

# **Industry Certifications Ideas for Short Course Offerings or Linkages**

Prepared for the  
Northern Labour Market Information Clearinghouse

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## **The Clearinghouse Project**

The *Clearinghouse Project* is collaboration between the Northern Alberta Development Council and five public colleges located in Northern Alberta. The purpose of the *Clearinghouse Project* is to provide on-going research relevant to the labour-market trends in Northern Alberta. The information collected through the *Clearinghouse Project* is used by the Colleges to assist them in determining strategies to meet the training and employment needs of the Region. Current members in the *Clearinghouse Project* include: Fairview College, Grande Prairie Regional College, Keyano College, Lakeland College, and Northern Lakes College. Twice a year these members convene to determine the research priorities of its Research Consultants.

## **Introduction**

Industry certifications are typically less than one week of specialty training to assist professionals working in a particular industry to renew, up-grade, or increase their qualifications. For the members of the *Clearinghouse* partnership, short course industry certifications can be an excellent avenue to meet industry needs, to create revenue, and to offer training that does not require a huge time commitment. Colleges can creatively use the resources currently on hand to design training seminars, access rights to certification, and many times utilize their location during off hours to provide such services to industry employees.

Professionals are attracted to industry certifications for a variety of reasons. Perhaps the most noteworthy attraction is the little amount of time required to complete such a pursuit while still gaining professional credit for the time spent. Also, certifications are skill specific. Which gives the professional a concrete addition to the list of abilities on their resume. For some industries the certifications may be mandatory while for other industries the certifications may give the individual an edge over otherwise equally qualified applicants.

The target group tends to be employed, has restricted time available, and wants professional recognition for their efforts. These three variables converge to create a market niche that can be tapped into across a variety of industries. And, because the outcome for the individual is immediate professional credit, he/she is very likely to be willing to pay more than the expected cost relative to the cost of a regular course that is a component of a program of studies. This translates into profit for the *Clearinghouse* partners.

The purpose of this report is to offer ideas to the Clearinghouse partners on the types of short course industry certifications they could offer. The primary research method used in the report was Internet searching of professional associations. The suggestions offered are intended to be innovative, in that the research looked beyond those certifications commonly found across Northern Alberta to find fresh ideas for attracting temporary students to your campus.

When reading through the ideas presented in this report it is recommended that you keep an open mind to the possibilities being presented. Most of the ideas are presented by using samples of current certification offerings from associations and / or private training organizations. The intent here is not to expect for your College to offer the exact process of delivery but to heighten your awareness of the certifications available in selected industries. It is also important to keep in mind that the regulations surrounding certain certifications are a reflection of the municipal, provincial, and state laws and guidelines. For some of the ideas presented it will be necessary to do further research on the laws and regulations that govern that particular industry within your boundaries. The options available for actually implementing some of the ideas in the report can include a mixture of targeting only industry professionals, becoming a registered examination location for a program already operating, and/or encouraging full-time students to become members of associations that offer certifications in their field of study.

Information for each company / organization noted in the report is listed in the CONTACTS section. The details (courses required, content etc.) of the majority of the certifications presented in this report are available at the applicable website noted.

## **The Computer Industry**

In recent years certification within the computer industry has taken on a life of its own. Perhaps the most well known, and most expensive, certifications available within this industry are those offered through the Microsoft Corporation. Strategically marketed to become the A gold medal of certification, Microsoft has made its name synonymous with credibility. Quickly jumping into the arena were other powerhouse computer companies, such as IBM and Corel, who realized the huge profit to be made by offering their seal of approval with in-house certification programs.

As a result, the potential student has a variety of choices with regards to certifications within the computer industry. Today it is commonplace for post-secondary institutions to boast about their linkages to certifications such as Java, Visual Basic, product sponsored Service Technician & Networking, and a variety of software programs such as Microsoft Office, Quark Xpress and Adobe Acrobat. While consumer demand for such certifications continues to be high, there appears to be an emerging demand for two divergent streams within the computer industry.

