**SUPPORT STAFF PROFESSIONAL DEVELOPMENT CERTIFICATE**

Frequently Asked Questions

**When Can I Register For the Program? Is There A Registration Deadline?**

Registration officially opens on November 25, 2013. There is no registration deadline; you can register at any time.

**How Do I Register For the Program?**

You can register by downloading the Registration Form that is available on the HR webpage dedicated to the new program. You must register in the Certificate Program first and then you register in individual courses by following normal course registration procedures.

**How Do I Register For The Specific Courses In The Program?**

You register through the College’s Continuing Education Office.

**Do I Have To Pay Any Fees When I Register?**

You will be required to pay the course fee (as applicable) upfront, including any customary Embanet fees (OntarioLearn courses), and pay for any learning materials such as textbooks. Qualified credit courses included in the Certificate Program are eligible under the Staff Tuition Fees policy. Be sure to keep your receipt for all fees paid, including textbooks, so that you can submit to the College for reimbursement once you have successfully completed each course.

**What Is The Ratio of Classroom vs. Online Delivery?**

The program features a mixture of classroom and online learning opportunities. There are eight offerings which are online, four offerings that are classroom based, and two which are custom offerings still under development with the final delivery format yet to be confirmed.

**When Are The Courses Available?**

The majority of the offerings are available beginning in the Winter 2014 semester. There will be periodic reminders of course availability provided as part of the College’s regular PD Announcement emails.

**Can I Attend Courses or Do Other Course Work During My Normal Work Hours?**

All course work and studies are to be completed on the employee’s own time. However, you may request the use of the Professional Development Days (Article 9.5 in the Support Staff Collective Agreement) by following the normal request procedure. You are entitled to three (3) PD Days per contract year, September 1 – August 31.

**What Campus Location Will the Classroom Courses Be Offered At?**

Generally speaking, most classroom offerings will be hosted at the Brealey Campus although the College will be assessing the feasibility of offering courses at the Frost Campus where there are sufficient registration numbers.

**Are My Travel Costs Re-imbursed If I Have To Travel to Another Campus?**

No. Only the actual course/Embanet fees and textbook costs are eligible for re-imbursement under this program.

**If I Have Successfully Completed The P.D. Certificate Program, What Does That Mean When I Apply to Job Opportunities Posted Within The College?**

First, by successfully completing the P.D. Certificate Program, you have demonstrated your personal commitment to continued learning and professional growth; this is a clear and positive reflection on you when it comes to any career choices you are considering at Fleming College. When job opportunities are posted, the hiring leader is seeking to ensure the successful candidate possesses the knowledge, skills, and experience to satisfy the minimum hiring qualifications of the role. The intent of the P.D. Certificate Program is to provide supporting evidence of relevant minimum skills when your work experience and other formal education fall *slightly* short of the posted minimum requirements and would otherwise cause you to be screened out of the internal competition.

**What Does The College Mean By “Relevant Minimum Skills”?**

Depending upon the nature of the job you are applying to, your completed P.D. Certificate may or may not be relevant. For example, if you are applying to a technical position and you are falling slightly short of the minimum hiring qualifications from a technical perspective, having completed the “Postive Service Culture” P.D. Certificate would not be directly relevant. On the other hand, if you completed the “Data Management” Certificate and the areas of study in the Certificate are relevant to the hiring qualifications for the job, the College would view you as possessing the relevant minimum skills for the purpose of granting you the opportunity to complete the skill testing for that job. If you are successful in your skills test, you will be invited to interview.

**Does Completing the P.D. Certificate Guarantee That I Will Get The Job I Apply For?**

If you are successful at your skills testing, you will be invited to an interview. At the interivew stage, it’s up to you to effectively highlight your knowledge, skills, abilities, and past work experiences in a manner that clearly aligns with the duties and responsibilities of the posted position. If there are multiple qualified internal candidates being considered, you must demonstrate at the interview why you are the best candidate.

**Is the P.D. Certificate Program Going to Become a ‘Mandatory’ Requirement for All Internal Job Postings?**

No. While a hiring leader certainly has the discretion to identify this Certificate Program as the required formal education on the Position Description Form (PDF), the College does not have intentions for the Certificate Program to become a mandatory element of formal education in PDF’s and respective job postings.

**What Type of Record Is Issued To Me When I Complete a Course/the Program?**

When you complete a course, you can access your student account and print off your student record for that particular course. You will need to provide proof of successful course completion along with your receipt of fees paid in order to request a re-imbursement.

When you have completed your last course in the Certificate Program, you should notify the Continuing Education Office to request a *Certificate of Completion*. Once your certificate completion status has been verified, your official certificate will be issued by the Registrar’s Office. Your certificate will be suitable for framing and display, if you wish. All credit courses that are completed as part of the Certificate Program also form part of your offical academic record at Fleming College.

**I Have Completed A Similar Course Elsewhere to One or More of the Courses in the Program…Can I Apply for a Transfer of Credit?**

The College will not be doing course equivalencies or prior learning assessments, however, if you have completed the exact course that is listed in the Certificate Program within the past two (2) years, you will be acknowledged as having completed that particular course for the purpose of the Certificate Program.

**Where Can I Get More Details of What Will be Covered In Each of the Courses?**

You can access additional details by going to the HR webpage, and clicking on the preferred Specialty Stream heading. You will then see additional course information displayed or, you will see a link that will directly take you to another page where additional course information is available.