**Digital Credentialing Process**

**For Internal Use**

Updated on May 2022

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# 

# PURPOSE

The purpose of this document is to establish the procedures and principles for the use, design and application of digital credentials that are awarded by the Health Leadership & Learning Network.

# TERMS OF REFERENCE AND NOMENCLATURE

# Digital Credential Standards (adapted from UNESCO digital credentialing report, eCampus Ontario micro-certification principles and framework, IMS Global Competencies and Academic Standards Exchange (CASE), Lumina Foundation Connecting Credentials: A Beta Credential Framework)

**Criteria:** **Digital Credentials** offered by the Faculty of Health at York University (including the Health Leadership and Learning Network) must demonstrate **verification**, **relevance**, **ownership** (to the individual earner), **assessment**, and **extensibility**. Digital credentials articulate **specialized or social skills** or **specialized knowledge** based on the competency framework items used by HLLN and adapted from Lumina Foundation and IMS Global CASE.

**Purpose:** The purposes of digital credentials are **recognition of learning** and **validation** of skills and knowledge. Digital credentials can be **stackable credentials** that build up an individual’s qualification or help an individual move along a career or education pathway towards a milestone digital credential (i.e. professional certificate) that delineates a **professional standard**.

**Functionality:** Digital credentials issued must demonstrate **portability** and the technology must be **interoperable**.

*\*Note: See nomenclature section for terms highlighted in bold*

# B. Nomenclature (adapted from UNESCO digital credentialing report, eCampus Ontario micro-certification principles and framework, Lumina Foundation Connecting Credentials: A Beta Credential Framework)

* **Assessment:** Digital credentials will require evidence of achievement of outcomes. Evidence will be embedded and visible to employers where possible.
  + Assessments are short tests students must complete by the end of their program end date
  + Assessments are part of most of HLLN’s certificate programs (please note some certificate programs might not have an assessment, same case with HLLN’s Professional Certificates, these have an Evaluative Experiential Learning Module instead )
  + Assessments are one of HLLN’s compulsory components students must submit and pass to earn digital credentials ( program attendance is another mandatory requirement, and in some cases the Legal Issuies for Health Coaches and Navigators Webcast)
  + Assessments does not replace nor is similar to the Evaluative Experiential Learning Module (EELM), these last only applies to professional certificate programs
  + HLLN has designed **assessments** for the Digital Credentials “Skills Achievement” types: Fundamental and Advanced.
  + Assessments are found in our Learning Management System (eClass) within each program page template
  + Students will have only one opportunity to complete and pass the assessment, if they fail they need to retake the program (a 35% discount of the program fee will be offered to the student)
  + They most obtain a satisfactory grade in their assessments, in order to earn the digital credential (please note, program attendance is another requirement to earn a digital credential)
  + PLEASE NOTE: The term “assessment” should only be used to refer to the “tests” located in our Learning Management System (eClass)”. Students must take and pass them to earn a Fundamental or Advanced Digital Credential.

***Please note: only on a case-by-case situation HLLN may consider other alternatives on how the students could submit their assessments. E.g HLLN sending the word version of the assessments located in the shared drive to the students and asking them to submit them by a specific time frame***

* **Assigments**: These are tasks or activities attached to HLLN’s programs.

They arenot a compulsory component of HLLN’s programs. Their submission does not depend on students earning their certificates of completion or digital credentials. That said it is recommended students complete all programs assignments.

* **Certificate of completion:** Honors successful completion of HLLN’s programs.
  + Certificates of completion are offered with all HLLN's programs
  + It is a pdf document that  indicates that an individual has successfully completed **all program mandatory requirements.**
  + **It is sent to the students’ emails 2-3 week after program end date.**
  + Please note, the certificate of completion does not replace nor is similar to digital credentials
* **Competency:** A learnable, measurable, role-relevant, and behaviour-based characteristic or capability of an individual.
* **Digital Credentials** (not digital badge): Electronic representation of learning and assessed competencies acquired by an individual that is additional, alternate, complementary to, or a component of a formal qualification.
  + It differs from a traditional credential that is a paper-based representation commonly referred to as a transcript.
  + Digital credentials are typically issued as a clickable graphic that contains an online record of 1) an achievement, 2) the work required for the achievement, 3) evidence of such work, and 4) information about the organization, individual or entity that issued the credential.
* **Earner:** A student who has met the necessary requirements to earn a digital credential. The requirements have been defined by HLLN.
* **Evaluative Experiential Learning Module (EELM):**
  + It is one of HLLN’s compulsory components students must submit and pass to earn digital credentials ( program attendance is another mandatory requirement, and in some cases the Legal Issuies for Health Coaches and Navigators Webcast)
  + The Evaluative Experiential Learning Module is the last milestone of our **Professional Certificates (PC)**.
  + Do not use the term “assessment” when you refer to the Evaluative Experiential Learning Module (EELM)
  + ELLM is not the same to “assessments” on HLLN’s argot, as defined on a previous page
  + Depending on the Professional Certificate the ELLM can be applied in the form of an action learning projects or observed skills demonstration/practicum.

1. Action Learning Project (ALP) type: This option gives the student the opportunity to apply program material to the student’s workplace needs using a mentoring approach with our instructor.

* This ELLM type is part of the following HLLN’s programs: Director of Care in Clinical Leader PC, Clinical Leader PC, Decision Support Facilitator PC, Psychological Health & Safety PC and Program Evaluator PC
* The student will need to attend all program components, complete and present their ALPs to earn the following digital credential type: Professional Mastery Level
* If the student completed all program components but did not complete his/her action ALP, the student will not receive his/her digital credential
* Students will ony have **one** opportunity to pass their “ALPs”
* They will receive a pass or fail grade - Please note students will only fail their ALPs if the instructor confirms the person did not meet the program expectations and the ALP criteria. If that is the case they will need to retake the whole course ( a 35% discount will be offered to retake the program)

**b**) Observed Skills Demonstration or practicum type:This option is a one-on-one summative assessment. The student will spend 60-90 minute completing three 20-minute case-based simulations with a standardized person actor either in-person or via Zoom videoconferencing, which will be videotaped. The videos will be sent to the instructor to be graded based on a scoring grid.

* This ELLM type is part of the following HLLN’s programs: Cancer Coaching PC, Health Coach PC and Patient Navigator HC programs.
* The student will need to attend all program components and receive a satisfactory standing to receive his/her professional certificate. Please note students must pass the “Evaluative Experiential Learning Module”: in order to earn the following digital credential type: Professional Mastery Level
  + - Students will ony have **two** opportunities to pass this“Evaluative Experiential Learning Module” type
    - The cost to take or retake this type of EELM– observed skills demonstration or practicum type - will be $685+plus 13% HST
* **Extensibility:** Digital credentials will be designed to facilitate continuous pathway for lifelong learning, where possible.
* **Issuer:** Person or organization that creates/ offers digital credentials and issues them to learners. In this case the issuer is HLLN.
* **Interoperable:** The exchangeability between a range of products, or similar products from several different providers, or even between past and future revisions of the same product. Interoperability may be developed post-facto, as a special measure between two products, while excluding others, by using open standards. When a vendor is forced to adapt its system to a dominant system that is not based on open standards, it provides not interoperability but compatibility.
* **Ownership:** Once awarded, digital credentials and associated data will be the property of the earner.
* **Portability:** The ability to share and translate credentials from one context to another and to represent them in different combinations for different audiences.
* **Professional Certificate:**

Our Professional Certificates:

* Require completion of 3-4 short certificates on a learning pathway or 1 longer multi-module certificate (typically 8-12 instruction days in total).
* Require passing an **Evaluative Experiential Learning Module** such as an action learning projects or observed skills demonstration (additional fee may apply depending on program).
* Will allow students  to acquire a thematic set of workplace relevant skills, each represented by a [digital credentials](https://hlln.info.yorku.ca/digitalcredentials/). These skills digital credentials are stackable towards the professional certificate, which will also be represented by a **Professional Certificate Digital Credential.**
* Our Professional Certificate are the following:
  + Cancer Coaching Professional Certificate
  + Clinical Leader Professional Certificate
  + Decision Support Facilitator Professional Certificate
  + Director of Care in Clinical Leader Professional Certificate
  + Health Coach Professiona Certificate
  + Patient Navigator Professional Certificate
  + Program Evaluator Professional Certificate
  + Psychological Health & Safety Professional Certificate
* **Professional standard:** A public statement that describes the professional knowledge, professional practice and professional engagement required of someone working in a professional capacity.
* **Program:** HLLN uses the term “ program” instead of ”course” ( you may also use the terms Certificate or Professional Certificate depending on the type of program)

Programs have broader learning objectives than “courses” could have, that is why HLLN prefer the term program

* **Relevance:** To ensure competencies are currently relevant to the labour market. Relevance is achieved through consultation and partnership between employers and post-secondary institutions.
* **Social skills:** An individual’s ability to be aware of the behaviour of others and of differing viewpoints, to communication with others effectively, and to work effectively with people from diverse backgrounds and points of view.
* **Recognition of learning:** The principles and processes through which the knowledge, skills and competences of a person are made visible, mediated and assessed for the purposes of certification, progression and professional standing.
* **Specialized knowledge:** What a learner knows, understands and can demonstrate in terms of the body of facts, principles, theories and practices related to specialized fields of study or work, including command of the vocabularies, theories and skills of the focused field of study.
* **Specialized skills:** What a learner can do in applying knowledge, completing tasks and solving programs that are occupational and discipline specific.
* **Stackable Credentials:** A credential that is part of a sequence of credentials that can be accumulated over time to build up an individual’s qualifications and help that individual move along a career pathway to further education, different responsibilities and potentially new roles.