**SECURITY:** The first demand is emerging from the need for security. Not surprisingly, this demand coincides with the increasing use of e-commerce. As the capabilities of e-commerce are advanced with each passing year, current security measures such as firewalls and encrypting need to be advanced also. No doubt the tragedy of September 11<sup>th</sup> is also impacting the increasing demand for security. Thrown into this arena are the ever-present concerns such as hacking and forensics methodology.

Following is a sample of the certifications available through the *Global Incident Analysis Center*, *Guidance Software*, and the *Disaster Recovery Institute*.

In 1999 the System Administration, Networking, and Security (SANS) Institute established the *Global Incident Analysis Center*<sup>1</sup> (GIAC) to monitor new network attacks and provide immediate analysis and response. Certifications from the *Global Incident Analysis Center* are:

- Security Essentials Certification
- Certified Incident Handler (Hackers)
- Certified Windows Security Administrator (Windows NT & 2000)
- Information Security Officer - Will be available in 2002.

*Guidance Software*<sup>2</sup> specializes in forensic analysis. They offer a variety of certifications in this field. The following certification, their most popular, may be of interest to those in investigative roles that cross into computer technology.

#### EnCase Certified Examiner

For individuals who wish to demonstrate expertise in recovering forensic data from computer systems using both EnCase software and proper forensic methodology. Certifications from the *Disaster Recovery Institute (DRI) International*.<sup>3</sup>

Associate Business Continuity Planner

Skill Level: Basic

This entry-level certification is for individuals who have knowledge of business continuity planning and disaster recovery. It's also suitable for individuals interested in the profession who have expertise in a related field such as emergency response.

Certified Business Continuity Planner

Skill Level: Intermediate

Certified Business Continuity Planner is designed for the planner with a minimum of 2 years of experience as a business continuity / disaster recovery planner.

Master Business Continuity Planner

Skill Level: Advanced

This certification is for the experienced, master level disaster recovery planner.

TESTING: Another growing stream in the computer industry is the testing of software. An example of current certification offering comes from *Software Certifications Inc.* <sup>4</sup> *Software Certifications Inc.* had its beginning in 1980 as the *Quality Assurance Institute*. It was established as a professional association to represent the IT quality assurance profession. The first certification began development in 1985 and the first formal examination process was launched in 1990. Today, the Certification program is global; with over 3,000 active students. In Canada, there are four affiliate chapters; three located in Ontario and one located in Quebec. Two specific areas of certification are offered: Certified Software Quality Analyst (CSQA) and Certified Software Test Engineer (CSTE).

To enroll in either program the candidate must be working in the field covered by the certification designation, have a degree from an accredited college level institution or six years of experience in the information services field. Candidates for certification must pass a four-part written examination in order to obtain certification.

*Software Certification Inc.* also offers 3-day seminars that give an overview of the information covered in both these programs. The fees for these seminars are \$1495.00 US and are marketed as primers for individuals interested in advancing to the certification program!

## **The Glass Industry**

Glaziers select, cut, install, and remove all types of glass as well as plastics, granite, marble, and similar materials used as glass substitutes. Residential glazing involves work such as replacing glass in home windows, installing mirrors, shower doors, and display cases. Commercial glazing involves work such as installing storefront windows and constructing metal frameworks for large panels.

Alberta has a professional association for glaziers; however, the best-known resource in the glass industry is the *National Glass Association*<sup>5</sup> (NGA). Founded in 1948, the National Glass Association (NGA) is the largest trade association representing the flat (architectural and automotive) glass industry. NGA's more than 4,900 member companies and international locations, reflect the entire vertical flat glass market. The NGA has developed a certification program especially for glass installers, including automotive. There are no courses of study for the NGA certifications. However, NGA does require minimum work experience to qualify to write the respective examinations.

