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ASK US – WE’RE HERE TO HELP

Do you need more information about our courses and certificate programs than this course calendar offers? Do you have questions about our services and support?

Contact us, and we will be happy to help. You can reach us by phone Monday through Thursday, between 9:00 am and 6:30 pm, and Friday between 9:00 am and 5:00 pm. Phone: 416-978-2400

Come and see us. During the Fall and Winter terms, our building is open for extended hours, Monday through Thursday, between 9:00 am and 9:00 pm, and Friday between 9:00 am and 5:00 pm. We’re at 158 St. George Street, steps away from the St. George subway station.

E-mail us at learn@utoronto.ca or visit our website at learn.utoronto.ca

Personal Consultation

Drop by the School of Continuing Studies for a personal consultation session with a staff member or an instructor who can provide you with the background information you need to choose the course that is right for you.

The sessions are free of charge. Please register in advance using the course numbers listed below.

SCS 1244 - 009	Tuesday, August 22, 2006 4:00 pm to 6:00 pm 158 St. George Street, Toronto
SCS 1244 - 011	Wednesday, August 23, 2006 5:00 pm to 7:00 pm University of Toronto at Mississauga (UTM) 3359 Mississauga Road North, Mississauga
SCS 1244 - 010	Wednesday, November 29, 2006 4:00 pm to 6:00 pm 158 St. George Street, Toronto

For information about consultation sessions in English as a Second Language, see page 98.

The School of Continuing Studies currently offers 15 certificates and certification in 15 different languages.

Covering a wide range of skills and knowledge that are in high demand in today’s workplace, our certificates embody the University of Toronto’s reputation for quality, depth, and currency.

Completing one of our certificates is a great way to let employers know you have made a serious commitment to becoming an expert in a particular field. Just ask Kathie Kuchar, a learner in British Columbia who studied entirely online: “Since earning my professional translation certificate, I feel that my credibility in the workplace has been enhanced,” she told us.

Employers tell us about the organizational advantages of having a group of staff members enroll in the same program. At one company, where several managers completed the Certificate in Strategic Leadership, the head of the company observed that the managers were more professional and began “talking the same language.”

University of Toronto School of Continuing Studies certificate programs suit many different types of learners. For example, if you hold an undergraduate arts degree, a certificate can focus your knowledge along a particular career path. Mid-career professionals, meanwhile, often find completing a certificate enables them to upgrade their existing skills or set the groundwork for an entirely new career. Certificates also appeal to many new Canadians because they provide widely recognized credentials from one of the country’s oldest and most trusted universities.

Take a look at the innovative, responsive certificates we offer. Then register online (learn.utoronto.ca) or by phone (416-978-2400). We look forward to helping you take the next step toward your professional success.

ARTS & SCIENCE

Creative Writing

We write because we need to write. The Creative Writing Certificate is designed for those who are ready to get serious about their writing. You will emerge from the program a better writer with a substantial portion of a polished manuscript.

The certificate requires 120 hours of class time (six 20-hour courses), plus the submission of a final project to the Creative Writing Certification Panel. To prepare their final project for submission, students must enroll in the Final Project Tutorial, where they will be matched with a mentor who will give them detailed feedback on two drafts of their final project.

We cannot guarantee the availability of particular courses. Course offerings may change from year to year. Courses taken in past years at the School of Continuing Studies will not be evaluated retroactively.

Students must attend a minimum of six out of eight, or seven out of 10, classes for a grade to count toward the certificate.

A university-level English language facility in both written and spoken English is expected. By that, we mean there should be fluency in spoken English, confidence in the use of grammar, a relatively rich vocabulary, and experience in developing text beyond 1,500 to 2,000 words. Instructors will assess student work in *Creative Writing: Introduction* and may require that students take *The Writer's Handbook* (see page 83). In that case, *The Writer's Handbook* would count as the student's elective.

Students who began the Certificate in Creative Writing in previous years can follow the previous certificate requirements. However, the Final Project Tutorial should replace one elective.

Students have five years from the start date of their first course to complete the certificate. This includes the completion of their Final Project Tutorial.

Prior Learning Assessment (PLA) may be granted for one course.

REQUIRED COURSES:		
Creative Writing: Introduction	SCS 1664	p. 40
Creative Writing through Reading	SCS 1695	p. 41
Final Project Tutorial	SCS 1681	p. 42
One introductory-level course in the genre of the candidate's specialty (20 hours)		
Creative Non-Fiction: Introduction	SCS 1691	p. 40
Dramatic Writing: Introduction	SCS 1696	p. 41
Poetry: Introduction	SCS 1687	p. 44
Writing Short Fiction: Introduction	SCS 1680	p. 46
Writing the Novel: Introduction	SCS 1679	p. 46
Screenwriting: Introduction	SCS 1709	p. 44
Writing for Children: Introduction	SCS 1717	p. 45
One other creative writing course in the candidate's area of specialty (20 hours)		
One creative writing course not in the candidate's area of specialty (20 hours)		
ELECTIVES:		
Any other creative writing course (20 hours)		

Final Project

Within five years of taking their first course, candidates must complete the Final Project Tutorial. To enroll in the Final Project Tutorial, candidates must submit to their mentor (an instructor from the program who agrees to work with them) a complete draft of one of the following projects:

- A collection of poems, 40 pages in length
- A collection of short fiction, 75 pages in length
- A novella or novel excerpt, 75 pages in length
- A script, screenplay, or theatrical work, 75 pages in length
- A work of non-fiction, 75 pages in length

The mentor will give detailed feedback on two drafts of the final project. When revisions are completed, the Final Project will be evaluated by the Creative Writing Certification Panel, which will include the mentor and a prominent figure in the literary community.