*Note:* *A HLLN Professional Certificate requires the completion of 3-4 short Certificates on a learning pathway or 1 longer multi-module Certificate (typically 8-12 instruction days in total)*

* **Validation:** Measured and validated learning – Includes assessments or documentations that an individual is competent to perform the skills as reflected in a specific credential.
* **Verification:** To check the source and authenticity of a credential. This is a fundamental aspect of increasing trust in novel forms of credentials and assessments based on big data.

# BACKGROUND

Digital credentials for HLLN represents the attainment, or successful demonstration, of a skill or knowledge (learning) relevant for workplaces or industry gain by a student after finishing one or more of our programs.

# PRINCIPLES

## A. Ownership

The awarding and ownership of a digital credential is the right of the Health Leadership & Learning Network (HLLN).

It is also the right of HLLN to revoke a digital credential that has been issued to a person in any of the following situations:

* For Digital Credentials – “Skills Achievement” type: The student did not possess the skill that was being assessed
* For Digital Credentials – “Learning Achievement” type: The student did not attend nor/or complete the program
* Digital Credentials acquired through fraudulent or dishonest means

## B. Competency Framework

# Adapted from IMS Global Competencies and Academic Standards Exchange (CASE), Lumina Foundation Connecting Credentials: A Beta Credential Framework)

This competency framework consists of competency framework items, which are statements of what the learner will know and be able to do, and protocols for the creation and naming of each competency that will be represented by a digital credential.

Digital credentials at HLLN are divided into ‘Fundamental,’ ‘Advanced’ and ‘Professional’ competency level categories and ‘Learning’ or ‘Validation’ achievement types. The competency levels have been adapted from Lumina Foundation Connecting Credentials: A Beta Credential Framework and are detailed below.

The ‘Learning’ achievements indicate structured learning that is not measured. ‘Validation’ achievement indicates measured and validated learning.

## Fundamental Skills Category – Validation Achievement

‘Fundamental Skills’ digital credentials articulate specialized skills or social skills for non-degree studies. These digital credentials are validation of specialized or social skills at a fundamental level described below.

## *Specialized Skills (Note: Suitable for hard skills such as clinical, critical/systems thinking, research, computing software skills etc.)*

Fundamental level – Depth, Breadth and Dimension (Adapted from level 3 of 8 levels of specialized skills in Lumina Foundation Beta Credential Framework)

* Demonstrates a broad range of cognitive and practical skills, which facilitate autonomous preparation for performing tasks and problem solving, identifying and using relevant methods and skills to complete tasks and to address well-defined problems having a measure of complexity.
* Evaluates results in accordance with criteria which are largely pre-stipulated, provides simple reporting of methods and results.

## *Social Skills (Note: Suitable for ‘soft’ skills such as communication, problem solving etc.)*

Fundamental level – Depth, Breadth and Dimension (Adapted from level 3 of 8 levels of social skills in Lumina Foundation Beta Credential Framework)

* Demonstrates strong interpersonal abilities required in learning and in the workplace, in particular the ability to:
  1. articulate processes and results,
  2. share and receive specialized knowledge when required and
  3. demonstrate and explain skills to others
* Learns and works in complex and heterogeneous groups.
* Helps shape the work within a group in a learning or working environment.
* Presents clear, timely and relevant information on processes and results to the appropriate recipients.

## Advanced Skills Category – Validation Achievement

‘Advanced Skills’ digital credentials articulate specialized skills or social skills for non-degree studies. These digital credentials are validation of specialized or social skills at an advanced level described below.

## *Specialized Skills (Note: Suitable for hard skills such as clinical, critical/systems thinking, research, computing software skills etc.)*

Advanced level – Depth, Breadth and Dimension (Adapted from level 5 of 8 levels of specialized skills in Lumina Foundation Beta Credential Framework)

* Demonstrates an extended, broad range of specialized cognitive and practical skills.
* Identifies and frames complex problems in selected areas of study and work, and distinguishes among ideas, concepts, theories or practical approaches to solve those problems.
* Plans work processes across learning and work areas. Evaluates such processes, comprehensively considering alternatives and their potential impacts.

## *Social Skills (Note: Suitable for ‘soft’ skills such as communication, problem solving etc.)*

Advanced level – Depth, Breadth and Dimension (Adapted from level 4-5 of 8 levels of social skills in Lumina Foundation Beta Credential Framework)

* Demonstrates advanced interpersonal abilities required in learning and in the workplace, in particular the ability to communicate effectively about solutions to complex problems when the subject matter may be moderately sensitive, controversial or likely to be questioned or challenge

Demonstrates advanced interpersonal abilities required in learning and in the workplace, including the ability to present complex facts and circumstances and to communicate about solutions in a manner that is contextually appropriate to cross-disciplinary audiences

* Plans and structures work processes in a collaborative manner, including within heterogeneous groups.
* Acts in an anticipatory manner while considering the interests and requirements of others.
* Evaluates the potential consequences for work processes within teams, instructs others and provides well-founded learning guidance.
* Assists in shaping the work in a group according to the learning or work environment of such a group while offering ongoing support

## Professional Certificate Category – Validation Achievement

‘Professional Certificate’ digital credentials articulate mastery of specialized skills or social skills for non-degree studies. These digital credentials are validation or certification (if accredited by external professional association) of specialized or social skills at a professional level described below.

## *Specialized Skills (Note: Suitable for hard skills such as clinical, critical/systems thinking, research, computing software skills etc.)*

Professional level – Depth, Breadth and Dimension (Adapted from level 6 of 8 levels of specialized skills in Lumina Foundation Beta Credential Framework)

* Demonstrates and applies a comprehensive range of methods for processing complex tasks and problems within a scientific subject, field of study or field of professional activity.
* Differentiates and evaluates theories and approaches to selected complex problems within the chosen field of study or professional activity.

## *Social Skills (Note: Suitable for ‘soft’ skills such as communication, problem solving etc.)*

Professional level – Depth, Breadth and Dimension (Adapted from level 6-7 of 8 levels of specialized skills in Lumina Foundation Beta Credential Framework).

* Takes responsibility while working in expert teams and shows responsibility in leading groups or organizations.
* Instructs the professional development of others and acts in an anticipatory manner to address problems within teams.
* Demonstrates advanced interpersonal abilities required in learning and in the workplace, including the ability to comprehensively and clearly communicate about methods, technologies, knowledge and ideas. This includes the ability to present arguments and solutions to complex problems, even when subject matter is highly complex, unfamiliar or technical.
* Demonstrates the ability to build consensus and apply negotiating practices in a group or interactive environment.

## *Specialized Knowledge*

Professional level – Depth, Breadth and Dimension (Adapted from level 5 of 8 levels of knowledge in Lumina Foundation Beta Credential Framework)

* Demonstrates advanced competencies for the processing of comprehensive tasks assigned within a complex and specialized field of study or occupational activity subject to change. This requires the ability to select and apply appropriate theoretical knowledge and practical skills to perform technical tasks in a broad range of contexts.
* Demonstrates integrated and specialized professional knowledge within a field of study or occupational activity. This includes deeper theoretical and professional knowledge, including the scope, the core theories and practices and the limitations of the field of study or field of occupational activity.

## Knowledge Category - Learning Achievement

‘Knowledge’ digital credentials articulate specialized knowledge at a fundamental or advanced level for non-degree studies.

