

**Fall 2011**

**Information & Communication Technology  
Technical Writing  
Business Analysis  
Project Management  
Quality Management  
Risk Management**



**Certificate Programs  
Seminars  
Online Courses**

Your **ONE PLACE**  
for **professional development**



*College of  
Continuing Education*



# Dean's Message

Continuing Technical Education (CTE), part of the College of Continuing Education at Dalhousie University, is a leading Canadian provider of professional development in Information Technology, Quality Assurance, Engineering and Management. The unit delivers approximately 200 programs annually in a wide variety of disciplines in Halifax and other major centres across Canada. Formats include seminars, evening courses, certificate programs, online courses and customized in-house training.

This catalogue provides brief outlines for the courses being offered in the fall term. You will find more information about the certificate programs and detailed course outlines on our web site at [www.cte.dal.ca](http://www.cte.dal.ca).

Continuing Technical Education can also arrange in-house courses to suit your organization's specific needs, at your site or at our modern facility.

We look forward to assisting you with your professional development goals.

Andrew Cochrane  
Dean, College of Continuing Education

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Descriptions and certificate requirements can be found at [www.cte.dal.ca](http://www.cte.dal.ca)

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## Computer Science

The Certificate Program in Computer Science is designed to give a thorough, practical understanding of computing in technical and business environments. Participants will benefit from coverage that is based on solid theoretical foundations, while maintaining a special emphasis on real applications. The range of courses offered cover industry-standard practices and technologies for software systems design, development, and management. The certificate is awarded after successful completion of six courses.

## Information Systems Management

The Certificate Program in Information Systems Management provides a solid understanding of computers through a combination of basic management education and hands-on courses. The effective management of information systems presents a great challenge to an organization and its personnel. This program is intended for those who wish to deepen their understanding of information technology as it relates to the objectives, planning, coordinating, organizing, and supporting needs of their organization. The certificate is awarded after successful completion of six courses.

## Software: Management & Development

The Certificate Program in Software Management & Development incorporates management theory and technical practice to develop the well-rounded, flexible skill set today's employers and clients demand. State-of-the-art course offerings equip you with the technical, business and interpersonal skills required by successful IT project managers. You'll learn processes and procedures for establishing effective software engineering practices, implementing quality assurance standards, and managing people as well as products. Throughout the program, you'll cultivate the effective communication skills you need to work effectively with clients, supervisors, technical and non-technical colleagues. The certificate is awarded after successful completion of six courses.

## Technical Writing

Informed by the latest writing research and industry practices, the Certificate Program in Technical Writing is grounded in the ancient art of rhetoric, the art of persuasion. The program develops "rhetorical competence," the ability to adapt a message to the audience needs and formatting expectations of a particular writing situation. The task we call "writing" is not a single skill but rather a complex activity involving many different skills and shaped by particular circumstances. Whatever your writing circumstances, the courses in the Technical Writing Certificate will help you respond more skillfully to them.

## Business Analysis

The Certificate in Business Analysis has been designed to equip participants with the analytical skill set required for gathering, validating, communicating, documenting and testing business requirements as well as the effective development and implementation of business processes. Participants will be able to share ideas as to what works and what doesn't and will enhance their business analysis knowledge, including their non-technical skills after completion of the program.

## Project Management (100% Online)

In partnership with the University of British Columbia

This certificate program is focused on providing participants with the knowledge and skills they need to excel as project managers and is delivered 100% online to provide maximum flexibility for busy professionals. The program's curriculum is compatible with the project management industry standard set by the Project Management Institute (PMI).

## Project Management (Classroom Delivery)

This certificate program was designed by the project management experts who introduced the first PMBOK aligned project management course in Canada. If you are relatively new to the world of project management or have not taken any formal PMI project management training and prefer classroom interaction with other professionals, this certificate is right for you!

## Advanced ISO 9001:2008

The AIIM:2008 Certificate Program is a comprehensive set of three courses designed to provide an in-depth understanding of the implementation and continual improvement of an ISO 9001:2008 Quality System.

## Quality Management

The Quality Management Certificate Program has been designed as an effective quality initiative to provide individuals with the philosophy, customer focus, guiding principles, fundamental management techniques, and technical tools and systems for continuous improvement.

## Process Instrumentation and Control (100% Online)

The Certificate in Process Instrumentation and Control (I&C) is a new 100% online program. The program consists of three modules covering the different phases of I&C from a non-mathematical and practical point of view. It includes the basic concepts and the engineering and the installation of control equipment.

## Risk Management

The Canadian Risk Management (CRM) Program is comprised of three comprehensive management courses in the fast-growing, exciting discipline of risk management. Risk management is the ability to analyze, communicate, recommend problem solving techniques and monitor the exposure of unexpected losses.

The Canadian Risk Management Program (CRM) designation is awarded to students as an acknowledgement of the successful completion of the three courses. It is issued by the Global Risk Management Institute, Inc. and recognized by the Risk & Insurance Management Society, Inc., and The Insurance Institute of Canada.

## Introduction to UNIX

**Date:** Sep 20 - Nov 22, 2011 **Time:** 6:00 - 9:00 pm  
Tuesday Evenings  
**Instructor:** Steve Sutherland **Cost:** \$1195 **CEUs:** 3.0

UNIX is a powerful, computer operating system that is used in a wide variety of end-user and server environments driving applications as diverse as accounting and engineering while providing feature rich desktop applications for everyday users and server applications for internet servers. Whether a high-throughput web server or a graphical office automation workstation, UNIX provides reliable operation as a highly customizable, robust operating system.