- Level I Glass Installer (CG) - Examination \$160.00 US (1 year employment)
- Level II - Commercial Interior/Residential Glass Installer (CCRG) - Examination \$160.00 US (5 years employment plus Level 1).
- Level II - Storefront/Curtainwall Glass Installer (CSCG) - Examination \$160.00 US
- Level III Master Glass Installer (CMG) - Examination \$160.00 US
- Certified Auto Glass Repair Technician - Examination \$165.00 US

This certification program is tailored exclusively to the needs of auto glass repair technicians and is sponsored by the National Glass Association (NGA) with the cooperation of the National Windshield Repair Association (NWRA). Candidates must have six months experience in the auto glass repair industry or have completed an auto glass repair training program. All candidates must have performed 200 or more repairs.

- Certified Auto Glass Technician - Examination \$270.00 US (six months experience)
- Master Auto Glass Technician - Examination \$270.00 US: (3 years experience)

## **The Agricultural Industry**

**CONSULTING:** The *Canadian Consulting Argologists Association* <sup>6</sup> offers a professional certification titled Certified Agricultural Consultant. The certification is targeted to professional private consultants. The Association boasts that the professional designation is considered when clients award contracts. The certification process is entwined in the Association's membership. To apply for membership leading to certification one must have a four-year degree and membership in a provincial institute of Argologists. Initially new members are categorized as Active (Consultant), which is maintained for two years. Following the initial two years the membership becomes Certified (Consultant) pending 32 hours of continued education in Business (7 hrs), ethics (1 hr), and general interest (24 hrs). Annual membership fees are \$250.00 CD.

**ANIMAL WASTES:** The *North Carolina Department of Environment and Natural Resources* <sup>7</sup> classifies animal waste management systems based on the types of structures and nonstructural practices serving a feedlot that provide for the collection, treatment, storage, or land application of animal waste. There are two certification categories recognized.

### **Type A Certification - Examination \$25.00 US**

These animal waste management systems generally include components that provide for the collection, treatment, storage and land application of animal waste and primarily rely on an anaerobic lagoon and soil/plant systems for the treatment of animal waste: pumps, pipes and associated appurtenances that convey the waste from point of generation to final treatment/disposal site; flushing systems; solids separation equipment; irrigation equipment; and land application site and crops. Type A animal waste management systems are generally used to treat waste generated by monogastric animals, which produce a low-fiber waste. The certification program consists of a 10-hour course offered through the Department of Ecology & Natural Resources.

### **Type B Certification - Examination \$25.00 US**

These animal waste management systems generally include collection, treatment, storage and land application of animal waste that primarily rely on soil/plant systems for the treatment of animal waste: dry stacks; solids and slurry collection equipment; storage ponds for the collection of solids and runoff; pumps, pipes and associated appurtenances that convey the waste from point of generation to final



disposal. Type B animal waste management systems are generally used to treat waste generated by ruminants and other animals, which produce a high-fiber waste.

Applicants for both Type A and Type B certifications must meet the following criteria:

Knowledge of the laws and regulations related to the operation of animal waste management systems, knowledge of the equipment used in animal waste management systems, completion of the applicable 10-hour training program.

## **Steam & Compressed Air**

*Plant Support & Evaluations Inc.*<sup>8</sup> recently announced the first International Certification program for Steam Systems. The program is designed for persons involved in the design, installation, maintenance, operations, or management of steam systems. There are five levels of certification offered. These certifications may be of interest to power engineers and large plant operators.

### **Level 1 - Associate Steam**

This course is 8 hours and is designed for the beginner. Course content will allow the student to identify and understand the key components (boilers, valves, heat exchangers, steam traps, piping) in the steam system. The student will also learn to apply the basic theories and fundamentals of steam. A practical exam is given at the end of the class.

### **Level 1 Certification - Steam**

The course is 32 hours. The course content will allow the student to identify and understand each component of the entire steam system, from boilers to condensate return systems. A written and practical exam is required.

### **Level 2 Certification - Steam**

The course is 32 hours and is designed for personnel who have successfully completed Level I certification. Course content consists of advanced principles that will allow the student to identify, understand, diagnose, trouble shoot, design and manage the steam system, from boilers to condensate return systems. A written and practical exam is given at the end of the class.