Fundamental level – Depth, Breadth and Dimension (Adapted from level 2 of 8 levels of knowledge in Lumina Foundation Beta Credential Framework)

* Demonstrate basic knowledge within a field of study or work that includes relevant principles and practices
* Demonstrates achievement of fundamental competencies to complete technical, routine tasks within a structured filed of study or work largely subject to overall direction of guidance

Advanced level – Depth, Breadth and Dimension (Adapted from level 4 of 8 levels of knowledge in Lumina Foundation Beta Credential Framework).

* Demonstrates a comprehensive theoretical and technical knowledge within a field of study or occupational field to determine solutions to unfamiliar patterns
* Demonstrates competencies for processing well-defined technical tasks that are less structured and included non-routine tasks. These tasks have some degree of complexity, assigned within a comprehensive field of study of occupational activity subject to some change and largely subject to overall supervision or guidance

## COMPETENCY NAMING PROTOCOL for non-degree studies via HLLN:

1. Faculty member/instructor who is the content expert determines the competency (specialized knowledge, specialized skill and/or social skills) that the students can gain in a specific course or learning experience
2. Competencies identified are mapped to competencies that are “in demand” and listed in industry (through consultation with industry and/or data through Burning Glass, National Occupational Classification (NOC), EBSCO etc. ) in collaboration with the faculty member/instructor if need be.
3. Assuming competencies map, digital credentialing manager will work with the faculty member/instructor together to select relevant competencies, and narrow it down to 1-2 of the most salient competencies, as well as secondary competencies that can articulated in the metadata
4. Create and name digital credential based on the selected competency either as a knowledge or skill (*note: we do not need to distinguish between specialized or social skill at this point*)
5. Determine competency level – fundamental or advanced knowledge or skill
6. Optional - Determine context (i.e. specific condition, disease state, sector, audience, client population) in meta data
7. If applicable, create a plan for how digital credentials can be stacked towards a ‘milestone’ professional or expert level digital credential
8. Professional or expert digital credential would be represented as a certificate or diploma and identify job title or subject matter expertise in title and the context in the meta data.

## C. What Digital Credential Visuals Represent at the Health Leadership & Learning Network

Digital Credentials are organized by two categories: Achievement Type and Mastery Level. The categories are represented through the following iconography, colours, and taxonomy.

### Achievement Type:

There are three types of achievements represented in our digital credentials: **Skill**, **Professional Certificate**, and **Learning**.

1. **The ‘Skill ‘(**Symbol A screenshot of a cell phone

   Description automatically generated ): The ‘Skill’ achievement validates professional competencies through the completion of measured and validated learning. This includes the completion of an assessment with a satisfactory standing. Skill digital credentials can be stacked along a learning pathway towards a professional certificate.
2. **The ‘Professional Certificate’** (Symbol: A screenshot of a cell phone

   Description automatically generated): Represents a milestone digital credential that is earned through the completion of a series of measured and validated learning. An individual summative assessment must also be completed at the end of the learning pathway with a satisfactory standing. Professional Certificates may also be industry recognized or validated where applicable.
3. **The ‘Learning’** (TBD - Add Symbol for Learning): The ‘Learning’ achievement recognizes the completion of structured learning around a professional competency that is not measured. This achievement type is used for learning that is not part of a pathway towards a professional certificate.

### Mastery Levels:

There are three types of mastery levels represented in our digital credentials: **fundamental and advanced levels are organized by ‘Skill’ or ‘Learning’ achievement type**, and **professional level** are used solely for the professional certificate achievement.

1. **Skill Achievement – Fundamental and Advanced Mastery Levels**

**Fundamental:** The fundamental level is represented by the colour **RED** and maps onto three or more of following standards\* *within the context of the named competency*.

A screenshot of a cell phone

Description automatically generated

* Demonstrates a broad range of cognitive and practical skills, which facilitate autonomous preparation for performing tasks and problem solving, identifying and using relevant methods and skills to complete tasks and to address well-defined problems having a measure of complexity.
* Evaluates results in accordance with criteria which are largely pre-stipulated, provides simple reporting of methods and results.
* Demonstrates strong interpersonal abilities required in learning and in the workplace, and the ability to:

1. articulate processes and results,
2. share and receive specialized knowledge when required and
3. demonstrate and explain skills to others

* Learns and works in complex and heterogeneous groups.
* Helps shape the work within a group in a learning or working environment.
* Presents clear, timely and relevant information on processes and results to the appropriate recipient.

**Advanced:** The advanced level is represented by the colour **GREY/SILVER** and maps onto three or more of following standards\* *within the context of the named competency*.

A screenshot of a cell phone

Description automatically generated

* Demonstrates an extended, broad range of specialized cognitive and practical skills.
* Identifies and frames complex problems in selected areas of study and work, and distinguishes among ideas, concepts, theories or practical approaches to solve those problems.
* Plans work processes across learning and work areas. Evaluates such processes, comprehensively considering alternatives and their potential impacts.
* Demonstrates advanced interpersonal abilities required in learning and in the workplace, in particular the ability to communicate effectively about solutions to complex problems when the subject matter may be moderately sensitive, controversial or likely to be questioned or challenged.
* Demonstrates advanced interpersonal abilities required in learning and in the workplace, including the ability to present complex facts and circumstances and to communicate about solutions in a manner that is contextually appropriate to cross-disciplinary audiences
* Plans and structures work processes in a collaborative manner, including within heterogeneous groups.
* Acts in an anticipatory manner while considering the interests and requirements of others.
* Evaluates the potential consequences for work processes within teams, instructs others and provides well-founded learning guidance.
* Assists in shaping the work in a group according to the learning or work environment of such a group while offering ongoing support.

1. ***Professional Certificate Achievement – Professional Mastery Level***

**Professional:** The professional level is represented by the colour **YELLOW/GOLD** and maps onto three or more of following standards\* *within the context of the named competency*.

A screenshot of a cell phone

Description automatically generated

* Demonstrates and applies a comprehensive range of methods for processing complex tasks and problems within a scientific subject, field of study or field of professional activity.
* Differentiates and evaluates theories and approaches to selected complex problems within the chosen field of study or professional activity.
* Takes responsibility while working in expert teams and shows responsibility in leading groups or organizations.
* Instructs the professional development of others and acts in an anticipatory manner to address problems within teams.
* Demonstrates advanced interpersonal abilities required in learning and in the workplace, including the ability to comprehensively and clearly communicate about methods, technologies, knowledge and ideas. This includes the ability to present arguments and solutions to complex problems, even when subject matter is highly complex, unfamiliar or technical.
* Demonstrates the ability to build consensus and apply negotiating practices in a group or interactive environment.
* Demonstrates advanced competencies for the processing of comprehensive tasks assigned within a complex and specialized field of study or occupational activity subject to change. This requires the ability to select and apply appropriate theoretical knowledge and practical skills to perform technical tasks in a broad range of contexts.
* Demonstrates integrated and specialized professional knowledge within a field of study or occupational activity. This includes deeper theoretical and professional knowledge, including the scope, the core theories and practices and the limitations of the field of study or field of occupational activity.

***C. Learning Achievement – Fundamental and Advanced Mastery Levels***

**Fundamental:** The fundamental level is represented by the colour **RED** and maps onto the following standards\* *within the context of the named competency*.

* Demonstrate basic knowledge within a field of study or work that includes relevant principles and practices
* Demonstrates achievement of fundamental competencies to complete technical, routine tasks within a structured filed of study or work largely subject to overall direction of guidance

**Diagram

Description automatically generated**

**Advanced:** The advanced level is represented by the colour **GREY/SILVER** and maps onto the following standards\* *within the context of the named competency*.

* Demonstrates a comprehensive theoretical and technical knowledge within a field of study or occupational field to determine solutions to unfamiliar patterns
* Demonstrates competencies for processing well-defined technical tasks that are less structured and included non-routine tasks. These tasks have some degree of complexity, assigned within a comprehensive field of study of occupational activity subject to some change and largely subject to overall supervision or guidance.

A picture containing text, electronics

Description automatically generated

\*SOURCE Adapted from Lumina Foundation (2015). Connecting Credentials: Building a System for Communicating About and Connecting Diverse Credentials report.