“I’ve gone from scribbling bits and pieces to finishing two stories with a third one in the works. **I feel that I’m beginning to be a writer.**”

Certificates in Continuing Studies

Accrediting Institutes & Associations

Are you working toward a professional designation or are you interested in earning a certificate in continuing studies? Why not aim for both? This chart shows the associations and institutes that accredit courses offered by the School of Continuing Studies, as well as the courses they accredit, and where these courses fit into our certificate programs.

Since course requirements for professional designation may change, please contact the institute or association before registering at the School of Continuing Studies.

INSTITUTES AND ASSOCIATIONS

- ASSOCIATION OF ADMINISTRATIVE ASSISTANTS
- CANADIAN ASSOCIATION OF MANAGEMENT CONSULTANTS
- CANADIAN INSTITUTE OF MARKETING
- CANADIAN INSTITUTE OF TRAFFIC AND TRANSPORTATION
- CANADIAN PAYROLL ASSOCIATION
- CERTIFIED GENERAL ACCOUNTANTS ASSOCIATION OF ONTARIO
- CERTIFIED MANAGEMENT ACCOUNTANTS
- CREDIT UNION INSTITUTE OF ONTARIO
- HUMAN RESOURCES PROFESSIONALS ASSOCIATION OF ONTARIO
- INSTITUTE OF RISK MANAGEMENT
- INSURANCE BROKERS ASSOCIATION OF CANADA
- INSURANCE INSTITUTE OF CANADA
- PURCHASING MANAGEMENT ASSOCIATION OF CANADA
- SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA
- SURETY ASSOCIATION OF CANADA

	Accounting: The Fundamentals SCS 0984	Advanced Financial Accounting SCS 0914	Advanced Management Accounting SCS 0915	Alternative Dispute Resolution SCS 0030	Auditing SCS 0906	The Business Approach to Writing SCS 1348	Business Economics SCS 0082	Business Law SCS 0973	Business Management SCS 0977	Business Strategy SCS 0974	Capital Markets, Asset Valuation and Portfolio Management SCS 0084	Claims Management: Conflict of Laws SCS 0924	Claims Management: Evidence SCS 0922	Claims Management: Torts SCS 0919	Commercial Liability Underwriting SCS 0926	Commercial Property Underwriting SCS 0925	Communications SCS 0979	Compensation SCS 1529	A Conceptual Overview of E-Business Technologies SCS 0086	Construction and Surety Law SCS 0935	Contract Surety SCS 0984	Copywriting That Sells SCS 1344	Corporate Finance and Performance Analysis SCS 0083	Database Marketing SCS 0027	Economics, Introductory SCS 0980	E-Business Software Selection SCS 0251	E-Learning Program Planning and Implementation SCS 0215	
ASSOCIATION OF ADMINISTRATIVE ASSISTANTS	•					•		•	•								•								•			
CANADIAN ASSOCIATION OF MANAGEMENT CONSULTANTS																												
CANADIAN INSTITUTE OF MARKETING										•														•				
CANADIAN INSTITUTE OF TRAFFIC AND TRANSPORTATION						•		•	•	•																		
CANADIAN PAYROLL ASSOCIATION	•	•	•			•			•	•							•						•					
CERTIFIED GENERAL ACCOUNTANTS ASSOCIATION OF ONTARIO	•		•		•			•																		•		
CERTIFIED MANAGEMENT ACCOUNTANTS	•	•	•					•	•	•																•		
CREDIT UNION INSTITUTE OF ONTARIO	•					•		•	•	•																•		
HUMAN RESOURCES PROFESSIONALS ASSOCIATION OF ONTARIO	•																	•										
INSTITUTE OF RISK MANAGEMENT	•							•	•																	•		
INSURANCE BROKERS ASSOCIATION OF CANADA	•							•	•								•									•		
INSURANCE INSTITUTE OF CANADA	•			•				•	•	•		•	•	•	•	•					•					•		
PURCHASING MANAGEMENT ASSOCIATION OF CANADA								•	•	•																•		
SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA	•	•	•		•			•	•	•																•		
SURETY ASSOCIATION OF CANADA	•	•	•		•	•		•	•	•											•	•				•		

CERTIFICATES IN CONTINUING STUDIES

- COMMUNICATION FOR PROFESSIONALS
- DISPUTE RESOLUTION
- E-LEARNING
- ENTERPRISE RISK MANAGEMENT
- FINANCIAL ANALYSIS AND INVESTMENT MANAGEMENT
- MANAGEMENT FUNDAMENTALS
- MANAGING MARKETING AS COMPETITIVE INTELLIGENCE
- STRATEGIC E-BUSINESS MANAGEMENT

COMMUNICATION FOR PROFESSIONALS						•																						
DISPUTE RESOLUTION				•																								
E-LEARNING																												•
ENTERPRISE RISK MANAGEMENT	•				•			•																	•			
FINANCIAL ANALYSIS AND INVESTMENT MANAGEMENT	•						•				•													•				
MANAGEMENT FUNDAMENTALS	•							•	•	•															•			
MANAGING MARKETING AS COMPETITIVE INTELLIGENCE																									•			
STRATEGIC E-BUSINESS MANAGEMENT																			•							•		

BUSINESS & PROFESSIONAL STUDIES

Communication for Professionals

To work and live well in today's globally interconnected world, an educated adult needs two critical skills. The first is to be able to think – to reason inductively and deductively, to analyze and to synthesize, and to construct a logical argument. The second is to be able to communicate that thinking clearly, substantively, and persuasively in speaking as well as in writing.