### Level 3 Certification - Steam

The course is 32 hours and is designed for personnel who have successfully completed Level 2 certification and want to achieve the highest understanding of the steam system. In-depth theories of heat transfer, boiler system management, project management and other key components of the steam system are covered. A written and practical exam is required.

### Level 4 Certification - Steam

The course is 32 hours and is designed for personnel who have completed all levels and wish to become a Steam Systems Specialist Instructor. This course will cover through the components of the steam system and how to present the different topics at knowledge different levels. A written and practical exam is required.

### Level 1 - Certification Compressed Air

Evaluates and troubleshoots compressed air systems. Explains how compressed air is produced, dried, filtered, transported and used in a facility. Equipment is detailed, performance issues are outlined, quality considerations are evaluated, troubleshooting skills are focused upon and energy issues are documented. The course also presents the methods needed to establish accountability and manage the compressed air system.

### Level 2 - Certification Compressed Air

This is a continuation of Level 1, with a detailed look at the management of compressed air.

*Plant Support & Evaluations Inc.* also offers a one-day group workshop titled ATap Your Steam@. The workshop covers a complete steam system and discusses twelve (12) action points. The workshop is targeted to companies who employ steam professionals.

## **The Gas Technology Industry**

*Gastec*<sup>9</sup> offers a range of specialist courses in gas and energy technology for management and operational staff involved in installation, equipment and distribution services. Following is a detailed description of two of their most popular programs.

### Gas Distribution Techniques & Safety

This is an extensive training program in modern distribution techniques that is brought on-site to the contractor and his employees. The complete program consists of five 2-day modules, which can be selected based upon the need of the employer. Gastec charges a fee of \$700.00 US per module per person (minimum 10 participants).

### Gas Installation Techniques & Safety

This is an extensive training program in modern installation techniques. Like the Gas Distribution program, this program is also brought on-site, consists of five 2-day modules, which can be selected based upon need, and costs \$700.00 US per module per person.

## **The Environmental Industry**

WASTE WATER: The *California Water Environment Association*<sup>10</sup> has developed a technical certification program for wastewater personnel in the specialties of collection, plant maintenance, bio-solids, environmental compliance, and industrial treatment. The program is constantly revised covering six specialties, with up to four grade levels per specialty. Certification is recognized in California, Michigan, and Alaska. CWEA notes that the certification of wastewater personnel carries with it a legal risk. As such the organization claims to have spent \$250,000 over the last five years upgrading the program to ensure that it is job-related, non-discriminatory and technically defensible. The end result being that CWEA boasts to be on the leading edge of certification nationally and internationally.

WATER TREATMENT: The Certified Water Technologist program is offered by the *Association of Water Technologies*.<sup>11</sup> The certification is targeted to professionals in the water treatment field who have a minimum of five years experience. Academic training is given a portion of credit in lieu of experience. Potential applicants can take the exam without any course requirements. The exam is organized into five sections relating to industrial/commercial water treatment. Topics covered include Chemistry, External Treatment, Boiler Water, Cooling Systems and Health & Safety. The cost of the exam is \$250.00 US, plus a processing fee of \$500.00 US. Re-certification, required every 3 years, costs \$250.00 US. For those interested in the certification that would like some academic training first, the *Association of Water Technologies* offers two 2-day preparation training seminars at a cost of \$600.00 US per person.

**SOLID WASTES:** The *Washington State Department of Ecology*<sup>12</sup> requires that the operator in charge of a solid waste incinerator be certified in the operation and maintenance of such a facility. Topics covered in training must include municipal waste landfills, problem waste landfills, special incinerator ash landfills or monofills, inert waste and demolition waste landfills, and all limited purpose solid waste landfills such as wood waste landfills. To be certified the operator must complete an approved training program and a written examination. Currently, required courses are offered through private instructors for a fee of approximately \$600 US per course. As an alternative, The Department of Ecology is exploring the idea of making training materials available for self-instruction. The feasibility of this concept and possible cost of instructional materials have not yet been determined, but are being pursued.