## D. Design and Development

HLLN’s digital credentials are designed, developed and managed only by HLLN, to ensure integrity and consistency in its design, proper validations of the skill(s) or knowledge (learning)

|  |  |  |
| --- | --- | --- |
| Program | Skill (s) | Digital Credential Type |
| Patient Navigation Certificate | \*Care Coordination  \*Patient Needs Assessment | Fundamental Skills |
| Advanced Patient Navigation Certifficate | \*Care Coordination  \*Patient Needs Assessment | Advanced Skills |
| Cultural Safety for Health Coaches & Navigators Certifficate | \*Cultural Safety | Fundamental Skills |
| Motivational Interviewing Certificate | \*Motivational Interviewing | Fundamental Skills |
| Advanced Motivational Interviewing Certifficate | \*Advanced Motivational Interviewing | Advanced Skills |
| Lifestyle & Wellness Health Coach Certifficate | \*Health Coaching Therapeutic Intervention  \*Motivational Interviewing | Fundamental Skills |
| Chronic Disease Management Health Coach Certifficate | \*Health Coaching Therapeutic Intervention  \*Care Planning | Advanced Skill  Fundamental Skill |
| Wound Care Certificate (incl. Wound Care in Remote Settings) | \*Wound Care | Fundamental Skill |
| Advanced Wound Care Certificate | \*Advanced Wound Care | Advanceds Skill |
| Cancer Coaching Professional Certificate | \*Cancer Coaching | Professional Certificate |
| Clinical Leader Professional Certificate | \*Clinical Leader | Professional Certificate |
| Decision Support Facilitator Professional Certificate | \* All skills acquired from the learning pathway plus the Evaluative Assessment | Professional Certificate |
| Director of Care In Clinical Leader Professional Certificate | \*DOC In Clinical Leader | Professional Certificate |
| Psychological Health and Safety in the Workplace Professional Certificate | \*Psychological Health and Safety | Professional Certificate |
| Program Evaluator Professional Certificate | \*Program Evaluator | Professional Certificate |
| Health Coach Professional Certificate | \*All skills acquired from the learning pathway plus the Evaluative Assessment | Professional Certificate |
| Patient Navigator Professional Certificate | \*All skills acquired from the learning pathway plus the Evaluative Assessment | Professional Certificate |

## E. How will the student earn a digital credential?

* + HLLN is committed to ensuring the integrity and credibility of its digital credential. Recognition of a skill or learning, which has been acquired or developed after the student.
  + From May 1st, 2022 digital credentials are not optional in any of the following programs:
* Lifestyle & Wellness Health Coach Certificate
* Chronic Disease Management Health Coach Certificate
* Patient Navigation Certificate
* Advanced Patient Navigation Certificate
* Cultural Safety for Health Coaches & Navigators Certificate
* Motivational Interviewing Certificate
* Advanded Motivational Interviewing Certificate
* Wound Care Certificate (incl. Wound Care in Remote Settings)
* Advanced Wound Care Certificate
* Health Coach Professional Certificate
* Patient Navigator Professional Certificate
* Cancer Coaching Professional Certificate
* Clinical Leader Professional Certificate
* Decision Support Facilitator Professional Certificate
* Director of Care in Clinical Leader Professional Certificate
* Psychological Health & Safety in the Workplace Professional Certificate
* Program Evalutor Professional Certificate
* There are no additional fees students must pay to earn their digital credentials
* The d[igital credentials](https://hlln.info.yorku.ca/digitalcredentials/)the same as our certificates of completion are issued approximately two to three weeks after the end of the program, as long as the students have :
* Attended all sessions
* Completed and passed all assignments and assessments, as they may be assigned during the program
* *if applicable, attended the*[*Legal Issues for Health Coaches & Navigators Webcast*](https://hlln.info.yorku.ca/open-programs/legal-issues-for-health-and-wellness-coaches-webinar/) (this webcast is part of the following programs: [Lifestyle and Wellness HC Certificat](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)e, [Chronic Disease Management HC Certificate](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) and[Advanced Patient Navigation Certificate](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/)
* **Students must complete and submit their assessments before the program end date, no exceptions will be made.**

***Please note: only on a case-by-case situation HLLN may consider other alternatives on how the students could submit their assessments. E.g HLLN sending the word version of the assessment located in the shared drive to the students and asking them to submit it by a specific time frame***

# F. Terms and Conditions – DC in HLLN’s Programs

COST

No additional costs attached to the digital credentials.

ASSESSMENTS

* + Assessments are short tests students must complete by the end of their program end date
  + Assessments are part of most of HLLN’s certificate programs (please note some certificate programs might not have an assessment, same case with HLLN’s Professional Certificates, these have an Evaluative Experiential Learning Module instead )
  + Assessments are one of HLLN’s compulsory components students must submit and pass to earn digital credentials ( program attendance is another mandatory requirement, and in some cases the Legal Issuies for Health Coaches and Navigators Webcast)
  + Assessments does not replace nor is similar to the Evaluative Experiential Learning Module (EELM), these last only applies to professional certificate programs
  + HLLN has designed **assessments** for the Digital Credentials “Skills Achievement” types: Fundamental and Advanced.
  + Assessments are found in our Learning Management System (eClass) within each program page template
  + Students will have only one opportunity to complete and pass the assessment, if they fail they need to retake the program (a 35% discount of the program fee will be offered to the student)
  + They most obtain a satisfactory grade in their assessments, in order to earn the digital credential (please note, program attendance is another requirement to earn a digital credential)
  + PLEASE NOTE: The term “assessment” should only be used to refer to the “tests” located in our Learning Management System (eClass)”. Students must take and pass them to earn a Fundamental or Advanced Digital Credential.

***Please note: only on a case-by-case situation HLLN may consider other alternatives on how the students could submit their assessments. E.g HLLN sending the word version of the assessments located in the shared drive to the students and asking them to submit them by a specific time frame***

RECEIVING A DC  
  
Once students pass the assessment or the Evaluative Experiential learning Module, they will receive an email from Credly Acclaim on how to claim their digital credentials

POLICIES

* In order to claim their digital credential(s) students are required to share their names and email addresses with Credly (personal emaisl are highly recommended). They remain in control of what they share and make visible to other users.  
    
  Student read more about Credly and Acclaim's privacy policies at https://credly.com/privacy and <https://www.youracclaim.com/privacy>.
* HLLN can only issue digital credentials with the following programs:  
  a) Certificates:
  + Patient Navigation Certificate
  + Advanced Patient Navigation Certificate
  + Cultural Safety for Health Coaches & Navigators Certificate
  + Motivational Interviewing Certificate
  + Lifestyle & Wellness Health Coach Certificate
  + Chronic Disease Management Health Coach Certificate
  + Wound Care Certificate (incl. Wound Care in Remote Settings)
  + Advanced Wound Care Certificate

b) Professional Certificates:

* Cancer Coach Professional Certificate
* Clinical Leader Professional Certificate
* Decision Support Facilitator Professional Certificate
* Director of Care in Clinical Leadership Professional Certificate
* Health Coach Professional Certificate
* Patient Navigator Professional Certificate
* Psychological Health and Safety Professional Certificate
* Program Evaluator Professional Certificate

*Please note: Additional modules/components apply in the Professional Certificates in order to earn a Digital Credential- Professional Skills Type*

 \* HLLN cannot issue a digital credential if a learner fail or miss any of the following:

* Attended all sessions
* Completed and passed all assignments, assessments and EELM ( if applicable) as they may be assigned during the program
* if applicable, attended the [Legal Issues for Health Coaches & Navigators Webcast](https://hlln.info.yorku.ca/open-programs/legal-issues-for-health-and-wellness-coaches-webinar/) (this webcast is part of the following programs: [Lifestyle and Wellness HC Certificat](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)e, [Chronic Disease Management HC Certificate](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) and[Advanced Patient Navigation Certificate](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/)

Please note, that students must complete and submit their **assessments** before the program end date. No exceptions will be made.

For **the Evaluaitve Experiential Module**, the instructors or HLLN’s staff will inform students when they will present it.

# PROCESS FOR ISSUING A DIGITAL CREDENTIAL

## HLLN team responsibilities

HLLN team will be responsible for issuing digital credential(s) for the students.