This certificate program offers advanced communication and interpersonal skills essential for Canadian business managers and industry leaders. Specifically, it is designed for native speakers who

- already have solid English language skills but have never really studied the nuances or power inherent in the written and spoken word
- would like to move their careers forward or to change careers and believe that acquiring better and more specialized communication skills would be advantageous
- are either writing for others or whose line of work encompasses finance, law, medicine, or any other profession that requires logical, precise use of language

Students will work to polish their speaking and writing skills so that they can communicate logically and effectively and with confidence and authority. Class sizes will be limited to a maximum of 24 students to allow for individual attention and a workshop setting. Where enrolment numbers permit, diagnostic testing will be undertaken in the first session in order to group students according to their interests and skills.

Certification requires the successful completion of five courses. *Logic and Persuasion* (SCS 1345) is mandatory, as are at least two foundation courses. To complete their program, students select either the remaining foundation course plus one specialist course, or, if they prefer, two specialist courses.

REQUIRED COURSE:		
Logic and Persuasion	SCS 1345	p. 82
FOUNDATION COURSES – CHOOSE AT LEAST TWO:		
The Business Approach to Writing	SCS 1348	p. 81
Public Speaking and Presentation	SCS 1349	p. 82
The Writer's Handbook	SCS 1346	p. 83
SPECIALIST COURSES – CHOOSE A MAXIMUM OF TWO:		
Copywriting That Sells	SCS 1344	p. 82
Effective Communication and Negotiation* OR Negotiating the Workplace*	SCS 1241 SCS 1350	p. 82
Writing Documents That Work	SCS 1351	p. 83

Note: There is no particular sequence of courses recommended for study. In particular, there is no requirement to begin the certificate program with *Logic and Persuasion* (SCS 1345). Indeed, some students find it preferable to take this mandatory course only after they have taken the foundation courses.

* Credit toward the certificate will be given for either *Effective Communication and Negotiation* (SCS 1241) or for *Negotiating the Workplace* (SCS 1350 – not offered in 2006–2007), but not for both.

Prior Learning Assessment (PLA) exemption may be granted for a maximum of one course.

Students have three years from the start date of their first course to complete the certificate.

Dispute Resolution

Effective September 1, 2007, our Certificate in Dispute Resolution will no longer be offered. All students who wish to complete the certificate must do so by this date. Individual dispute resolution courses are available for registration now, and some may be offered as part of other programs in subsequent years.

The certificate requires the completion of six courses, including three foundation-level courses and three advanced-level courses. Students are encouraged to begin their program of study with *Alternative Dispute Resolution*, which provides an overview of the field, and is a logical starting point. All dispute resolution courses have a final evaluation, which students must pass successfully to complete the course. Classes are limited to a maximum of 35 students and all course materials are provided.

Prior Learning Assessment (PLA) may be granted for one course.

Our dispute resolution courses deliver knowledge, skills, and tools that are valuable in dealing with conflicts. It is our aim to enhance students' ability to resolve conflict and teach them how strategic interventions and collaborative techniques can enhance communication, problem solving, and trust – vital features of conflict resolution.

Courses offered by the School in 2006–2007 are listed below.

FOUNDATION COURSES:		
Alternative Dispute Resolution	SCS 0030	p. 83
Negotiation	SCS 0029	p. 84
ADVANCED COURSES:		
Advanced Mediation: Getting Beyond Impasse	SCS 0032	p. 83
Solving Conflict in the Workplace	SCS 0044	p. 84

E-Learning

This unique e-learning certificate prepares educators, instructional designers, and corporate training professionals to design, develop, implement, evaluate, and manage e-learning training programs and curricula.

It offers a hands-on opportunity to build relevant, pedagogically sound educational materials and courses for the Internet, explores the latest developments in online educational technology, and provides a solid grounding in e-learning planning, implementation, and program management.

The program covers all aspects of the e-learning process, including knowledge management, and it gives e-learning authors, instructors, and tutors the opportunity to develop their own interactive learning strategies and to put in place a set of industry-recognized professional standards.

Participants in the program will gain experience in visual design and display, e-learning program evaluation, computer-mediated communication, and methods for leading and fostering online discussions. They will also look at current and evolving developments in e-learning and distance learning theory.

To earn the e-learning certificate, students are required to complete the six core courses. Those who started the certificate program before September 1, 2004, may apply previously available elective(s) to satisfy the six-course certificate requirement.

Students have three years from the start date of their first course to complete the certificate.

REQUIRED COURSES:		
E-Learning Program Planning and Implementation	SCS 0215	p. 85
Effective Project Management	SCS 0186	p. 78
How to Build a Web-Based Course	SCS 0216	p. 85
Knowledge Management	SCS 0219	p. 86
Online-Learning Seminar	SCS 0218	p. 86
Visual Design and Display of Information	SCS 0217	p. 87

“E-Learning Program Planning and Implementation is one of the best courses I have taken. I feel that I have learned a tremendous amount and, above all, that I can really apply this knowledge to my work.”