**HEALTH & SAFETY:** The *National Association of Safety Professionals*<sup>13</sup> offers the Environmental Health and Safety Manager Certification. The course is an independent study program consisting of twelve assignments. Completion of the program earns a Master Certification as an Environmental, Health and Safety Manager. Tuition for the program is \$595.00 US. The University of North Carolina who awards 8 continuing education units for the course recognizes this certification.

The *Institute of Professional Environmental Practice*<sup>14</sup> is the independent, not-for-profit certifying organization for the Qualified Environmental Professional (QEP). The QEP is the first and only credential of its kind. It is a multi-media, multi-disciplinary, fully accredited credential that requires environmental professionals to see "the big picture" and to have the skills and knowledge to solve "real world problems". The QEP is distinguished from other certifications by its cross-disciplinary nature, its qualifying education prerequisites, its rigorous application and examination process, and by its continuing education requirements for re-certification. The QEP establishes standards for the environmental professional and provides a career track for new professionals entering the field. It does not take the place of specialized certifications or registrations, but rather is a unique credential that serves to link and coordinate environmental practice.

Minimum exam requirements are a baccalaureate or equivalent degree in physical, earth or natural sciences, engineering, or mathematics and 5 years of professional work experience. The application to write the exam costs \$100.00 US; another \$200.00 US to write the QEP exam, and an annual renewal cost of \$125.00 US.

The *Institute of Professional Environmental Practice* has published a free examination guide, outlining the subject material, to assist individuals in preparing for the written exam. Currently there are four exam locations in Canada for the QEP: Calgary, Vancouver, Toronto, and Windsor.

The *Institute of Professional Environmental Practice* also offers the Environmental Professional Intern (EPI) certification as an entry-level certification that targets those about to graduate, or professionals who have entered the field within the last five years. EPI candidates are required to pass the written General Environmental Science Exam (Part I). EPIs have the opportunity of being assigned a QEP as a mentor to assist in career guidance.

The *Canadian Environmental Auditing Association*<sup>15</sup> offers certifications that fall under two broad categories leading to four possible designations. The Certified Environmental Auditor designation offers the option of a generic certificate or a specialty in forestry management. While the Environmental Management System Auditor offers two levels of management, one as part of a team, and one as the lead decision maker. Admission to either designation requires a combination of education and experience, completion of a 5-day environmental management course, and a certification exam. The 5-day certification course is offered through private consulting firms, though the Association does note that the list is not complete. The Association provides a listing of its expectations of knowledge and skills for their certifications to assist those interested in designing curricula to meet professional needs. The certification exam costs up to \$625.00 CD with annual renewal fees of up to \$400.00 CD. As of January 2002 there have been 68 Certified Environmental Auditors approved through the Association. Of these 17 are located in Alberta, with only 1 of located in Northern Alberta.

## **The Construction Industry**

Options for specialized training within the construction industry are a reflection of the numerous skills needed to complete a project from beginning to end; from the initial wood framing to the finer touches like geometric porcelain tiling. The following samples of available certifications are just a glimpse at the potential specialties.

INSPECTION: *The National Institute of Building Inspectors*<sup>16</sup> (NIBI) was formed in 1987 to provide professional training and certification to the home inspection industry. NIBI has developed a reputation for raising inspection standards and for

providing assistance to consumers and real estate professionals. In fact, today it is quite common to suggest such a service before the purchase of a home or commercial property. NIBI lists 11 certified professionals in Alberta; all located in the Edmonton area. The training program offered by NBI consists of an introductory course, an extensive final exam, and trial inspections. Only after completing these components can an applicant be eligible for initial certification. Once certified the Building Inspector is required to renew each year with evidence of participation in continuing education seminars.