* **Program Coordinator** 
  + Processes payments: Digital Credential, Evaluative Experiential Learning Module and Professional Certificates – Updates the REGISTRATION DATABASE with this information
  + Tracks program(s) completion (including webinars)
  + Coordinates actors and instructors who will be required for the Evaluative Experiential Module (only the Observed Skills Demonstration type)”, once candidates have been confirmed by Marketing Manager
  + Schedules/Coordinates the “Evaluative Experiential Learning Module (only the Observed Skills Demonstration type)”, once candidates’ availability have been confirmed by Marketing Manager
* **Financial Coordinator**
  + Tests the process of issuing Digital Dredentials
  + Manages CREDLY’S CLAIM PLATFORM
  + Issues Digital Dredential(s)
  + Collects students’ data from eClass and HLLN’s Registration database (other, any student information shared by the Marketing Manager on the previous DC cycle). This information is then entered into HLLN’s REGISTRATION DATABASE
  + Manages and updates REGISTRATION DATABASE related to Digital Credentials and Evaluative Experiential Learning Module
  + Submits a report to Marketing Manager with the following information:
    - eClass reports, incl. attendance, pass/fail of assessments ( if applicable)
    - Students who are ready to take their Evaluative Experiential Learning Module (only the Observed Skills Demonstration type)
* **Instructors**
  + Evaluate assessments and enter feedback on eClass.
* **Program Manager**
  + Manages eClass
  + Communicates with instructors, especially if any additional clarification is needed about assessments, attendance,etc. PM will also follow up with the instructors if they need to complete any tasks on eClass.
  + If required, evaluates students’ assessments ( this will only apply if students are given the opportunity to submit their assessments by email)
  + All processes attached to new course and digital credentials development
* **Marketing Manager**
  + Communicates with the students, using as reference the report issued by Financial Coordinator with the following information:
    - * Failed assessments= failed program
      * Evaluative Experiential Learning Module candidates ( Observed Skills Demonstration type only)
  + Responds to all students’ questions about HLLN’s digital credentials and status
  + Plans and performs all marketing activities (incl. marketing collateral, design, etc.) in collaboration with the Program Manager
  + Confirms student’s availability for the Evaluative Experiential Module (only the Observed Skills Demonstration type) once this has been confirmed, she will inform Program Coordinator, so she can finalize all logistics
* **Special Projects Assistant (Work-Study Student)**

Supports HLLN staff in all tasks

## HLLN Relevant dates

* Students who qualify for a digital credential will fall into one of the following cycles

CYCLE 1 OF THE MONTH:

1ST – Student data is collected from eClass from courses that ended on that cycle, so as from the Registration Database. An Excel report is submitted to Marketing Manager with this information

2nd - Marketing Manager will communicate with students about their digital crdential process or issue a digital credential

*If required- Program Manager, evaluates students’ assessments ( this will only apply if students are given the opportunity to submit their assessments by email)*

CYCLE 2 OF THE MONTH (same activities as previous cycle)

15th – Student data is collected from eClass from courses that ended on that cycle. Registration Database and an Excel report is submitted with this information

16th- HLLN will communicate with students about their digital crdential process or issue a digital credential

*If required- Program Manager, evaluates students’ assessments ( this will only apply if students are given the opportunity to submit their assessments by email)*

*Please note: During any of these two cycles, students who are ready to take their EELM (only the Observed Skills Demonstration type)”, will also be contacted to confirm their availability and schedule this one.*

## Online Assessments – Word document version

As mentioned all mandatory requirements should be completed by students on eClass, by the program end date.

***Please note: only on a case-by-case situation HLLN may consider other alternatives on how the students could submit their assessments. E.g HLLN sending the word version of the assessment located in the shared drive to the students and asking them to submit it by a* specific time frame. These assessments are found in the shared drive**H:\SHARE\Dean\_HLLN\\_NEW HLLN ROOT DIRECTORY\HLLN Course Delivery\Program Material\Open Learning Programs

## Internal Process for issuing a digital credential and Evaluative Experiential Learning Module

General Overview: Two cycles per month (scroll down to the next page or click [HERE](file:///\\vfadmin.yorku.yorku.ca\Volumes\dean_hlln\_NEW%20HLLN%20ROOT%20DIRECTORY\HLLN%20Digital%20Credentials\Process%20for%20issuing%20a%20Digital%20Credentials\Flowchart.pdf) to view the flowchart)

A picture containing diagram

Description automatically generated

# EVALUATIVE EXPERIENTIAL LEARNING MODULE

## About the Evaluative Experiential Learning Module

The Evaluative Experiential Learning Module is the last step on the student’s learning pathway towards any of our Professional Certificates.

General information about EELM:

* It is one of HLLN’s compulsory components students must submit and pass to earn digital credentials ( program attendance is another mandatory requirement, and in some cases the Legal Issuies for Health Coaches and Navigators Webcast)
* The Evaluative Experiential Learning Module is the last milestone of our **Professional Certificates (PC)**.
* Do not use the term “assessment” when you refer to the Evaluative Experiential Learning Module (EELM)
* ELLM is not the same to “assessments” on HLLN’s argot, as defined on a previous page
* Depending on the Professional Certificate the ELLM can be applied in the form of an action learning projects or observed skills demonstration/practicum.

1. Action Learning Project (ALP) type: This option gives the student the opportunity to apply program material to the student’s workplace needs using a mentoring approach with our instructor.

* This ELLM type is part of the following HLLN’s programs: Director of Care in Clinical Leader PC, Clinical Leader PC, Decision Support Facilitator PC, Psychological Health & Safety PC and Program Evaluator PC
* The student will need to attend all program components, complete and present their ALPs to earn the following digital credential type: Professional Mastery Level
* If the student completed all program components but did not complete his/her action ALP, the student will not receive his/her digital credential
* Students will ony have **one** opportunity to pass their “ALPs”
* They will receive a pass or fail grade - Please note students will only fail their ALPs if the instructor confirms the person did not meet the program expectations and the ALP criteria. If that is the case they will need to retake the whole course ( a 35% discount will be offered to retake the program)

1. Observed Skills Demonstration or practicum type:This option is a one-on-one summative assessment. The student will spend 60-90 minute completing three 20-minute case-based simulations with a standardized person actor either in-person or via Zoom videoconferencing, which will be videotaped. The videos will be sent to the instructor to be graded based on a scoring grid.

* This ELLM type is part of the following HLLN’s programs: Cancer Coaching PC, Health Coach PC and Patient Navigator HC programs.
* The student will need to attend all program components and receive a satisfactory standing to receive his/her professional certificate. Please note students must pass the “Evaluative Experiential Learning Module”: in order to earn the following digital credential type: Professional Mastery Level
  + - Students will ony have **two** opportunities to pass this“Evaluative Experiential Learning Module” type
    - The cost to take or retake this type of EELM– observed skills demonstration or practicum type - will be $685+plus 13% HST

Dates for the EELM – Observed Skills Demonstration type:

* For Health Coach and Patient Navigator PC, the EELM will be scheduled once per month. Candidates will be contacted by HLLN to schedule these ones.
* For Cancer Coahcing PC , the EELM will be prescheduled as advertised on HLLN’s marketing materials (incl. website, email blast, social media,etc). Students will learn more about the EELM will be shared by the the instructor during the program.

Here are the links to the EELM pages, which will be shared with potential candidates so they can prepare fo their EELMs:

## Patient Navigator: <https://hlln.info.yorku.ca/2020/08/patient-navigation-summative/>

## Health Coach: <https://hlln.info.yorku.ca/2020/09/hc-evaluative-experiential-learning-module/>

* Cancer Coaching: this will be prescheduled. Students will learn more about the EELM will be shared by the the instructor during the program.

## Things to consider on the date of the event EELM - Observed Skills Demonstration type – this should be shared with the students:

* All sessions will be recorded for internal purposes. Videos will later be saved in the Shared drive under “ Course Delivery Folder”
* Ask students to stay for their whole session (2hrs). As soon as their simulations finish, they will receive feedback from the instructor. They will also be informed if they PASSED OR FAILED the EELM
* Students MUST COME PREPARED TO THE SESSION
  + For Health Coach and Parient Navugation PC, students should study the three case scenarios to be used during the simulation ( these are located in the EELM pages).
  + For Cancer Coaching all information including case scenarios will be shared by the instructor during class.
* If they PASSED their EELM, students should be informed they should expect their Digital Credential in few days.
* Students will ony have **two** opportunities to pass this“Evaluative Experiential Learning Module” type
* The cost to take or retake this type of EELM– observed skills demonstration or practicum type - will be $685+plus 13% HST

Actors and Instuctors for EELM Observed Skills Demonstration type:

* HLLN will work wih the instructos on the case scenarios for the simulation
* HLLN will book the actors
* The instructors will train the actors prior to the EELM on the case scenarios
* HLLN only needs actors for 90 mins but instructors for the full two hours.  So we suggested 9-11am, 11am-1pm and 1:30-3:30pm for instructors and 9-10:30am,11am-12:30pm and 1:30-3:00pm for SPM lab:
* Program Scheduling:
* For Health Coach and Patient Navigator PC, HLLN will book students in for assessment simulations. If the first Wednesday falls on a holiday, then the next Wednesday date will be used for that month.
* For Cancer Coaching PC, HLLN will book students in for assessment simulations, however the dates will be prescheduled as per program dates
  + - * HLLN will give instructors and actors two weeks notice of the number of students booked per simulation day.