FOCUS

Audrey Dennie

Background

- Audrey earned a Certificate in Professional Communication in 2006.
- After completing high school, she immediately started a family leaving her no time to pursue a degree. She joined U of T in 1988 as a secretary, and in 1998 – by then a mother of five – she was hired by the School of Continuing Studies as executive assistant to the director.

The Continuing Studies Experience

- “Going back to school fuelled my need to continue to learn. The School provided a path to learning, and wonderful instructors cheered me on. I was committed to achieving that certificate and was so proud of myself when I completed it. So was my family!”
- In 2006, Audrey Dennie was celebrated as one of the University’s “Wonder Women” by the U of T *Bulletin* for her role in organizing a panel discussion to examine homophobia in the black community.

Passion

- “I want to run my own business in the Caribbean, and I know that targeted training will get me there. A university degree is no longer what I need to achieve my dreams. I’m considering the Certificate in Management Fundamentals or some other business courses.”



Certificates in Continuing Studies

Enterprise Risk Management (ERM)

Enterprise Risk Management, or “ERM,” is the art and science of balancing risk and reward across functional areas within an organization. Fast emerging as a key area of concern in corporate governance and management, it deals with executive-level strategies for managing corporate and insurance risk at all levels.

The program offers an integrated view of risk. While there is a balanced emphasis on both insurance risk and organizational risk, the overall perspective is from a “pan-corporate” viewpoint that considers the impact of risk on all stakeholders.

Designed for managers and executives who need to influence, implement, facilitate, or manage corporate ERM programs and initiatives, the certificate involves the completion of six courses: three required and three electives.

The three required (core) courses provide students with the knowledge and tools to work with enterprise risk management issues that include corporate risk (IT, Finance, HR), insurance risk, global risk (terrorism, political unrest, war, and weather), the cost of risk to an organization, issues of compliance, and the use of quantitative and qualitative analytical methods to identify and minimize risk.

To complete their certificates, students can select from four elective streams: Accounting & Finance, Insurance, Information Systems, and Law & Organizational Dynamics. These streams or specialization clusters are a guide to planning only. Students can take courses from more than one cluster, and counselling in the selection of electives can be arranged by contacting the Business & Professional Studies program office at 416-978-2400 or learn@utoronto.ca.

Upon completion of this certificate, students will have fulfilled part of the educational requirements for professional designations in CRM (Canadian Risk Management), RF (Risk Fellow of RIMS – Risk and Insurance Management Society), and FCIP (Fellow Chartered Insurance Professional).

Prior Learning Assessment (PLA) may be granted for two courses.

Students have three years from the start date of their first course to complete the certificate.

REQUIRED COURSES:		
Enterprise Risk Management (ERM)	SCS 1388	p. 92
Risk Assessment	SCS 0981	p. 92
Quantitative Methods for Business Management	SCS 0081	p. 80
ELECTIVES:		
Accounting & Finance		
Accounting: The Fundamentals	SCS 0984	p. 69
Auditing	SCS 0906	p. 70
Corporate Finance and Performance Analysis	SCS 0083	p. 71
Financial Management	SCS 0976	p. 72
Insurance		
Risk Control	SCS 0985	p. 93
Risk Financing	SCS 0986	p. 93
Information Systems		
Information Security Management	SCS 1389	p. 92
Management Information Systems (MIS)	SCS 1209	p. 78
Law & Organizational Dynamics		
Business Law	SCS 0973	p. 74
Legal Issues in E-Commerce	SCS 0091	p. 76
Organizational Behaviour	SCS 0988	p. 88

CFA Scholarship Opportunities

In conjunction with the CFA Institute, and as part of our Certificate in Financial Analysis and Investment Management, we are pleased to announce the availability of 10 scholarships provided by the Toronto CFA Society.

- The scholarships will be awarded to 10 students who are enrolled in the School’s CFA Level I June 2007 exam.
- The scholarships must be applied to the registration and enrolment fees for the CFA Level I exam.
- Candidates must have completed a minimum of two courses of their Financial Analysis and Investment Management Certificate through the School.
- The scholarships will be awarded to those students who have completed the most courses with the highest average marks.

Interested candidates must submit an application form by January 2, 2007, to the Business & Professional Studies program office. Forms can be obtained by phoning 416-978-2400 or e-mailing learn@utoronto.ca.

CFA Exam Preparation

Passing the CFA Level I Exam (SCS 1526)
 Passing the CFA Level II Exam (SCS 1766)

The globally recognized Chartered Financial Analyst (CFA) designation defines professional excellence within the international investment community. To achieve it, candidates must pass three rigorous examinations that measure competency in the areas of portfolio management and investment analysis.

For an extraordinary course that prepares you to succeed in achieving the first level of CFA Certification, please see *Passing the CFA Level I Exam* (SCS 1526) on p. 73.

If you have already passed the CFA Level I Exam, the next step toward a CFA certificate is *Passing the CFA Level II Exam* (SCS 1766). See p. 73.

Financial Analysis and Investment Management

The primary objective of this program is to take students who are beginning their studies in analytical finance to a point where they become capable of performing relatively complex financial and investment analyses.

It is designed for people who wish to advance their career in investment banking, equity research, portfolio management, and management finance. Although the courses featured in this program have particular relevance to those pursuing careers in the financial investment sector, the skills taught are also transferable to other sectors of the economy.

The Financial Analysis and Investment Management Certificate consists of five required courses, which, in conjunction with additional self-study of the CFA Institute's Ethical and Professional Standards, helps to prepare students to write the CFA Level I exam.