Providing both an end-user interface and a server based system, anyone from the casual computer user to system designers and administrators need only learn how to use one simple, powerful operating system. Linux, a popular variant of UNIX, provides a text-based environment for simple commands and a graphical user interface for everyday application use.

This course uses Linux to introduce many facets of UNIX operation starting with basic operating system concepts and commands and progressing to simple scripting and basic system management. These skills are transferable to almost any UNIX like operating system.

## Introduction to Programming & Problem-Solving with Java

**Date:** Sep 21 - Dec 7, 2011 **Time:** 6:00 - 9:00 pm  
Wednesday Evenings  
**Instructor:** Jason Satel **Cost:** \$1295 **CEUs:** 3.6

The focus of this course is to teach the methodology of problem solving and program design on computers using the programming language Java. Java has become one of the most powerful programming languages and is being used in commercial environments world wide. It is an object-oriented programming language with powerful features for graphics, multimedia and animation, and embraces the concept of web-based programming. It is also universal in that it offers platform independent programmability. This course will lay the foundation for understanding programming concepts and developing computer applications using Java. Topics covered include basic programming constructs, variables and expressions, data types, reading data input, branching, looping and arrays. It introduces the principles of object-oriented programming and algorithm design.

## Visual C# for Developers

**Date:** Sep 22 - Dec 1, 2011 **Time:** 6:00 - 9:00 pm  
Thursday Evenings  
**Instructor:** Mike Gingell **Cost:** \$1195 **CEUs:** 3.0

The C# programming language and the .NET platform together are a very powerful set of tools for developing applications for Microsoft Windows operating systems. This course will provide an introduction to .NET programming by using the C# programming language and the Visual C#.NET integrated development environment inside Visual Studio.NET. The course consists of the following topics taught during 10 evening sessions: Introduction to Visual Studio, Working with Classes and Methods, Programming with Forms and Controls, Writing Statements that Control Program Flow, Using Types in C#, Programming with Exceptions, Working with Interfaces, Working with Arrays and Collections, Working with Properties and Delegates, Building and Deploying Assemblies and Interoperating with Legacy Code.

## Management of Information Systems (100% Online)

**Date:** Sep 28 - Nov 30, 2011 **Time:** 6:00 - 7:30 pm (Online)  
Wednesday Evenings  
**Instructor:** Steve Caseley **Cost:** \$1195 **CEUs:** 3.0

Through this course, participants will learn by theory, group discussion and case studies the key elements of information systems management. Sessions will also cover some of the leading-edge technologies and study some of the ways these technologies can be incorporated into an organization. The power of information technology has been felt in all areas of modern life. It is not adequate to simply copy a paper system into an electronic solution. In today's world 'e-business' is everywhere. Information systems are the foundation of e-business because e-business is really about making extensive use of computer and communications technologies in critical business processes. Those in charge of the system must know the capability of the technology they are using, and how this is intended to fit into the organizational strategy.

## SQL (100% Online)

**Date:** Sep 29 - Dec 1, 2011 **Time:** 6:00 - 7:30 pm (Online)  
Thursday Evenings  
**Instructor:** Dr. Peter Hitchcock **Cost:** \$1195 **CEUs:** 3.0

The SQL language is widely used in database applications. It provides the common language that allows relational database systems to operate with each other even if they come from different manufacturers. As such, it provides the basis for client/server systems and distributed databases. The language, which is the subject of an ISO standard, not only handles queries but also enforces security and integrity constraints. This course is designed for those who already have some database experience either as users or developers of database systems. This will be an online course. Weekly tutorial sessions will be taught live over the internet giving the opportunity for questions about the course and the assignments. Practical work will be assigned for the weeks between the tutorials using a relational database system downloaded onto the student's computer.

## Intermediate PERL Programming

**Date:** Nov 14-16, 2011 **Time:** 8:30 am - 4:00 pm  
**Instructor:** Steve Sutherland **Cost:** \$1295 **CEUs:** 2.1

PERL is a versatile, powerful programming language used in a variety of disciplines, ranging from system administration to web programming to database manipulation. PERL is a different language to different people. It is a quick scripting tool for some, and a fully-featured object-oriented language for others. It is used for everything from performing quick global replacements on text files, to crunching huge, complex sets of scientific data that take weeks to process. PERL is what you make of it.

Building on topics first presented in PERL Programming, this seminar is an extensive examination of PERL usage from a variety of aspects, including using PERL with SQL database access, graphic generation modules and operating system management.

## IT Service Management ITIL® V3 Foundation

**Date:** Nov 14-16, 2011 **Time:** 8:30 - 4:00 pm  
**Instructor:** Sola Oduko **Cost:** \$1395 **CEUs:** 2.1

ITIL® V3 was designed from the lifecycle perspective, recognizing that for a service to be created, it should have the capability to meet the objectives and requirements of its customers and markets. Consequently, there is the need to determine the objectives and requirements for each service (service strategy), which will guide its design (service design), transition into production (service transition), and operation of the service (service operation). The purpose of the fifth and the final phase - continual service improvement - is to gradually improve every aspect of the service, from service strategy to service operation. During the three-day course you will learn ITIL® terminology, the structure, basic concepts and core principles of ITIL® practices for Service Management.