Individual Booking Cancellation or Rescheduling for the EELM - Observed Skills Demonstration type:

* HLLN to advise their registrants that there is a $75 (50%) cancellation/rescheduling fee within the 14 calendar day window prior to booked assessment
* HLLN working with actors and instructor will attempt wherever possible to reschedule to another day/time such that penalty fees can be avoided

# EMAIL TEMPLATES FOR ECLASS OR HLLN’S EMAIL

**Template sample for the following programs:**

* Lifestyle and Wellness
* Chronic Disease Management
* Advanced Patient Navigation

Greetings from the Health Leadership & Learning Network,

You have completed the (program name)! Thank you for embarking on your lifelong learning journey with us.

As a reminder, your access to the eClass program page will end when the course is completed. Please kindly complete the **evaluation survey**, as your feedback is important to us. Also, do not forget to save any program materials you need before then!

You will receive a **certificate of completion and your digital credential** 3-4 weeks after the end of the program and as long as you have completed all program mandatory requirements:

* Attended all sessions
* Completed and passed all assignments and assessments, as they may be assigned during the program (submission deadline: the program end date)
* *if applicable, attended the*[*Legal Issues for Health Coaches & Navigators Webcast*](https://hlln.info.yorku.ca/open-programs/legal-issues-for-health-and-wellness-coaches-webinar/) (this webcast is part of the following programs: [Lifestyle and Wellness HC Certificat](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)e, [Chronic Disease Management HC Certificate](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) and[Advanced Patient Navigation Certificate](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/)

**Please note, you must complete and submit your assignments and assessments before the program end date.** **Once eClass closes you will not be permitted to submit these ones.**

There are other programs you may want to consider next. You can see the full list of our programs on our website: https://hlln.info.yorku.ca/

Discounts: As an HLLN Alumni, you are eligible for a discount towards our program fees (the discount will depend on the program fee). “Please note discounts are not cumulative

All the best,

Health Leadership and Learning Network

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**Template sample for the following programs:**

* Wound Care
* Advanced Wound Care
* MI
* Cultural Safety
* Patient Navigation
* Cancer Coaching
* CL
* DOCCL
* Program Evaluator
* Psychological Health & Safety
* Decision support ( TBC)

Greetings from the Health Leadership & Learning Network,

You have completed the (program name)! Thank you for embarking on your lifelong learning journey with us.

As a reminder, your access to the eClass program page will end when the course is completed. Please kindly complete the **evaluation survey**, as your feedback is important to us. Also, do not forget to save any program materials you need before then!

You will receive a **certificate of completion and your digital credential** 3-4 weeks after the end of the program and as long as you have completed all program mandatory requirements:

* Attended all sessions
* Completed and passed all assignments and assessments, as they may be assigned during the program (submission deadline: program end date)

**Please note, you must complete and submit your assignments and assessments before the program end date.** **Once eClass closes you will not be permitted to submit these ones.**

There are other programs you may want to consider next. You can see the full list of our programs on our website: https://hlln.info.yorku.ca/

Discounts: As an HLLN Alumni, you are eligible for a discount towards our program fees (the discount will depend on the program fee). “Please note discounts are not cumulative

All the best,

Health Leadership and Learning Network

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**Template sample for the following programs:**

* Peer Health
* Skin & WC for PSWs
* Skin & WC for Harm Reduction Workers
* MI Simulation Lab
* Accupuncture
* IV & Infusion Therapy
* Infusion Therapy & Medication Safety: Advanced Specialty Certificate

Greetings from the Health Leadership & Learning Network,

You have completed the (program name)! Thank you for embarking on your lifelong learning journey with us.

As a reminder, your access to the eClass program page will end when the course is completed. Please kindly complete the **evaluation survey**, as your feedback is important to us. Also, do not forget to save any program materials you need before then!

You will receive a **certificate of completion** 3-4 weeks after the end of the program and as long as you have completed all program mandatory requirements:

* Attended all sessions
* Completed and passed all assignments and assessments, as they may be assigned during the program (submission deadline: program end date)

**Please note, you must complete and submit your assignments and assessments before the program end date.** **Once eClass closes you will not be permitted to submit these ones.**

There are other programs you may want to consider next. You can see the full list of our programs on our website: https://hlln.info.yorku.ca/

Discounts: As an HLLN Alumni, you are eligible for a discount towards our program fees (the discount will depend on the program fee). “Please note discounts are not cumulative

All the best,

Health Leadership and Learning Network

# OTHER TEMPLATES

|  |
| --- |
| **EMAIL 1 - Student didn’t complete assessment on eClass**  Greetings from the Health Leadership & Learning Network  We are writing to inform that while checking eClass, we noticed you did not submit the final  assessment for the **Motivational Interviewing program**.  This is one of the mandatory requirements required for us to issue the **digital credential**attached to the program.  You will not be able to access eClass anymore to submit the assessment. Therefore, if you are still interested in earning your digital credential.  **We kindly ask you to submit by May 27th** the assessment we have attached to this email.  Please note, that there will not be any additional extensions or opportunities to submit the assessment after May 27th , which might mean missing the chance to earn your digital credential.    Karen our goal is to help you by reminding you and keeping you informed of our program policies. Please note as per our policies, all mandatory requirements must be completed on eClass by the program end date. We hope this information may help you in the future  **EMAIL 2 – Evaluative Assessments**  Greetings from the Health Leadership & Learning Network  My name is ( name and tile) for HLLN and I am cont​acting you on behalf of the team to apologize for the delay in the Evaluative Experiential Module Assessment scheduling. We appreciate your participation thus far in the processes. We'll email you to schedule your Evaluative Experiential Module Assessment once the process explained in the paragraphs below has been completed.  Please note the process for obtaining "digital credentials" (incl. the Evaluative Experiential Module Assessment) has been recently updated, as indicated by York University and E-Campus Ontario to comply with new "continuing education standards". Institutions offering digital credentials must assess that students have the skills as represented by the credential  **Evaluative Experiential Module**  Students must pass the individual post-program online assessment for each ~~one~~ of the programs of the Professional Certificate learning pathway, before HLLN can conduct the Evaluative Experiential Module assessment. The post- program online assessments are short open book knowledge tests, and participations will have up to **two** opportunities to pass them.   We are currently organizing students into groups based on how much they have completed and will start to move the cohorts through. You should receive follow up emails from our strategic enrolment manager in the next couple of weeks and will be sent any of the individual post- program online assessments you need to complete and pass before the Evaluative Experiential Module Assessment. Please be assured that we have not forgotten you and we are working to move the process along as quickly as possible.    Apologies again,    Please let us know if you need any more information, |

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# STUDENTS’ FREQUENTLY ASKED QUESTIONS– FAQs

Refer to the website: <https://hlln.info.yorku.ca/digitalcredentials/> (click on the tab FAQs)

**The Frequently Asked Questions ( FAQs) are for all our students, alumni and community interested in our digital credentials.**

1. How do I claim my digital credential?

[Click here for video transcript How to claim a Digital Credential?](https://hlln.info.yorku.ca/2020/12/how-to-claim-my-digital-credential-video-transcript/)

1. Which programs at the Health Leadership & Learning Network currently offer digital credentials?

|  |  |
| --- | --- |
| **Certificates**   * [Wound Care](https://hlln.info.yorku.ca/the-wound-care-certificate/) * [Wound Care in Remote Settings](https://hlln.info.yorku.ca/wound-care-certificate-remote/) * [Advanced Wound Care](https://hlln.info.yorku.ca/the-advanced-wound-care-certificate/) * [Lifestyle and Wellness HC](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/) * [Chronic Disease Management HC](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) * [Patient Navigation](https://hlln.info.yorku.ca/fundamentals-of-patient-navigation/) * [Advanced Patient Navigation](https://hlln.info.yorku.ca/the-advanced-wound-care-certificate/) * [Cultural Safety for Health Coaches & Navigators](https://hlln.info.yorku.ca/culturalsafety/) * [Motivational Interviewing](https://hlln.info.yorku.ca/open-programs/training-in-motivational-interviewing-for-health-coaches/) | **Professional Certificates**   * [Cancer Coaching](https://hlln.info.yorku.ca/cancer-coaching-summer-institute/) * [Health Coach](https://hlln.info.yorku.ca/healthcoachprofessional/) * [Clinical Leader](https://hlln.info.yorku.ca/open-programs/clinical-leadership/) * [Decision Support Facilitator](https://hlln.info.yorku.ca/decision-support-professional-certificate/) * [Director of Care in Clinical Leadership](https://hlln.info.yorku.ca/director-of-care-certificate-in-clinical-leadership/) * [Program Evaluator](https://hlln.info.yorku.ca/program-evaluation-certificate/) * [Patient Navigator](https://hlln.info.yorku.ca/patientnavigatorprofessional/) * [Psychological Health & Safety in the Workplace](https://hlln.info.yorku.ca/psychological-health-and-safety-certificate/) |

