to the grade of Satisfactory or Unsatisfactory for non-credit career development programs.

ASHA 123 Site Governance & Management

Focus on the strategic management of a seniors housing site including the legal, political and ethical framework in which the manager achieves the organization's mission. Examine the general manager's role in forming an executive management team and in relation to governing entities.

ASHA 124 Human Resource Management

Discover the framework for a successful Human Resources (HR) function. Explore common HR methods and clarify roles and responsibilities within the seniors housing site.

ASHA 125 Aging Processes

Gain knowledge of the aging processes. Understand the impact of aging on the individual and explore concepts of successful aging and how these understandings may be utilized.

ASHA 126 – Management Principles

Examine key areas of management principles and common skills of effective managers. Focus on practical elements of managerial activity through discussion and analysis.

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CERTIFICATE COMPLETION

Once you have successfully completed the required courses, you can receive your Certificate by completing the parchment application form which is available at www.rdc.ab.ca or by contacting School of Continuing Education.

PRIOR LEARNING/ APPROVED EQUIVALENCIES

No prior learning recognition is granted for this program.

SCHOLARSHIP

Laura Crawford Certificate Program Scholarship Award Sponsored by ASCHA

The Laura Crawford Scholarship Award of \$1000 is granted to one applicant every year registered in or attending the Site Manager or the Activity Coordinator Program. This Scholarship Award is intended to support ongoing growth and learning offsetting a portion of the cost of ASCHA/RDC Certificate Program courses offered at Red Deer College.

Please contact ASCHA for further information about the scholarship and application process. To apply, you must meet eligibility criteria and submission deadlines.

COURSE REGISTRATION

To view courses and enroll online, visit <http://rdc.ab.ca/continuing-education>.

You may enroll online for all courses using Visa, MasterCard or American Express.

You may enroll by phone at 403.357.3663 or in person at the Registrar's office Monday – Friday 8:30am – 4:30pm. Cheques (not post-dated) and cash are accepted as well. Course fees are due at the time of registration. ** All ASCHA Members receive 25% off their tuition fee.*

REFUND POLICY

Full refunds are available if the School of Continuing Education cancels the course. If you must withdraw from a course, please notify RDC at least 2 business days before the course begins and we will attempt to accommodate you into another course or issue you a refund less a \$30 cancellation fee. Registration cancellations within 2 days of the course starting date are not eligible for refund.

CONTACT INFORMATION

RED DEER COLLEGE (RDC)

SCHOOL OF CONTINUING EDUCATION

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ALBERTA SENIORS COMMUNITIES & HOUSING ASSOCIATION (ASCHA)

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ASCHA's NOBLE CAUSE: *Seniors are empowered to have choice and a life of purpose, wherein they are honoured, valued, and respected.*