At the end of the course, participants will write the final ITIL Foundation Certificate in IT Service Management examination, comprising of 40 multiple choice questions. Delegates are required to score 26 points (equivalent to 65%) to be awarded the ITIL Foundation Certificate in IT Service Management.

## Technical Writing

**Date:** Nov 28-30, 2011 **Time:** 8:30 am - 4:00 pm  
**Instructor:** Dr. Dawn Henwood **Cost:** \$1295 **CEUs:** 2.1

This three-day workshop will sharpen your writing focus. You'll discover how to put your reader at the centre of your documents, how to structure your ideas, and how to clarify your language. Besides gaining insight into the writing process in general, you'll learn techniques for making your e-mail messages, reports, and manuals more effective.

This course is particularly helpful for people who need to communicate technical information to non-expert readers. During the workshop, you'll draft a document for a non-technical audience. You'll then receive detailed feedback on your writing via e-mail.

## Project Management Fundamentals (100% Online)

**Date:** Sep 6 - Oct 17, 2011 **Cost:** \$1095

This introductory course establishes the foundation of knowledge upon which project management practices are based. Looking in depth at the anatomy of a project and the role of the project manager, the course introduces the key concepts upon which the project management discipline is based. Based on industry standard practices, the course introduces the Project Management Institute's Project Management Body of Knowledge (PMBOK® Guide).

Recognizing that there is no one-size-fits-all approach to project management, the course looks at a broad range of different projects and explores how different approaches are used under different circumstances. Reviewing the full project lifecycle from initial concept through to project completion and the realization of benefits, you gain insights into how projects work in the real world and the factors that lead to project success.

This course is part of the [Certificate in Project Management \(Online\)](#) and is a prerequisite for all other project management online courses.

## Microsoft Project

**Date:** Nov 21-22, 2011 **Time:** 8:30 am - 4:00 pm  
**Instructor:** Steve Caseley **Cost:** \$1050 **CEUs:** 1.4

Many project managers in today's fast-paced business environment are expected to achieve more with fewer resources. Microsoft Project, the leading project management software on the market today, is one valuable resource that can help ensure your projects are completed on schedule and within budget. This two-day course will consist of direct hands-on experience throughout and will include a number of challenging exercises to help solidify the learning experience.

## Enterprise & Strategic Analysis

**Date:** Oct 25-27, 2011 **Time:** 8:30 - 4:00 pm  
**Instructor:** Morag Robinson **Cost:** \$1395 **CEUs:** 2.1

This three-day course is designed to provide Business Analysts with the skills required for involvement in strategy development, pre-project activities, and developing and managing enterprise architecture. This course is appropriate for experienced Business Analysts who are looking to formalize their experience through education as well as junior Business Analysts or those looking to enter the profession. During this course you will learn the tasks and techniques outlined in the Enterprise Analysis Knowledge area within the Business Analysis Body of Knowledge® (BABOK®) v2. Through discussion, examples and hands-on exercises, you will practice analyzing competitive data, benchmarking studies, business problems and opportunities. You will also practice developing business strategies and documenting a business case.

## The Project Manager's Toolkit: Project Execution, Monitoring, Control & Closing (100% Online)

**Date:** Sep 13 - Oct 24, 2011 **Cost:** \$1095

Building on the plans created in the Initiating and Planning course, this course covers the PMBOK® Guide project execution, project monitoring and controlling and project closing processes. Focusing on the processes, methods, tools and techniques project managers use to guide their projects towards a successful conclusion, you learn how to: control the flow of project work, track project progress, report project status, manage changes to project scope, administer the project's quality management system and handle problems that might arise along the way.

Note: This course introduces the use of MS Project as a tool for tracking progress and will be integrated into all assignments.

Prerequisites: Project Management Fundamentals and The Project Manager's Toolkit: Project Initiation and Planning

This course is part of the [Certificate in Project Management \(Online\)](#).

## Teamwork in the Project Environment (100% Online)

**Date:** Sep 13 - Oct 24, 2011

**Cost:** \$1095

Recognizing that projects are inherently team environments, this course presents the Project Manager's Skill Set and explores issues related to the development of a high-performing team. Providing you with the insights to understand how teams form, this course examines the dynamics of successful teams and the root causes of the problems in dysfunctional teams. You also gain practical advice on how to build healthy teams by focusing on the role of personality types and their effect on team dynamics. Finally, new approaches to developing project management teams and communities using online and emerging technologies are reviewed.

Prerequisite: Project Management Fundamentals

This course is part of the [Certificate in Project Management \(Online\)](#).

## Project Management Essentials (Classroom Delivery)

**Date:** Oct 12-14, 2011

**Time:** 8:30 am - 4:00 pm

**Instructor:** Janice Petley

**Cost:** \$1395

**CEUs:** 2.1

Improved and updated, this course provides new project managers and project team members with the essential tools they need to deliver successful projects. In our most popular course, a generic project is managed through the complete project lifecycle, from initiating, through project planning and execution, to project close-out.

As well as a great learning experience for an individual, it is also suited for "jump-starting" an entire project team about to embark on a project. Like our other courses, it can be "customized" to your organization's environment, by substituting the generic project with a case study from your environment, and using your templates and terminology.