Students have three years from the start date of their first course to complete this certificate.

Prior Learning Assessment (PLA) may be granted for one course in this certificate, either *Accounting: The Fundamentals* (SCS 0984) or *Business Economics* (SCS 0082).

REQUIRED COURSES:		
Accounting: The Fundamentals	SCS 0984	p. 69
Business Economics	SCS 0082	p. 70
Capital Markets, Asset Valuation and Portfolio Management	SCS 0084	p. 71
Corporate Finance and Performance Analysis	SCS 0083	p. 71
Quantitative Methods for Business Management	SCS 0081	p. 80

Those who already have a good basic knowledge of financial analysis may wish to consider our new Financial Analysis Course: *Passing the CFA Level I Exam*. Held once a year over the fall and winter semesters, it prepares candidates to write their exam in a considerably shortened time frame.

And, this year for the first time, for those who have succeeded in passing their CFA Level I exam, we are offering the second in our series of CFA exam prep courses: *Passing the CFA Level II Exam*.

CFA® is a registered trademark of The CFA Institute and stands for Chartered Financial Analyst. Currently, no other designation within the Investment Management and Research profession carries as much prestige and is as widely recognized internationally as the CFA. Complete information on the CFA charter can be found at www.cfainstitute.org.

Management Fundamentals

Through exposure to a broad range of management theories and practices, this certificate prepares students for leadership and management roles in business. Certification by a high-quality, independent academic institution can legitimize professional knowledge and validate transferable skills – a critical factor in changing jobs across industries.

The Certificate in Management Fundamentals has been developed for

- students pursuing a professional designation from an association or institute
- association, university, and/or college alumni adding management responsibilities to their portfolios
- candidates for career change, from both university and non-university backgrounds

The certificate is awarded upon successful completion of eight courses: six required and two electives. All courses are available in-class, online, and by paper-based distance learning.

Prior Learning Assessment (PLA) may be granted for two courses.

Students have five years from the start date of their first course to complete the certificate.

REQUIRED COURSES:		
Accounting: The Fundamentals	SCS 0984	p. 69
Business Management	SCS 0977	p. 77
Financial Management	SCS 0976	p. 72
Human Resources Management	SCS 0987	p. 88
Management Information Systems (MIS)	SCS 1209	p. 78
Marketing: Introduction	SCS 0978	p. 90
ELECTIVES:		
Business Law	SCS 0973	p. 74
Business Strategy	SCS 0974	p. 77
Economics, Introductory	SCS 0980	p. 71
Effective Communication and Negotiation	SCS 1241	p. 82

Managing Marketing as Competitive Intelligence

Marketing drives business. The primary objectives of this certificate are to provide business people and other professionals with the tools and knowledge to develop strategies, technologies, and organizations that drive marketing success.

This certificate integrates technology and competitive intelligence in the context of marketing management.

The certificate requires the successful completion of a minimum of six courses: three required and three electives. One of the three electives must be either *Database Marketing* (SCS 0027) or *International Marketing* (SCS 0946).

Prior Learning Assessment (PLA) may be granted for two courses. These can be required or elective courses.

Students have three years from the start date of their first course to complete the certificate.

REQUIRED COURSES:		
Essentials of Competitive Intelligence	SCS 0945	p. 89
Marketing: Introduction	SCS 0978	p. 90
Strategies for a Web Presence	SCS 0199	p. 87
ELECTIVES:		
An Introduction to Business Intelligence	SCS 0245	p. 85
An Overview of Database Technologies	SCS 0947	p. 86
Database Marketing	SCS 0027	p. 89
International Marketing	SCS 0946	p. 90
Marketing Essentials and Media Campaigns for Business	SCS 1176	p. 91
Semiotics of Advertising	SCS 1243	p. 91
Strategic Selling and CRM	SCS 0087	p. 91

Strategic E-Business Management

The primary objectives of this certificate are to provide business and information technology professionals with the knowledge and tools they need to put in place the strategies and technologies for successfully implementing e-business solutions within an organization.

Embarking on an e-business effort involves an in-depth knowledge of both business strategy and technology. E-business initiatives require that leaders link cross-enterprise operations and also manage corporate resources strategically.

Strategic E-Business Management focuses on the professional qualifications needed to advance a career in the emerging field of e-business management.

The program requires the successful completion of six courses: four required courses and two electives. The two foundation courses, *Marketing: Introduction* (SCS 0978) and *Financial Management* (SCS 0976), must be taken first.

Prior Learning Assessment (PLA) may be granted for any two courses in this certificate.

Students in this program must complete all the courses in the certificate by Spring 2008.

REQUIRED COURSES:		
A Conceptual Overview of E-Business Technologies	SCS 0086	p. 84
Financial Management	SCS 0976	p. 72
Marketing: Introduction	SCS 0978	p. 90
Technology, E-Business Models and Corporate Strategy	SCS 0085	p. 87
ELECTIVES:		
E-Business Software Selection	SCS 0251	p. 85
Legal Issues in E-Commerce	SCS 0091	p. 76
Process Management for E-Business Deployment	SCS 0089	p. 86
Strategic Selling and CRM	SCS 0087	p. 91

Strategic Leadership

Purpose. Process. Passion. These form the leadership triumvirate. In other words, every successful leader knows where the organization is headed, how it will get there, and who is going to make it happen. And this six-course certificate program is designed to give you just the skills you need to achieve such confidence and success.