1. How many digital credentials are attached to each program?

Students who register for specific HLLN's Certificates or Professional Certificates, have the opportunity to earn a digital credential(s). The number of digital credentials students can earn will vary from program to program.  Please refer to the following table for reference:

|  |  |  |
| --- | --- | --- |
| **Program** | **Number of Digital Credentials** | **Skill(s) and Digital Credential Type** |
| Patient Navigation Certificate | 2 | \*Care Coordination  (Fundamental Skills)  \*Patient Needs Assessment (Fundamental Skills) |
| Advanced Patient Navigation Certificate | 2 | \*Care Coordination (Advanced Skills)  \*Patient Needs Assessment (Advanced Skills) |
| Cultural Safety for Health Coaches & Navigators Certificate | 1 | \*Cultural Safety  (Fundamental Skills) |
| Motivational Interviewing Certificate | 1 | \*Motivational Interviewing  (Fundamental Skills) |
| Lifestyle & Wellness Health Coach Certificate | 2 | \*Health Coaching Therapeutic Intervention (Fundamental Skills)  \*Motivational Interviewing (Fundamental Skills) |
| Chronic Disease Management Health Coach Certificate | 2 | \*Health Coaching Therapeutic Intervention (Advanced Skills)  \*Care Planning (Fundamental Skills) |
| Wound Care Certificate | 1 | \*Wound Care Certificate (Fundamental Skills) |
| Wound Care for Remote Settings Certificate | 1 | \*Wound Care Certificate (Fundamental Skills) |
| Advanced Wound Care Certificate | 1 | \*Advanced Wound Care Certificate (Advanced Skills) |
| Cancer Coaching Professional Certificate | 1 | \*Cancer Coaching (Professional Certificate) |
| Clinical Leader Professional Certificate | 1 | \*Clinical Leader (Professional Certificate) |
| Director of Care in Clinical Leadership Professional Certificate | 1 | \*Director of Care in Clinical Leadership (Professional Certificate) |
| Health Coach Professional Certificate | Up to 6 | \*All skills acquired from the learning pathway plus the Evaluative Assessment |
| Patient Navigator Professional Certificate | Up to 6 | \*All skills acquired from the learning pathway plus the Evaluative Assessment |
| Program Evaluator Professional Certificate | 1 | \*Program Evaluation (Professional Certificate) |
| Psychological Health & Safety in the Workplace Professional Certificate | 1 | \*Psychological Health & Safety in the Workplace (Professional Certificate) |
| Decision Support Facilitator PC (TBC) |  | TBC |

Please note: Some programs do not contain digital credentials. The list above is not exhaustive. Check the program website.

1. Which programs at the Health Leadership & Learning Network do NOT offer digital credentials?

|  |
| --- |
| **Certificates**   * [Skin & Wound Care Basics for PSWs Certificate](https://hlln.info.yorku.ca/skin-and-wound-care-basics-for-personal-support-workers-psws/) * [Skin & Wound Care Basics for Harm Reduction Workers Certificate](https://hlln.info.yorku.ca/skin-and-wound-care-basics-for-harmreductionworkers/) * [Peer Health Navigator Certificate](https://hlln.info.yorku.ca/peerhealthnavigator/) * [IV & Infusion Therapy Certificate](https://hlln.info.yorku.ca/open-programs/certificate-in-iv-and-infusion-therapy/) * [Infusion Therapy & Medication Safety: Advanced Specialty Certificate](https://hlln.info.yorku.ca/advanced-certificate-in-iv-and-infusion-therapy-level-2/) * [Motivational Interviewing Simulation Lab](https://hlln.info.yorku.ca/open-programs/mi-in-practice/) * [Integrative Acupuncture: Professional Practice Certificate](https://hlln.info.yorku.ca/integrativeacupuncture/)   Please note: HLLN may be offering digital credentials for some of these programs in the future, keep checking our website for any updates. |

1. Are there any fees attached to the digital credentials?

No there are no additional fees attached to the Certificates and Professional Certificates with digital credentials, students will have the opportunity to earn a certificate of completion and **digital credential (s)**, upon successful completion of all mandatory requirements.

1. What is an Evaluative Experiential Learning Module (EELM) ?

**The (EELM) is** the last milestone of HLLN’s **Professional Certificates (add link)**. There are 2 types of ELLMs:

**Action Learning Project ( ALP):**

* This includes a project overview session, a meeting with a mentor and industry partner, students and a presentation day.
* Students must develop and present their ALPs to the instructor to complete their program and earn their digital credentials ( attendance is also part of the criteria to obtain their digital credentials). They receive feedback from their instructors so they can keep developing their ALPs during their own time.
* The programs that include an ALP are :
  + [Clinical Leader Professional Certificate](https://hlln.info.yorku.ca/open-programs/clinical-leadership/)
  + [Director of Care in Clinical Leadership Professional Certificate](https://hlln.info.yorku.ca/director-of-care-certificate-in-clinical-leadership/)
  + [Program Evaluator Professional Certificate](https://hlln.info.yorku.ca/program-evaluation-certificate/)
  + [Psychological Health & Safety in the Workplace Professional Certificate](https://hlln.info.yorku.ca/psychological-health-and-safety-certificate/)
  + [Decision Support Facilitator Professional Certificate](https://hlln.info.yorku.ca/decision-support-professional-certificate/) ( coming soon!)

**One-On-One Summative Assessment:**

* Students will spend 60-90 minutes completing three 20-minute case-based simulations with a standardized person actor either in-person or via Zoom videoconferencing, which will be videotaped. The videos will be sent to the instructor to be graded based on a scoring grid. Students will need to receive a satisfactory standing to receive their professional certificate.
* Students have two opportunities to pass this type of “Evaluative Experiential Learning Module”. However, if they need to do the EELM for a second time they must pay an additional fee.The cost of the EELM module is $685+plus 13% HST.
* The programs that include a One-On-One Summative Assessment are:
  + [Cancer Coaching Professional Certificate](https://hlln.info.yorku.ca/cancer-coaching-summer-institute/)
  + [Health Coach Professional Certificate](https://hlln.info.yorku.ca/healthcoachprofessional/)
  + [Patient Navigator Professional Certificate](https://hlln.info.yorku.ca/patientnavigatorprofessional/)

7. What do the digital credentials represent at the Health Leadership & Learning Network?

Find out more [**HERE**](https://hlln.info.yorku.ca/digital-credential-categories-and-levels-at-hlln-2/) about what digital credentials represent in terms of standards and achievements at the Health Leadership & Learning Network.

8. Are the certificate of completion and digital credential the same?

No.

|  |
| --- |
| **A Certificate of Completion:**   * HLLN offers certificates of completion to its students in all its programs * A certificate of completion is an official acknowledgment that our students have successfully completed one of our programs * Students will receive an email from hlln@yorku.ca with their certificate of completion in pdf format, 3-4 approx after the program end date. Students can then download or print their certificate of completion |
| **A Digital Credential:**   * HLLN offer digital credentials with specific Certificates or Professional Certificates * Digital credentials represent micro-credentials at Health Leadership and Learning Network (HLLN) through the issue of digitalized authentication of achievements (also known as digital badges). Micro-credentials are smaller pieces of learning around specific knowledge, skills or competencies. They are acquired by the learner, and the learner proves competency as part of their learning experience. * Digital credentials are a clickable graphic that contains an online record of 1) an achievement, 2) the work required for the achievement, 3) evidence of such work, and  4) information about the issuing organization, in this case, York University. * Students will receive an email from  **Credly Acclaim**  3-4 weeks approx.. after their program end date, once all mandatory requirements have been completed (incl. Legal webinar for Health coaches for Navigators – if applicable). The email will include instructions on how to claim and share the digital credential(s) * To learn more click [HERE](https://hlln.info.yorku.ca/digitalcredentials/) * Diagram    Description automatically generated   Please note: For Certificates and Professional Certificates programs with digital credentials, students will now have the opportunity to earn a certificate of completion and **digital credential (s)**, upon successful completion of all mandatory requirements. |