This course is part of the [Certificate in Project Management \(Classroom Delivery\)](#).

## PMP® Examination Prep Course (100% Online)

New

**Date:** Oct 5 - Nov 23, 2011

**Cost:** \$1495 + HST

**Instructors:** Daniel Fay & Brenda Fay

Often managers have the experience required to successfully pass the Project Management Institute's (PMI) Project Management Professional (PMP) certification exam, yet are missing a roadmap of what to concentrate on, including a study plan to make best use of their limited time for exam preparation. This online course provides just such a roadmap. The nine process areas identified in the PMBOK, as well as the Framework and Integration Management areas are all covered during the course. By the end of this course, participants will possess the tools required to successfully write the PMP Certification Examination. Participants will even write a practice examination at the end to confirm their knowledge level.

## The Project Manager's Toolkit: Project Initiation & Planning (100% Online)

**Date:** Oct 25 - Dec 5, 2011

**Cost:** \$1095

Based on the practices in the Project Management Institute's PMBOK® Guide, this course explains the methods used to initiate and plan a project. Exploring the tools and techniques used to set a project on a course towards success, you learn how to establish measurable project goals and the steps necessary to engage stakeholders, gather requirements, establish project scope and build the plan against which the project will be executed. Covering all the components of an effective plan, the course presents techniques for planning, scheduling, budgeting, risk management, communications, HR and quality management. Focusing on the need to build a plan that best meets the needs of the project and that aligns with organization needs, this course looks at how different approaches are needed under different circumstances.

Note: This course introduces the use of MS Project as a tool for tracking progress and will be integrated into all assignments.

Prerequisite: Project Management Fundamentals

This course is part of the [Certificate in Project Management \(Online\)](#).

## Essential Skills in the Project Environment (100% Online)

**Date:** Nov 1 - Dec 12, 2011

**Cost:** \$1095

Focusing on the soft skills and socio-cultural issues in project management, this course presents the Project Manager's Skill Set and the interpersonal skills you need to function as an effective project manager. Placing the emphasis on developing practical skills, topics cover leadership, communications, decision making, mediation, negotiation and influencing skills.

You also learn how to deal with change management within a project or organization. Preparing you to effectively interact with customers, senior management, stakeholders and the team, this course provides you with the opportunity to identify your own strengths and weaknesses and develop a personalized skills development plan that will guide your professional development.

Prerequisite: Project Management Fundamentals

This course is part of the [Certificate in Project Management \(Online\)](#).

## Introduction to ISO 9001:2008 Standards

**Date:** Oct 12-14, 2011      **Time:** 8:30 am - 4:00 pm  
**Instructor:** Kathy MacLeod      **Cost:** \$1395      **CEUs:** 2.1

ISO 9001 has become the International Standard for Quality Management Systems. Exciting and specific changes have been made making this the most effective Quality System Standard ever. Adopted by over 60 nations around the world, and the primary measure of systems performance and effectiveness in all the major trading nations, no company, organization or business can afford to ignore its impact on trade and market competitiveness.

The principles and structures of the Standard Requirements, Guidance Documents, Interpretations, Accreditation and Certification are covered in detail. This course incorporates formal presentations, open discussions, teamwork and case study workshops.

Please note: This is a required course for the **AIIM:2008 Certificate** or can be attended as a stand-alone course.

## Introduction to Lean Tools & Practices

**Date:** Oct 31 - Nov 1, 2011      **Time:** 8:30 am - 4:00 pm  
**Instructor:** Kathy MacLeod      **Cost:** \$1050      **CEUs:** 1.4

In today's business environment, where global competition and constant price reduction demands from customers impact heavily on management decisions, Lean Enterprise concepts have helped companies to remain competitive, innovative, and profitable. "Lean" implementation results in enhanced cost and cycle-time reduction, customer satisfaction, and standardized high quality. This two-day course will focus on lean methods that can be used to minimize all forms of waste and maximize value for the customer.

The goal of this course is to give participants a thorough understanding of what "Lean" is all about, define and explain the tools used, and, through case studies and group exercises, show how these tools can be applied in their own work environments.

## Process Based Auditing for Continual Improvement

**Date:** Nov 7-9, 2011      **Time:** 8:30 am - 4:00 pm  
**Instructor:** Kathy MacLeod      **Cost:** \$1395      **CEUs:** 2.1

This intensive, three-day course presents an in-depth analysis of the audit cycle, the ISO 9001 standard, and its related standards. World-class training techniques include state-of-the-art audio-visual presentations, workshops, interactive lectures, quizzes and team-based exercises. Each day, team-based assignments supplement lecture and text material. The process based auditing course is designed to give participants a clear understanding of the requirements of the standard and the internal audit requirement for ISO 9000 and ISO based quality management systems. Our lectures combined with team based workshops and quizzes create a fun, interactive learning environment. The principles taught in this course go beyond compliance auditing and teach skills that auditors will use to add value to their internal audit process.

## Six Sigma Workout:

### The Fast Track to Business Process Improvement

**Date:** Nov 14-15, 2011      **Time:** 8:30 am - 4:00 pm  
**Instructor:** Angela Scammell      **Cost:** \$1050      **CEUs:** 1.4

WorkOut is a rapid, team-based problem-solving process developed by General Electric, and used by many world-class companies.