Our approach to leadership development is very practical. Each individual course focuses primarily on one of the three “Ps,” offering the particular knowledge, tools, and techniques you need to take effective action. Then, by means of themes interwoven throughout the program, our expert instructors help you to integrate your learning, teaching you to bring the skills together into a package that helps differentiate you in the marketplace.

To be specific, the program will teach you

- how you can be more effective as a manager and leader armed with greater self-awareness and a personal leadership development plan
- how to increase your personal impact so results will resonate
- how to determine where you want to take your business unit, organization, or idea
- how to build the excitement, commitment, and passion of your people and organization to a vision and purpose
- how to make it happen

To earn this certificate, students must complete six courses: the five required courses listed in the table, and one of the two electives offered.

REQUIRED COURSES:		
Critical Thinking	SCS 0036	p. 94
Leading Change	SCS 1734	p. 94
Personal Impact: Emotionally Intelligent Leadership*	SCS 1733	p. 95
Putting Leadership into Action**	SCS 0944	p. 95
Transforming Strategy	SCS 1736	p. 96
ELECTIVES:		
Leading through Negotiation and Persuasion	SCS 1735	p. 95
Strategic Performance Measurement	SCS 0035	p. 96

* If you plan to complete the certificate stream, take this course early in the program.

** If you plan to complete the certificate stream, take this course toward the end of the program.

While those who take the entire program will benefit most from the integration and reiteration of themes, students who wish to take only some of the courses are also welcome. Even with a single course, you will gain a clearer picture of what it takes to lead effectively and get results.

Class size is limited to a maximum of 25 students in order to ensure ample opportunity for discussion and individual feedback.

Every leadership course ends with a final evaluation that students must pass if they wish to count the course towards certification. A motivated participant could complete the certificate within an 18-month period. However, participants are given up to five years from the start of their first course to complete the program and obtain the certificate.

Prior learning assessment (PLA) may be granted for one course.

PURPOSE

Hind Aboud Kabawat

Background

- B.A., University of Damascus (1991); law degree from Arab University of Beirut (1995); School of Continuing Studies: Leadership Certificate (2000), Dispute Resolution Certificate (2001); M.A. from the Fletcher School of Law and Diplomacy, Tufts University (2003).
- An immigration and entertainment lawyer splitting her time between Toronto and Damascus, Hind currently works as an international advisor to Joseph Young & Associates.

The Continuing Studies Experience

- The Strategic Leadership program motivated Hind to enrol in graduate studies, while the Dispute Resolution program gave her essential tools for her mission for peace in the Middle East.

Passion

- “I am working on an agenda for change and peace in the Middle East. When you’re not paid by a government or any other organization, people listen more carefully to you.”
- Hind has turned her house in the heart of Damascus’ old city into one of the country’s leading political salons where activists and intellectuals gather in the courtyard to dine and discuss politics.



ENGLISH AS A SECOND LANGUAGE

Academic Preparation

Academic certification can help you get into the University of Toronto or another university or college of your choice. Join highly motivated, determined students who, like you, want to develop the language skills necessary to communicate in the academic environment.

Learning activities and materials are drawn from authentic academic situations. In each course, you will receive personalized feedback and be introduced to relevant text and Web resources for further reference.

Certificate Benefits

A final grade of “B” in Level 60 meets the language facility requirements for admission to undergraduate and graduate degree studies at the University of Toronto.

Completing the Certificate

The certificate can be pursued on a full- or part-time basis.

Intensive (Full-time)

The intensive study program is offered three times a year – January, May, and September – and can be taken as a 10-, 12- or 14-week course. Placement testing on the first day of the course is used to determine each student’s appropriate proficiency level. The program offers four levels, ranging from Low Intermediate (Level 30) to Advanced (Level 60) proficiency.

Health Insurance: Students who are not covered by the Ontario Health Insurance Plan (OHIP) must purchase the School’s health insurance plan.

REQUIRED COURSE:		
Academic Preparation	SCS 0150	p. 99

Part-time

The part-time program consists of a variety of skill-based courses, offered at the advanced level of proficiency. The certificate requires the successful completion of seven courses. Students have two calendar years to complete the certificate program requirements part-time.

Students do not have to work towards a certificate to take a course in the part-time program. They may take individual courses based on their learning needs, or complete the seven courses necessary for the certificate.

The courses are offered primarily on the University of Toronto’s St. George campus. Select part-time courses are also available at the University’s Mississauga campus (UTM).

Please note: The course fee covers all textbooks and other classroom materials.

REQUIRED COURSES:		
Advanced Writing for Academic Study OR Academic Writing – Distance Learning	SCS 0163 SCS 0170	p. 100 p. 100
Advanced Speaking for Academic Study	SCS 0164	p. 100
Advanced Grammar OR Refine Your Grammar OR Focus on Grammar – Distance Learning	SCS 0165 SCS 1333 SCS 0178	p. 105 p. 105 p. 106
Critical Reading for Academic Study	SCS 1335	p. 102
Critical Listening for Academic Study	SCS 1336	p. 101
Building Academic Vocabulary OR Pronunciation	SCS 1340 SCS 0166	p. 102 p. 106
Certification and Exit Testing: Academic	SCS 1117	p. 102

Certificate Requirements and Marking

To qualify for the certificate, students must achieve an overall minimum grade of “B” in the required courses. In addition, students must obtain a grade of “B” in both speaking and writing in *Certification and Exit Testing: Academic* (SCS 1117).

“I have improved my English dramatically through the Academic Preparation course, and it helped me to adapt to university life easily.”