#### NBI Residential Property Inspections - Certification Course - \$1800.00 US

This introductory course consists of five days detailing the skills of home inspection. The home=s major systems, such as structure, heating, plumbing and electrical are covered in detail. Completion of this course qualifies the student to write the national home inspectors certification exam. As of 2001, this course is available online.

CONCRETE: The *American Concrete Institute*<sup>17</sup> (ACI) has provided the concrete industry with educational seminars since 1969. ACI currently conducts more than 150 seminars each year throughout the United States to 5000 attendees on a variety of concrete-technology related topics such as structural design, durability, repair, troubleshooting, slabs-on-grade, and site paving. The following seminars offer credit for Professional Development Hours (PDHs) and Continuing Education Units (CEUs). Building Code, Design of Masonry Structures, Fiber Reinforced Concrete, Parking Lots and Site Paving, Practical Concrete Materials, Repair Basics, Repair of Concrete, Slabs on Ground, Specifications for Structural Concrete, Supplementary Cementitious Materials, and Troubleshooting Concrete Construction. Seminars cost \$635.00 US per person. Alternatively, in-house, 1-day specialty seminars can be arranged for a cost of \$7000.00 US! In addition to these seminars.

ACI also offers the following certifications: Field Technician, Craftsman, Strength Technician, Laboratory Technician, Aggregate Technician, Inspector-Transportation, Tilt-Up, and Shotcrete Nozzleman.

### **The Human Services**

CONFLICT MANAGEMENT: A certificate in Conflict Management is offered through the *Alberta Arbitration and Mediation Society*.<sup>18</sup> This certificate is designed to provide the interpersonal skills and knowledge necessary to develop

competency and credibility as a dispute resolution professional. In order to receive the Certificate in Conflict Management, participants must complete 210 hours (30 days) of required core and elective courses. In addition, the program includes two skills assessments, one in mediation and one in negotiation. The assessments consist of one-hour videotaped role-play sessions in both negotiation and mediation with a coach/instructor acting as the role-player's with the student as the skilled negotiator or mediator. Cost for the program is \$475.00 CD.

**ARBITRATION:** The *Alberta Arbitration and Mediation Society* also offers a certificate in Arbitration. This certificate is designed to enhance training in the field of arbitration and is intended for those who wish to broaden their knowledge of the scope, application and practice of arbitration as a dispute resolution process, thereby enabling them to establish an arbitration practice. An arbitrator acts rather like a judge, although the arbitrator is not necessarily a lawyer by profession but is more likely to be a layperson knowledgeable in the subject matter of the dispute.

Courses for both certificates are currently offered in Edmonton; in collaboration with Grant MacEwan, in Calgary; in collaboration with the University of Calgary, in Red Deer; in collaboration with Red Deer College, and in Grande Prairie; in collaboration with Grande Prairie Regional College. All courses are recognized by the *Alternative Dispute Resolution Institute of Canada*, as "approved study or training in conflict resolution generally" for the national designations of "Chartered Mediator" or "Chartered Arbitrator".

**PROTECTION OFFICER:** Certifications are offered through the *International Foundation of Protection Officers* <sup>19</sup>, a non-profit organization facilitating the education needs of security supervisors in both the commercial and propriety sectors. To meet this objective, IFPO designed the following distance delivery certifications:

#### Protection Officer - Entry Level

Eight-hour basic training for security professionals or persons interested in the profession. The course is available through the Internet, CD Rom, or distance format. Topics covered include Ethics, Report Writing, Crowd Control and Patrolling. This certification may be used to instruct a number of students simultaneously.

### Protection Officer - Basic

A forty-hour, 12 unit course intended to enhance the professional skills of front-line security. After completing the 12 units, either through the Internet, CD Rom, or distance format, the student is required to pass a final exam. The course costs \$260.00 US. Interestingly, a large part of the content of the training manual has been designed by security specialists from Alberta.

### Protection Officer - Certified

Offered in collaboration with the *American Society for Industrial Security*. The program is designed for protection professionals who are beyond entry level and looking to advance their employment opportunities. The program can be implemented into the classroom environment to augment an existing training program. To earn the certification, candidates must complete the *Protection Officer Training Manual*, which is authored by leaders in the profession.