- Fix problems that frustrate employees and customers
- Streamline and simplify business processes
- Reduce bureaucracy, costs, defects, time-wasters, and other non-value-added activity
- Capitalize on employee knowledge using an efficient, practical process
- Empower employees to identify, select, and implement solutions

WorkOut is an effective and efficient way to resolve issues as solutions are effective, results can be achieved quickly, and have a high degree of support and sustainability within the organization.

## Implementation & Documentation of a Quality System to the ISO 9001:2008 Standards

**Date:** Dec 5-7, 2011      **Time:** 8:30 am - 4:00 pm  
**Instructor:** Kathy MacLeod      **Cost:** \$1395      **CEUs:** 2.1

The effect of ISO 9001 on the global marketplace has been far-reaching. The pressure to conform is increasing; making it certain that suppliers will have a competitive advantage if they are certified. System Documentation is vital to Quality System maintenance according to ISO 9001. Focus will be upon the simple, concise and clear creation of the Quality Manuals, Procedures, Work Instructions and Control Methods in accordance with ISO 9001:2008. This course incorporates formal presentations, open discussions, teamwork, case studies and a hands-on workshop to create actual documents.

Please note: This is a required course for the **AIIM:2008 Certificate** or can be attended as a stand-alone course.

## Introduction to OHSAS 18001 - OH&S Safety Standard

**Date:** Dec 8-9, 2011      **Time:** 8:30 am - 4:00 pm  
**Instructor:** Kathy MacLeod      **Cost:** \$1050      **CEUs:** 1.4

The Occupational Health and Safety Assessment Series (OHSAS) specification and the accompanying OHSAS 18002, Guidelines for the implementation of OHSAS 18001, published by the British Standards Institute (BSI), were developed in response to urgent customer demand. It is a recognizable occupational health and safety management system standard against which management systems can be assessed and certified. This standard is currently being reviewed as the model for an International OH&S Standard (ISO 18000).

OHSAS 18001 is compatible with the ISO 9001:2008 (Quality Management System) standard, in order to facilitate the integration of quality and occupational health and safety management systems by organizations, should they wish to do so.

The principles and structures of the OHSAS 18001 Specification Requirements, OHSAS 18002 Guidance Documents, Interpretations, Accreditation and Certification are covered in detail. This course incorporates formal presentations, open discussions, teamwork and case study workshops.

## Facilitation Skills for Technical Professionals

**Date:** Dec 12-13, 2011      **Time:** 8:30 am - 4:00 pm  
**Instructor:** Angela Scammell      **Cost:** \$1050      **CEUs:** 1.4

Facilitation skills help the Technical Professional enhance a group's ability to effectively share and evaluate knowledge, experience and ideas. They enable the Technical Manager to resolve disagreements, reach consensus, and maintain positive relationships essential to the smooth functioning of the organization.

Participants will plan, facilitate and troubleshoot goal-oriented group sessions using the guidelines, practical tools and facilitation techniques featured during the workshop. Practice opportunities will be tailored to each participant's personal workplace situation. This workshop is for people who manage technical functions or lead projects in business, government, or community-based organizations.

## Risk Assessment

**Date:** Sep 19-21 & Oct 3-5, 2011  
**Time:** Days 1 & 4: 1-4 pm; Days 2-3, 5-6: 8:30 am - 4:00 pm  
**Instructor:** Karen MacWilliam      **Cost:** \$1395      **CEUs:** 4.0

The course focuses on the first two steps of the risk management decision making process: (1) identifying and analyzing the loss exposures, and (2) developing alternative techniques for treating each exposure. Subjects treated include choosing the best risk management alternative, and guidelines for selecting the most appropriate techniques for handling each exposure.

## Risk Financing

**Date:** Oct 24-26 & Nov 21-23, 2011  
**Time:** Days 1 & 4: 1-4 pm; Days 2-3, 5-6: 8:30 am - 4:00 pm  
**Instructor:** Karen MacWilliam      **Cost:** \$1395      **CEUs:** 4.0

Risk Financing includes the selection, implementation and monitoring of risk financing techniques. Subjects include insurance as a risk financing technique; financing property; risk retention including use of captives; risk cost allocation; finite and integrated risk plans and capital market products for risk financing.

## Risk Control

**Date:** Jan 9-11, 2012 (In class)      **Time:** 8:30 am - 4:00 pm  
+ 6 Online sessions  
**Instructor:** Karen MacWilliam      **Cost:** \$1395      **CEUs:** 4.0

This course focuses on theories of accident causation, explains fundamental risk control techniques and discusses the application of various risk control measures to property, intellectual property, personnel, liability and net income loss exposures. It also discusses the application of system safety analysis to identify potential losses and explains how to motivate members of an organization to apply risk control measures and how to monitor the effectiveness of those measures.

Courses should be taken in sequence with *Risk Assessment* being the prerequisite for *Risk Control* and *Risk Financing*.

## Instructor Biographies

**Steve Caseley, B.Sc., MBA**, has close to 30 years experience in the Information Technology field and has a broad range of experience from programming to management in a wide variety of application areas. He has lectured at a number of universities addressing systems development and management techniques. Steve will blend real-life experiences into the course to provide added clarity for the learner.