English for Professionals

Study professional English to get the job you want, to achieve the promotion you deserve, or to earn certification before you enter the workplace. Join ambitious professionals like yourself to develop the language skills necessary to communicate in an increasingly global marketplace.

Language instruction is available for all language skills with a particular emphasis on speaking, listening, pronunciation and vocabulary. Learning activities and materials are drawn from authentic professional situations. In each course, you will receive personalized feedback and a list of relevant text and Web resources for further reference.

Certificate Benefits

Completing the Certificate in English for Professionals will help you

- communicate more effectively in any business situation
- acquire the language needed for professional presentations
- develop listening strategies for business settings
- monitor your own speaking in order to become more accurate in English
- learn the interpersonal skills necessary to conduct business in an English-speaking culture
- learn methods to improve your pronunciation
- develop useful strategies for improving your English while at work

Completing the Certificate

The certificate can be pursued on a full- or part-time basis.

Intensive (Full-time)

The intensive study program is a 6- or 12-week course offered three times annually: September, February, and May.

Health Insurance: Students who are not covered by the Ontario Health Insurance Plan (OHIP) must purchase the School's health insurance plan.

REQUIRED COURSE:

English for Professionals	SCS 0153	p. 99
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Part-time

The part-time program consists of a variety of skill-based courses. The certificate requires the successful completion of six courses as outlined below.

Part-time courses are offered at the advanced level of proficiency. Students have two calendar years to complete the certificate program requirements part-time.

Students do not have to work towards a certificate to take a course in the part-time program, but may take individual courses based on learning needs.

The courses are primarily offered on the University of Toronto's St. George campus. Selected part-time courses are also available on the University's Mississauga campus (UTM).

Note: The course fee covers all textbooks and other classroom materials.

REQUIRED COURSES:		
Writing Essentials	SCS 1337	p. 103
Business Writing OR Professional Writing – Distance Learning	SCS 1338 SCS 0171	p. 103 p. 103
Professionally Speaking	SCS 1120	p. 104
Speaking Accurately	SCS 1121	p. 104
Presentation Strategies OR Advanced Grammar OR Refine Your Grammar OR Focus on Grammar – Distance Learning OR Pronunciation	SCS 1511 SCS 0165 SCS 1333 SCS 0178 SCS 0166	p. 104 p. 105 p. 105 p. 106 p. 106
Certificate and Exit Testing: Professional	SCS 1393	p. 105

Language Training for EFL Teaching

Certificate Benefits

Completing the Certificate in Language Training for EFL Teaching will allow you to

- practice teaching – choose from a range of ELP teaching situations
- visit credit classes for teachers of ESL at the University of Toronto
- select a project assignment from your own interest area: primary, secondary, post-secondary, or adult education
- profit from our specialized interview training: practise interviewing for a teaching position or promotion
- supplement your English studies with afternoon TOEIC classes and/or sign up for an official TOEIC test (additional fees apply)

Completing the Certificate

The certificate can be pursued only on a full-time basis.

Intensive (Full-time)

The intensive study program is offered three times a year – September, January, and May – and can be taken as a 6-, 12- or 14-week course. This course is offered on the University of Toronto's St. George campus.

REQUIRED COURSE:

Language Training for EFL Teaching	SCS 0156	p. 99
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LANGUAGES & TRANSLATION

International Languages

This certificate is available in Arabic, Chinese–Cantonese, Chinese–Mandarin, Dutch, Farsi, French, German, Italian, Japanese, Korean, Latin, Portuguese, Russian, Spanish, and Turkish.

This certificate prepares students to demonstrate their abilities in the selected language through both oral skills and practical applications (with the exception of Latin). Skill levels will be assessed in the first class meeting so that students are placed in the appropriate level. Distance Learning and private instruction applicants will receive an assessment after the submission of the first assignment.

The completed certification will describe the proficiency level in regard to the final course level the student successfully completes. Certification may be completed through one delivery format or a combination of delivery formats:

In-class

Fall, Winter, and Spring/Summer terms.

Distance: Paper-based

Ongoing enrolment. The term begins when you register.

Distance Learning students have 10 months to complete one or more courses, but most enterprising individuals complete one course in three months and all required courses within one year or less. Course materials are received within six weeks of registration.

Private Instruction

Ongoing enrolment. The term begins when you register.

With one-on-one private instruction, we customize the program to meet your individual linguistic needs and proficiency level. Meetings are held at the School of Continuing Studies or at a downtown Toronto location of your choice. Private instruction is available in French, Spanish, Russian, Mandarin, Cantonese, Japanese, Latin, Dutch, Farsi, Arabic, Korean, German, Italian, Portuguese, and Turkish.

In seven meetings of 1.5 hours each, instructors teach you at your proficiency level to

- suggest, persuade, agree, disagree, and negotiate
- speak original thoughts accurately
- use expressions of politeness, turns of phrase, and idioms
- adhere to an appropriate level of formality and politeness
- understand socio-cultural professional protocol and business etiquette

Maintain your language skills with a “brush-up” or receive advanced language instruction on an annual basis.

Languages Summer Classroom Study

Spring/Summer terms.

The certificate is awarded upon successful completion of the required courses for the selected language.

Students have three years from the start date of their first course to complete the certificate.