1. What are the benefits of a digital credential?

|  |  |
| --- | --- |
| **For applicants:**   * Differentiates you from other candidates * Demonstrates evidence of your credentials, achievements * Provide one-click verification of your training * Increase your marketability within your organization, and among clients and employers * Networking opportunities (connecting people and organizations with similar skills) in Canada and across the globe * Provides one place to collect and manage all your credentials * **They are stackable.** This means that a credential can be part of a sequence of credentials that can be accumulated over time to build up your qualifications and help you move along a career pathway to further education, different responsibilities and potentially new role | **For employers:**   * Reduce the skills gap by helping you hire candidates with proven and identified competencies * Encrypted technology allows you to verify a candidate’s credentials with one click * Reduce the HR administrative burden * Avoid the cost, inconvenience and risk of unqualified hires |

1. Will I  still receive my digital credential(s), if I missed my program sessions?

It is you/the learner's responsibility to ensure that you/they can attend each program date and time. Missing a program date/time will result in not receiving the Certificate of Completion and [digital credential](https://hlln.info.yorku.ca/digitalcredentials/) (if applicable). Health Leadership & Learning Network is not obligated to provide any make-up sessions or transfers. Should non-attendance occur, see our policies: <https://hlln.info.yorku.ca/policy/>

1. Will I receive my digital credential(s), if I did not complete program requirements?  (e.g. assessments, the Legal Webinar for Health Coaches & Navigators- this last one if applicable)

Certificates of completion and [digital credentials](https://hlln.info.yorku.ca/digitalcredentials/)are issued approximately two to three weeks after the end of the program, as long as you have :

* Attended all sessions
* Completed and passed all assignments and assessments, as they may be assigned during the program
* if applicable, attended the [Legal Issues for Health Coaches & Navigators Webcast](https://hlln.info.yorku.ca/open-programs/legal-issues-for-health-and-wellness-coaches-webinar/) (this webcast is part of the following programs: [Lifestyle and Wellness HC Certificat](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)e, [Chronic Disease Management HC Certificate](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) and[Advanced Patient Navigation Certificate](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/)

Please note, that you must complete and submit your assignments and assessments before the program end date. No exceptions will be made.

1. What reasons would prevent me from earning and claiming the digital credential?

* You register for an HLLN program that does not offer a digital credential (please review which programs(s) offer digital credentials).
* You did not complete all program mandatory requirements components. E.G.
  + Attended all sessions
  + Completed and passed all assignments and assessments, as they may be assigned during the program
  + if applicable, attended the [Legal Issues for Health Coaches & Navigators Webcast](https://hlln.info.yorku.ca/open-programs/legal-issues-for-health-and-wellness-coaches-webinar/)(this webcast is part of the following programs: [Lifestyle and Wellness HC Certificat](https://hlln.info.yorku.ca/lifestyle-and-wellness-health-coach-certificate/)e, [Chronic Disease Management HC Certificate](https://hlln.info.yorku.ca/chronic-disease-management-health-coach/) and[Advanced Patient Navigation Certificate](https://hlln.info.yorku.ca/patient-navigation-for-complex-health-needs/)

1. How will I know if I have earned a digital credential?

You will receive a notification from Credly’s Acclaim Platform ([admin@youracclaim.com](mailto:admin@youracclaim.com)) 2-3 weeks after the program end date (once all mandatory program requirements have been completed, incl. the Legal Issues for Health Coaches & Navigators webcast , if applicable). The email will include instructions on how to claim your digital credential. Check your inbox and spam/junk folder.

1. I have completed all my program's mandatory requirements, it has been more than  weeks from my program's end date and I still have not received my digital credentials, what should I do?

Please check your spam/junk folder, it is possible you may have received an email from Credly’s Acclaim Platform ([admin@youracclaim.com](mailto:admin@youracclaim.com)) with instructions for claiming your digital credential. If you did not receive an email please email us at [hlln@yorku.ca](mailto:hlln@yorku.ca), so we can assist you.

1. How is my digital credential displayed?

Your Digital Credential will be hosted in your account Credly Acclaim Platform. The technology Credly uses on its Acclaim Platform is based on the Open Badge Standards maintained by IMS Global (link https://www.imsglobal.org/). This enables you to manage, share and verify your competencies digitally.

1. Who is Credly?

Credly is HLLN’s service provider for our digital credentials.

Credly empowers organizations to officially recognize individuals for demonstrated competencies and skills. Credly is the end-to-end solution for creating, issuing and managing digital credentials. Thousands of organizations use Credly to recognize achievement.

1. Why HLLN is using Credly Acclaim to use its digital credentials?

We chose the Acclaim platform because of its open-sourced verification process. This means that anyone clicking on your digital credentials will know that it has been verified and issued by York University – regardless of where you have shared it. Knowing your credential is safe, verifiable, and unable to be duplicated is one of the main factors for choosing Acclaim (and why we don’t just send you a picture of your digital credential). The digital credential is unique to you and you’ve earned it, so you should share it!

1. What information do I need to share with Credly Acclaim to claim my digital credential?

In order to claim your digital credential, you are required to share your name and email address with Credly, but you remain in control of what you share and make visible to other users. You can read more about Credly and Acclaim's privacy policies at <https://credly.com/privacy> and <https://www.youracclaim.com/privacy>.

1. How does Credly Acclaim protect my information?

In order to claim your digital credential, you are required to share your name and email address with Credly, but you remain in control of what you share and make visible to other users. You can read more about Credly and Acclaim's privacy policies at <https://credly.com/privacy> and <https://www.youracclaim.com/privacy>.

1. Is there a fee to use Credly Acclaim?

No. This is a service we provide to you at no cost.

1. What if I do not want my digital credential to be public?

You can configure your privacy settings in Credly’s Acclaim platform. You’re in complete control of the information about yourself that is made public

1. I should have been issued a digital credential but did not receive a notification email. How can I get my digital credential?

The first step is to check your e-mail spam folder for an e-mail from us, the Health Leadership & Learning Network ([hlln@yorku.ca](mailto:hlln@yorku.ca)), and the Acclaim Platform ([admin@youracclaim.com](mailto:admin@youracclaim.com)) If it is in the spam folder, you can still access the link to your digital credential. Be sure to add [no-reply@youracclaim.com](mailto:no-reply@youracclaim.com) to your e-mail’s safe sender list. Additional information about [Accepting an Achievement](http://support.youracclaim.com/knowledgebase/topics/48547-accepting-an-achievement) can be found in Acclaim’s knowledge base.

If you do not find anything in your spam folder, then please contact us, the Health Leadership & Learning Network  at [hlln@yorku.ca](mailto:hlln@yorku.ca)

1. Where and how can I share my digital credential?

You can share your digital credential directly from the Acclaim platform to LinkedIn, Twitter and Facebook; over email; embedded in a website, or in your email signature.

1. What’s to keep someone else from copying my digital credential and using it?

While digital credentials are simply digital image files, they are uniquely linked to data hosted on Credly’s Acclaim platform. This link to verified data makes them more reliable and secure than a paper-based certificate. It also eliminates the possibility of anyone claiming your credential and your associated identity.

1. Do I have an obligation to accept the digital credential?

You do not have an obligation to claim and display the digital credential. However, downloading, embedding, and linking your unique digital credential enables potential clients, professional contacts, and employers to easily verify your accomplishments. You have the option to make your badge private once you’ve accepted it so others will not see it.

1. I have a question about Credly’s Acclaim platform. Where can I find support?

You can find answers to frequently asked questions at [support.youracclaim.com](https://support.youracclaim.com/)

1. Who should I contact if there are issues with my digital credential?

Contact <http://support.youracclaim.com/> when:

* You need help navigating the Acclaim platform
* You have issues accessing your Acclaim account
* Your digital credentials are not displaying or sharing correctly

1. Can I export digital credential issued through Credly’s Acclaim Platform to other digital credential-storing platforms?

Yes, you can download your digital credential from the Share digital credential page. Your downloaded digital credential contains Open Digital Credential Infrastructure (OBI) compliant metadata embedded into the image. This allows you to store your credential on other OBI-compliant Digital Credential sites, such as the Mozilla backpack.

1. Can I download  and print my digital credential?

Yes, you can save it as an image,  download and print it.  For more information click [HERE](https://support.credly.com/hc/en-us/articles/360020965172-Can-I-download-my-badge-image-)