**Mike Gingell, M.A.Sc., P.Eng.**, is employed as a Principal Systems Engineer with General Dynamics Canada. He has held previous appointments with the Department of National Defence as a Command and Control Systems Engineer at the Fleet Maintenance Facility Cape Scott and at the Naval Engineering Unit, Atlantic. Previous to this he instructed Combat Systems Engineers in various computer related courses. Mike has been an instructor with Continuing Technical Education since 1986.

**Dr. Dawn Henwood**, author of *A Writing Guide for IT Professionals*, has more than 10 years of experience teaching business and technical writing in university and corporate settings. As a course developer and instructor, she has worked with professionals from a variety of industries, including government, healthcare, engineering, and IT. As a writing coach, Dawn has helped clients create Web copy, book chapters, white papers, proposals, e-mails, and PowerPoint reports. She has also provided one-on-one grammar coaching to English Language Learners. An active writer, Dawn is currently working on a second writing textbook, a writing guide for young entrepreneurs.

**Dr. Peter Hitchcock** is a retired Professor from the Faculty of Computer Science at Dalhousie University. He has over 40 years of experience in computing, split between industry and academe. His experience with relational database systems goes back to 1973 when he worked on experimental relational systems at IBM. Peter specializes in systems development methods and is conducting research into the improvement of requirements analysis and specification. He holds an M.A. in Physics from Oxford University and a Ph.D. in Computer Science from the University of Warwick.

**Kathryn Lynn MacLeod** is a certified Lead Quality Auditor and is President of Anchor Professional & Training Services (APTS) Ltd. APTS is a full service professional training and development practice servicing a diverse international client base. She is an Associate with an internationally recognized Quality Registrar and acts in the capacity of ISO 9000:2008 Trainer and Lead Assessor and for Market Development. Kathy has provided hands-on advice and guidance to over 300 companies. As a certified Lead Assessor she has assisted her clients in their achievement of registration to international standards of quality assurance and successful implementation of quality processes and philosophies. In addition to her work with ISO 9001, Kathy's management experience covers both the public and private sectors in Quality analysis, auditing, assessments, training, facilitation, Quality and Productivity studies and benchmarking.

**Karen MacWilliam** is a consultant specializing in risk management and insurance analysis. She has worked in the insurance and risk management fields since 1985 as an underwriter, corporate risk manager and broker, and has operated a successful consultancy since 1997. Clients include a wide variety of public and private corporations. She holds a B.A. in Economics from UBC, her AIC, FIIC designations from the Insurance Institute of Canada, and the CRM designation. She has been on staff at Simon Fraser University at Harbour Centre in Vancouver since 1992 teaching risk management and advanced insurance curriculum, and has been a lecturer in risk management at the University of Northern British Columbia in Prince George since 2003. Karen is a sought-after trainer for private clients and the Insurance Brokers' Associations in B.C. and Alberta. In 2001, Karen authored a 200-page risk management and insurance reference book titled *The Risk Management and Insurance Guidebook for Industry*, © ABS/Government Institutes of Rockville, MD, which is the basis for an online study program and is used as a text

by international colleges. In 2004, she was engaged by the Risk and Insurance Management Society, Inc. (RIMS) to author the Canadian Supplement to the *Risk Financing* course in the CRM designation.

**Sola Oduko** is a Vice-President and Director of African Operations with Procept. Sola (pronounced "Shola") has 20 years experience in IT service management, business analysis, project management, strategy formulation and implementation, department management, risk analysis and management, business process redesign, business continuity and disaster recovery management, using various best practice frameworks, in several countries. Sola holds bachelor and master degrees in computer sciences, and a second master's degree in business administration. He also holds the Information Technology Infrastructure Library Manager's Certificate in IT Service Management. He is a member of various professional associations including: International Institute of Business Analysts (where he is a committee member), IT Service Management Forum, Canadian Information Processing Society, British Computer Society/Engineering Council, UK, and Project Management Institute. Sola is designated as a Project Management Professional, an Information Systems Professional, and a Chartered Engineer.

**Janice Petley, BA, BEd, MBA, PMP**, is the Director of Atlantic Canada for Procept Associates. With over 20 years of project management experience, Janice teaches public and in-house project management courses on the east coast and elsewhere in Canada. Her typical assignments are definitely PM, but are anything but "typical" PM. For example, in 2003 Janice played a key role on the SARS benefit concert in Toronto with the Rolling Stones. She has created and organized events for CIBC, Chrysler Canada, BMW, Telus, World Youth Day (Pope's visit to Toronto), the Muscular Dystrophy Association, the Canada Games, and Special Olympics International. Drawing upon this experience, Janice provides scenarios in her training which are interesting and accessible to a wide variety of people and organizations.

**Morag Robinson** is a Senior Instructor/Consultant with Procept Associates Ltd. She has over 20 years in business analysis, project management and training roles. For the last 5 years, Morag's main focus has been on an enterprise wide business intelligence system for stores, vendors and merchants. In addition to her role as a BA on this project and many others, Morag has provided training programs for external vendors and facilitated the training of staff prior to systems implementations. Morag has also worked as project manager for a large infrastructure project and a reporting system for over 1000 vendors. Morag has presented at large business intelligence conferences in USA and Canada. Morag has an Honours BA in Psychology, an MBA from Queen's University, and she holds the Certified Business Analysis Professional designation. Morag is a member of the International Institute of Business Analysis.