REQUIRED COURSES:

If pursuing a certificate in Arabic, Chinese–Cantonese, Chinese–Mandarin, Dutch, German, Italian, Korean, Latin, Portuguese, Russian, or Turkish, three course levels in the selected language are required:

Beginner Level
High Beginner Level
Low Intermediate Level

For students pursuing a certificate in French, Japanese, or Spanish and starting at the beginner level, four course levels in the selected language are required (a fifth is optional):

Beginner Level
High Beginner Level
Low Intermediate Level
Intermediate Level
High Intermediate Level

For students pursuing a certificate in French, Japanese, or Spanish and starting at the high beginner level or above, three course levels of your choice in the selected language are required:

High Beginner Level
Low Intermediate Level
Intermediate Level
High Intermediate Level
Advanced Level

See pages 110 to 122 for course information.

Our Latin courses consist of learning to read Latin and are therefore somewhat different from the Modern Languages. For details on the Latin courses, visit our website or call 416-978-2400.

Note that a certificate in Russian can be awarded either for oral language proficiency or for skill in reading Russian texts. For details on the Russian courses, visit our website or call 416-978-2400.

Professional Translation

Certificates in Professional Translation are offered in French, Chinese–Mandarin, Chinese–Cantonese, German, Italian, Japanese, Korean, Portuguese, and Spanish.

Additionally, Certificates in Professional Translation with a specialization in Consecutive Interpretation are offered in French, Mandarin, Korean, and Spanish.

The primary objectives of this certificate are

- to take students through the rigours of professional translation to a point where they demonstrate skill in precise translation that preserves the integrity and essence of the written word
- to teach students to become proficient in critically analyzing, comprehending, and accurately translating the complex structures and communications of real-world professional documents

Most assignments are translations from English to the selected language.

The certificate program is for individuals who are functionally bilingual in one of the selected languages mentioned above as well as being proficient in English.

This certificate is awarded upon successful completion of three out of the four Translation Stream courses in the selected language.

REQUIRED COURSES:

Professional Translation – High Intermediate

Professional Translation – Advanced

Professional Translation – Post-Advanced

Advanced Language Course for Professionals

Certificate candidates must also achieve a classroom course attendance of at least 75 percent. Those enrolled in distance learning must complete 100 percent of assignments, including the final project.

Students have three years from the start date of their first course to complete the certificate.

DELIVERY FORMATS

In-class

Fall, Winter, and Spring/Summer terms.

Distance: Paper-based

Ongoing enrolment. The term begins when you register. Course materials will be sent within six weeks of registration.

Distance: Online

Ongoing enrolment. The term begins when you register. Password and user name will be e-mailed within 48 hours of registration. Online students submit by e-mail course assignments to the instructor and receive by e-mail corrections, feedback, and evaluation commentary.

Distance Learning students have 10 months to complete one or more courses, but most enterprising individuals complete one course in three months and all required courses within one year or less. Distance Learning course materials are received within six weeks of registration.

We're here to support you throughout your certificate program. We encourage you to contact us in the Languages & Translation program office for counselling before and during your certificate program. The personalized written feedback you receive will help you become confident and proficient in accurately translating the complex communications of real-world professional documents.

ASK US – WE'RE HERE TO HELP

Do you need more information about our courses and certificate programs than this course calendar offers? Do you have questions about our services and support?

Contact us, and we will be happy to help. You can reach us by phone Monday through Thursday, between 9:00 am and 6:30 pm, and Friday between 9:00 am and 5:00 pm. Phone: 416-978-2400

Come and see us. During the Fall and Winter terms, our building is open for extended hours, Monday through Thursday, between 9:00 am and 9:00 pm, and Friday between 9:00 am and 5:00 pm. We're at 158 St. George Street, steps away from the St. George subway station.

E-mail us at learn@utoronto.ca or visit our website at learn.utoronto.ca

Personal Consultation

Drop by the School of Continuing Studies for a personal consultation session with a staff member or an instructor who can provide you with the background information you need to choose the course that is right for you.

The sessions are free of charge. Please register in advance using the course numbers listed below.

SCS 1244 - 009	Tuesday, August 22, 2006 4:00 pm to 6:00 pm 158 St. George Street, Toronto
SCS 1244 - 011	Wednesday, August 23, 2006 5:00 pm to 7:00 pm University of Toronto at Mississauga (UTM) 3359 Mississauga Road North, Mississauga
SCS 1244 - 010	Wednesday, November 29, 2006 4:00 pm to 6:00 pm 158 St. George Street, Toronto

For information about consultation sessions in English as a Second Language, see page 98.

Certificate Request Form

SCHOOL of CONTINUING STUDIES
University of Toronto



Open to learning. Open to you.

Upon completion of your certificate requirements, you must request your certificate by completing this form and returning it to

Mail

CERTIFICATE REQUEST
Registration Services
School of Continuing Studies
University of Toronto
158 St. George Street
Toronto, Ontario M5S 2V8

Fax

416-978-6666

Your certificate will be issued and mailed to you once the School has verified that you have met and completed all of your certificate requirements. Normal processing time is three weeks.

If you are working toward certification from the School of Continuing Studies, you should ensure that you meet the applicable certification requirements, keeping in mind the types and number of courses, course hours (if applicable), and any other requirements listed.

PERSONAL DETAILS (PLEASE PRINT)

Surname	Given Name
Daytime Telephone Number	SCS Student Number

MAILING ADDRESS

Number and Street		Suite
City	Province	Postal Code

CERTIFICATE DETAILS

Name of the certificate you have completed
How would you like your name to appear on the certificate?

STUDENT SIGNATURE: _____ **DATE:** _____