The *International Foundation of Protection Officers* also offers a number of professional development packages for the industry on topics such as Special Event Planning, The Law & Security Officers, Gaming Security, and Loss Prevention.

RESIDENTIAL CARE: *Community Education*<sup>20</sup> is the largest provider of residential care/assisted living education and certification in the Western United States. The certifications offered through *Community Education* are approved by the California Department of Social Services and the California Board of Registered Nursing.

### Certified Adult Residential Facility Administrator

A 35-hour training course covering topics such as individual program planning, behavior management, and recreation planning. The course is offered for a specific period for one week at a community facility (e.g. hotel conference rooms). The cost is \$230.00 US and requires the successful completion of a certification exam.

PARALEGALS: Formed in 1974, the *National Federation of Paralegal Associations*<sup>21</sup> (NFPA) is the largest national paralegal association currently representing over 17,000 professionals across North America. To support the evolving role of the paralegal NFPA developed the Paralegal Advanced Competency Exam to allow employed paralegals to become registered. Registration consists of a two-tiered exam process, each exam costing \$225.00US.



In order to write Tier 1 the candidate must be a graduate of a degree, which is complemented by or embodies a diploma in paralegal studies plus two years experience. Advancement to Tier 2 requires two additional years of experience after the completion of Tier one. The NFPA has created a study manual (\$55 US), a CD-ROM (\$50 US), and an Internet Review ((\$350 US) course for preparation for the exam.

The NFPA has collaborated with Sylvan Learning as centers for exam locations. Both Sylvan Learning Centers in Alberta (Edmonton & Calgary) are listed as exam sites. However, current listings of Registered Paralegals do not show that a paralegal achieved this status in the province. In order to maintain Registered status NFPA requires continuing legal education of at least 12 hours within two years; one hour of which must be in ethics.

**HEALTH:** The changing role of information management in the health industry has created a need for professional recognition for those responsible for coordinating and maintaining the industry=s collection and dissemination of information. In response to this growing need the *Canadian Health Records Association*<sup>22</sup> (CHRA) has created a certification exam to meet these needs. In order to write the exam the applicant must have completed a diploma from a CHRA recognized program. Currently there are four such programs in Canada; one in British Columbia, Saskatchewan, Manitoba, and Ontario. The cost of the CHRA certification exam is \$275.00 CD. The *Canadian Health Records Association* is in collaboration with a number of universities and colleges across Canada to create a Bachelors program of Health Information Management. Post-diploma, university transfer, and shared arrangements are options being considered by the Association.

**LIFE COACH:** The *Spencer Institute*<sup>23</sup> is an educational organization that provides training and certification for individuals who desire to help others achieve peak performance in life. The *Spencer Institute* offers certification as a Life Strategy Coach. The certification is targeted to mental health counselors, fitness trainers, and business consultants. After completing a collection of core topics such as Smart Nutrition, and Stress Management, the student then has the option of one of two streams. Certified Life Strategies Coach with a business emphasis or the Certified Life Strategies Coach with a wellness emphasis. A third option is to take the "double designation" and specialize in both. The entire certificate is available through home study at a cost of \$950.00 US. The certificate must be renewed every two years for a cost of \$25.00 US. To maintain certification the

student must complete a minimum of 2 units of continuing education credits in relevant life coaching areas.

**RECRUITMENT:** The *University of Buffalo*<sup>24</sup> offers certification in Recruitment through its School of Management. The program consists of 5 on-campus classes that focus on assessing qualifications, employment laws, and behavioral interviewing. The program is targeted to human resource professionals. The cost of the certificate is \$600.00 US.

The *American Academy of Medical Management*<sup>25</sup> offers a specialty certification in Medical Staff Recruitment. To be considered for the certificate the student must be working in the medical recruitment field for a minimum of two years, have passed an internal written exam, and is required to show documentation of continuing education credits. The certification exam costs \$300.00 US.