**Jason Satel** is a Ph.D. candidate in the Faculty of Computer Science at Dalhousie University in Halifax. He has experience teaching university level courses in Computer Science, Psychology and Neuroscience. In particular, he has been involved with the first year Java course in the Faculty of Computer Science for over 5 years, as a teaching assistant, lab manager and instructor. He has nearly 10 years experience using the Java programming language in both academic and research contexts. His research is interdisciplinary, with a focus on computational neuroscience.

**Steve Sutherland** has been involved in the day to day operations of computer systems with duties ranging from multi-level technical support to management, long term planning, training and system administration. A Red Hat Certified Technician, Steve brings real world skills and experience into the field of technology training. He has worked with Dalhousie Continuing Technical Education since 1988, presenting courses on several topics in the fields of internet and website management, website design and programming, introductory and administrative unix and information systems management.

## Registration Information

### To Register or for Further Information

**Tel:** 1-800-565-1179 or 902-494-6079  
(8:00 a.m. - 4:30 p.m. Atlantic Time)  
**Fax:** 902-494-6875  
**Email:** cte@dal.ca  
**Online:** www.cte.dal.ca  
**Mail:** Dalhousie University  
College of Continuing Education  
1459 LeMarchant St., Suite 2201  
Halifax, NS B3H 3P8

**Registration is guaranteed when payment is received. Income tax receipts issued in December on request.**

### Location

Dalhousie University, College of Continuing Education, 1459 LeMarchant St., Suite 2201, Halifax, NS B3H 3P8

### Accommodations

**Lord Nelson Hotel:** 1-800-565-2020  
**Atlantica Halifax Hotel:** 1-888-810-7288

### Parking

Parking passes (\$11.00 per day) should be purchased in advance from our Registration Office (902-494-6079 or 1-800-565-1179) a minimum of 10 business days prior to your course start date. Passes will be mailed out with your registration confirmation. Parking fees are non-refundable.

Please note that parking is very limited on the Dalhousie campus. Parking spaces are not reserved and you should arrive on campus by 8:00 am to obtain a parking spot. We recommend that you park at either the Sir James Dunn or Hancock Hall parking lots. A Dalhousie parking lot map will be sent with parking passes.

### Continuing Education Units

Continuing Education Units (CEUs) will be awarded for participation in these courses. One CEU is equivalent to 10 classroom hours or 10 professional development hours (PDHs). The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

### Engineering Institute of Canada

The College of Continuing Education is a participating partner in the Engineering Institute of Canada (EIC) National Registry of CEUs. Professional Engineers who want to register their CEUs should indicate this on the course registration form.

### Cancellation Policy

If a withdrawal is made up to 10 business days prior to the start of the course, the full fee will be refunded. If a refund is requested after that date, a 20% administration charge will be deducted. For the Certificate Program in Project Management (100% Online), if a withdrawal is made less than 3 business days prior to the start date no refund will be issued. Written notice is required. You may substitute another to attend at no additional cost. If the course is cancelled for any reason, we will contact the registrants and provide a full refund. The university's liability is limited to the return of the registration fee. If a speaker is not available due to unforeseen circumstances, another speaker of equal ability and expertise will be substituted.

Participants withdrawing from a certificate program course should immediately notify Continuing Technical Education, in person or in writing, indicating the reason for withdrawal. Participants may be allowed to apply part of the fee paid to another course offered by Continuing Technical Education.

***Please note that Dalhousie University has a policy of No Scents and No Smoking on campus.***



**Adapt. Compete. Succeed.**

# Registration Form (please print)

## Information & Communication Technology

- |  |        |  |              |
|--|--------|--|--------------|
| <input type="checkbox"/> Introduction to UNIX<br>Sep 20 - Nov 22, Course #6256                                   | \$1195 | <input type="checkbox"/> PMP® Examination Prep Course<br>Oct 5 - Nov 23, Course #6394  | \$1495 + HST |
| <input type="checkbox"/> Introduction to Programming & Problem-Solving with Java<br>Sep 21 - Dec 7, Course #6255 | \$1295 | <input type="checkbox"/> Project Management Essentials<br>Oct 12-14, Course #6221  | \$1395       |
| <input type="checkbox"/> Visual C# for Developers<br>Sep 22 - Dec 1, Course #6257                                | \$1195 | <input type="checkbox"/> The Project Manager's Toolkit: Project Initiation, and Planning (100% Online)<br>Oct 25 - Dec 5, Course #6233 | \$1095       |
| <input type="checkbox"/> Management of Information Systems (100% Online)<br>Sep 28 - Nov 30, Course #6272        | \$1195 | <input type="checkbox"/> Essential Skills in the Project Environment (100% Online)<br>Nov 1 - Dec 12, Course #6235                     | \$1095       |
| <input type="checkbox"/> SQL (100% Online)<br>Sep 29 - Dec 1, Course #6258                                       | \$1195 |  |              |
| <input type="checkbox"/> Intermediate PERL Programming<br>Nov 14-16, Course #6273                                | \$1295 |  |              |
| <input type="checkbox"/> IT Service Management ITIL V3 Foundation<br>Nov 14-16, Course #6229                     | \$1395 |  |              |
| <input type="checkbox"/> Microsoft Project<br>Nov 21-22, Course #6274  | \$1050 |  |              |

