

Hi everyone - Please find the Spring Update for HLLN instructors. This update is related to student success in HLLN and covers Digital Badges, and course completion, for all student cohorts as of May 1, 2022.

**This information is critical to support student success.** Please review this email and contact us if you have any questions. Contact myself or Andre Williams

1. **Digital Badges:** For Programs that currently have digital badges attached to them, earning the badge is no longer optional (see below for list of programs that do not have digital badges). In programs with digital badges, all students can qualify to receive the digital badge only if they complete the mandatory requirements of the program. *Students have not been completing the mandatory requirements, so we ask that you do the following:*

**Important**

*Remind students that they must complete all mandatory requirements of the program BEFORE the program ends.* Mandatory requirements include anything that the students may be asked to upload into eClass such as assignments or assessments, and completing and presenting the ALP, completing the EELM, etc (if applicable, depending on the program)

- Students must complete mandatory requirements to earn the digital badge and certificate of completion. If students do not meet the requirements, this results in a failure to complete the program. As the instructor, you will be the first person to know if the student will fail the program
  - Alert HLLN to any students that you suspect may fail (e.g. absent, not handing in assignments, won't complete the ALP). Email hlln@yorku.ca to alert us.
  - Refer the student to HLLN if they are unsure if they will qualify to earn the digital badge
  - Refer the student to their eClass course pages where they can review each module for the mandatory requirements. They should read through the course sections and especially the modules. Each course page has reminders for the students, within each module, and general reminders sent from eClass
  - The program access will close after the course ends. HLLN will not accept assessments or assignments after the program has ended and this will result in students failing to earn the certificate of completion and digital badge.
2. **Attendance:** For all Programs, please remember to mark the attendance in eClass for each course date and complete this on your teaching date. Attendance will impact whether the student earns the certificate of completion and digital badge
    - Students do not receive their certificate of completion and digital badge if they are absent over and above what is allowed by HLLN.

Currently, this includes absence on day one of all programs, or absence for more than two online sessions, or more than one full day in an in-seat program.

- If you have an opportunity to speak to students who have been absent, kindly alert them that absences may result in non-achievement of the certificate of completion and digital badge and refer them to HLLN if the student may continue to be absent. HLLN cannot guarantee that options can be offered. Please refrain from suggesting options
- Re: Health Coach, Patient Navigation, Cancer Coach, and programs associated with these professional certificates, and Integrated Acupuncture. Attendance is additionally required due to certification by the National Board of Health and Wellness Coaches or by NCCAOM. For these programs HLLN has no flexibility to consider absences on a case by case basis and will "fail" the student. Due to our obligation to the NBHWC, we must certify that each student applying to write the exam has completed their learning hours. For NCCAOM, we must certify attendance. Again, refer these students to HLLN as soon as you know they may be absent, so we can be pro-active

NOTE: HLLN does not at any time ask the student for reasons for absences. Please refrain from asking the student for reasons for their absence

HLLN policies can be found [here](#)

I have attached a checklist that you will also find attached to the HLLN master agreement this year, which can be used as a quick reference

FYI - The following programs are currently exempt from having Digital Credentials, however they must comply with course completion and student success guidelines noted above

## **Certificates**

- [Skin & Wound Care Basics for PSWs Certificate](#)
- [Skin & Wound Care Basics for Harm Reduction Workers Certificate](#)
- [Peer Health Navigator Certificate](#)
- [IV & Infusion Therapy Certificate](#)
- [Infusion Therapy & Medication Safety: Advanced Specialty Certificate](#)
- [Motivational Interviewing Simulation Lab](#)
- [Integrative Acupuncture: Professional Practice Certificate](#)

HLLN Spring Update for Instructors  
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Thank you for your attention to these important elements of success for our students

Best

Tania