## **The Hospitality Industry**

**FOOD SAFETY:** ServSafe is a 15-hour certification course offered through *Quest Masters Inc*<sup>25</sup> in collaboration with the National Restaurant Association. The certification is designed for food service professionals who have management responsibilities. The course, based on the textbook "A ServSafe Essentials", costs \$200.00 US. Quest Masters also conducts short (3hrs) in-services for new restaurant staff for \$45.00 per person, and are currently developing a Foodservice Management Professional Certification program.

**HOTEL:** The *American Hotel & Lodging Educational Institute*<sup>27</sup> offers a variety of certifications for employees of hotels. Certifications range from front-line services to hotel management. In recognition of the possible wide range of backgrounds and training of interested applicants, the Institute has created a number of streams a candidate may qualify under in order to write the certification exams. Certification exams cost \$550.00 US. The certifications are valid in the United States and in Canada. Some of the possible certifications are: Certified Hotel Administrator, Certified Food & Beverage, Certified Housekeeping, and Certified Lodging Security.

## **Economic Development**

The University of Waterloo, in collaboration with the *Economic Developers Association of Canada*<sup>28</sup> (EDAC) offers a certification program for professionals in economic development. Beginning in 1983, the program has been revised over the years to reflect changing industry trends. To enroll in the program candidates must have a diploma or degree in a relevant field, a minimum of three years experience, complete the program of studies required for the professional designation, and pass a final comprehensive exam. The certification program consists of 2 courses offered on-campus for one week through the University of Waterloo, the University of Alberta, or the University of Sherbrooke. The student, within a year of completion of each course, is also required to complete a comprehensive research paper. Professional development seminars are also offered through the EDAC.

## Resources

- 1 SANS Institute - Global Incident Analysis Center  
<http://www.sans.org/newlook/home.php>
- 2 Guidance Software  
<http://www.guidancesoftware.com/>
- 3 Disaster Recovery Institute.  
<http://www.dri.ca/>
- 4 Software Certifications Inc.  
<http://www.softwarecertifications.com/>
- 5 National Glass Association  
<http://www.glass.org/>
- 6 Canadian Consulting Argologists Association  
<http://www.consultingargologists.com/>
- 7 North Carolina Department of Environment and Natural Resources  
<http://www.enr.state.nc.us/>
- 8 Plant Support & Evaluations Inc  
<http://www.plantsupport.com/>
- 9 Gastec  
<http://www.gastec.com/>
- 10 California Water Environment Association  
<http://www.cwea.org/>
- 11 Association of Water Technologies  
<http://www.awt.org/>
- 12 Washington State Department of Ecology  
<http://www.ecy.wa.gov/>

- 13 National Association of Safety Professionals  
<http://www.naspweb.com/>
- 14 Institute of Professional Environmental Practice  
<http://www.ipep.org/>
- 15 Canadian Environmental Auditing Association  
<http://www.ceaa-acve.ca/>
- 16 The National Institute of Building Inspectors  
<http://www.nibi.com/>
- 17 American Concrete Institute  
<http://www.aci-int.net/>
- 18 Alberta Arbitration and Mediation Society  
<http://www.aams.ab.ca/>
- 19 International Foundation of Protection Officers  
<http://www.ifpo.com/>
- 20 Community Education  
<http://www.communityed.com/>
- 21 National Federation of Paralegal Associations  
<http://www.paralegals.org/>
- 22 Canadian Health Records Association  
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- 23 Spencer Institute  
<http://www.spencerinstitute.com/>
- 24 University of Buffalo  
<http://www.buffalo.edu/>
- 25 American Academy of Medical Management  
<http://www.epracticemanagement.org/>

- 26 Quest Masters Inc  
<http://www.howardcc.edu/>
- 27 American Hotel & Lodging Educational Institute  
<http://www.ahma.com/>
- 28 Economic Developers Association of Canada  
<http://www.edac.ca/>