## Technical Writing

- |   |        |
|---|--------|
| <input type="checkbox"/> Technical Writing<br>Nov 28-30, Course #6239 | \$1295 |
|---|--------|

## Business Analysis

- |   |        |
|---|--------|
| <input type="checkbox"/> Enterprise & Strategic Analysis<br>Oct 25-27, Course #6200 | \$1395 |
|---|--------|

## Project Management

- |   |        |
|---|--------|
| <input type="checkbox"/> Project Management Fundamentals (100% Online)<br>Sep 6 - Oct 17, Course #6232  | \$1095 |
| <input type="checkbox"/> The Project Manager's Toolkit: Project Execution, Monitoring, Control & Closing (100% Online)<br>Sep 13 - Oct 24, Course #6234 | \$1095 |
| <input type="checkbox"/> Teamwork in the Project Environment (100% Online)<br>Sep 13 - Oct 24, Course #6236   | \$1095 |

## Quality Management

- |   |        |
|---|--------|
| <input type="checkbox"/> Introduction to ISO 9001:2008 Standards<br>Oct 12-14, Course #6334   | \$1395 |
| <input type="checkbox"/> Introduction to Lean Tools & Practices<br>Oct 31 - Nov 1, Course #6348                                     | \$1050 |
| <input type="checkbox"/> Process Based Auditing for Continual Improvement<br>Nov 7-9, Course #6337                                  | \$1395 |
| <input type="checkbox"/> Six Sigma Workout<br>Nov 14-15, Course #6389   | \$1050 |
| <input type="checkbox"/> Implementation & Documentation of a Quality System to the ISO 9001:2008 Standards<br>Dec 5-7, Course #6336 | \$1395 |
| <input type="checkbox"/> Introduction to OHSAS 18001<br>Dec 8-9, Course #6349   | \$1050 |
| <input type="checkbox"/> Facilitation Skills for Professionals<br>Dec 12-13, Course #6390   | \$1050 |

## Risk Management

- |   |        |
|---|--------|
| <input type="checkbox"/> Risk Assessment<br>Sep 19-21 & Oct 3-5, Course #6237             | \$1395 |
| <input type="checkbox"/> Risk Financing<br>Oct 24-26 & Nov 21-23, Course #6047            | \$1395 |
| <input type="checkbox"/> Risk Control<br>Jan 9-11, 2012 + 6 Online sessions, Course #6238 | \$1395 |

## Group Discounts

Multiple participants from the same organization who register for the same course at the same time are eligible for the following group discounts:

- 2 participants: 10%
- 3 participants: 15%
- 4 or more participants: 25%
- Dalhousie Alumni Discount: 15%

Note: Discounts cannot be combined. Lowest qualified discount only will apply.

Dr.  Mr.  Mrs.  Ms.

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Initial(s): \_\_\_\_\_

Name for Badge: \_\_\_\_\_ Current Position: \_\_\_\_\_ Employer: \_\_\_\_\_

Mail Address ( Business  Residence): \_\_\_\_\_

Postal Code: \_\_\_\_\_ Bus. Phone: \_\_\_\_\_ Res.: \_\_\_\_\_

Fax: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Cheque enclosed payable to: Dalhousie University,  
College of Continuing Education  
Interac is available at our office.

Visa  American Express

Mastercard

Card No.: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Register my CEUs with EIC Membership No.: \_\_\_\_\_ Tech. Society/Prof. Eng. Assoc.: \_\_\_\_\_



# YOUR PLACE OR OURS? Customized Training

Dalhousie University College of Continuing Education has been helping organizations achieve success through customized, in-house training for over 30 years. Whether the topic is IT, Engineering, Quality Assurance or General Management, we have the expertise to help your organization adapt, compete and succeed.

## Computer Training Course Schedule

Access 2010 Level I	Sep 26-27, 2011	Dreamweaver CS5 Level I	Oct 17-18, 2011
Access 2010 Level II	Oct 24-25, 2011	Dreamweaver CS5 Level II	Nov 7-8, 2011
Access 2010 Level III	Dec 5-6, 2011	Dreamweaver CS5 Level III	Dec 12-13, 2011
Excel 2010 Level I	Sep 29-30, 2011	Photoshop CS5 Level I	Oct 20-21, 2011
Excel 2010 Level II	Oct 27-28, 2011	InDesign CS5 Level I	Oct 31 - Nov 1, 2011
Excel 2010 Level III	Dec 1-2, 2011	InDesign CS5 Level II	Dec 14-15, 2011
Microsoft Windows 7	Oct 5, 2011	Microsoft Outlook	Nov 2, 2011
PowerPoint 2010 Level I	Oct 6-7, 2011	Office 2010: New Features	Nov 9, 2011
PowerPoint 2010 Level II	Nov 17-18, 2011	Office 2010: Integrated Features	Nov 23, 2011
Acrobat Intro	Oct 12, 2011	Adobe Illustrator CS5	Nov 24-25, 2011
Word 2010 Level I	Oct 13-14, 2011	Visio	Dec 7, 2011
Word 2010 Level II	Nov 3-4, 2011		
Word 2010 Level III	Dec 8-9, 2011		

Detailed course descriptions at [www.cte.dal.ca](http://www.cte.dal.ca)

For more information call:

1.800.565.1179 or 902.494.6079

DALHOUSIE UNIVERSITY  
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