

# The Justice Institute of British Columbia

## Summer Institute Schedule July, 1988 in Vancouver

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*Celebrating 10 years of leadership  
in justice and public safety training  
for professionals and the public.*

**For more information about any of these programs  
and to enquire about registration contact:**

**Justice Institute of B.C.  
4180 West 4th Avenue, Vancouver, B.C. V6R 4J5  
Telephone: (604) 228-9771 Local 311**



# WHAT IS THE JUSTICE INSTITUTE?

The Justice Institute of British Columbia is a post secondary educational organization that provides training and education programs to professionals and the public.

The Justice Institute develops and delivers training programs to meet specific performance standards of justice and public safety organizations in fire service, law enforcement, correctional services, emergency health care, courts management and related justice and public safety services. The major client groups of the Institute are the Ministry of Attorney General, Ministry of Health and Ministry of Municipal Affairs which need both entry level (recruit) training and advanced level training for municipal police officers, firefighters, provincial corrections employees, courts staff, ambulance attendants and paramedics.

In addition to courses contracted for by the major client groups, courses are developed and delivered on a broad range of topics and issues for personnel with government organizations, private agencies and the corporate sector as well as members of the public.

Faculty of the Institute are selected from professionals in the field. They are seconded as faculty members in their specialty area for up to three years. In this way the Institute is assured of having the most capable and current instructors. Supporting the instructors are educational specialists with expertise

in program planning, curriculum development, learning assessment, media and print production, library research, and lifestyle and physical fitness training.

Innovative approaches to course design allow the Institute to select the best training methods including individualized instruction, self directed learning and competency-based training.

The main campus of the Institute is scenically located in Vancouver overlooking Jericho Beach and English Bay. The site consists of classrooms, an auditorium, instructional resources centre, media centre, gymnasium, food service building and administrative and faculty offices. Satellite centres exist in the Greater Vancouver area to provide driver training, firearms training, "hands-on" firefighter training and dangerous goods training.

The Justice Institute is a unique resource designed to meet the knowledge and skill requirements of a broad range of organizations by providing an educational experience in an interdisciplinary environment. Now celebrating its tenth anniversary, the Justice Institute welcomes your interest and participation in our Summer Institute courses, and invites enquiries about how we can assist you in achieving your human resource development objectives.

## JUSTICE INSTITUTE MARKETING PROGRAM

The Justice Institute is unique in North America particularly with respect to the comprehensive nature and quality of its training curricula, materials and services. A catalogue containing a number of the training materials developed at the Justice Institute is now available to people interested in purchasing items to support education and training in subject areas related to police, fire, emergency health services and corrections.

The items include:

- video tapes, slide tapes, and slide presentations
- training manuals
- edukits
- competency based training programs

- program support kits
- distance education programs
- etc.

For a copy of this catalogue please send \$2.00 (payable to the Justice Institute) to cover handling, and mail to:

Marketing Department  
Justice Institute of British Columbia  
4180 West 4th Avenue  
Vancouver, B.C.  
V6R 4J5

## HOW TO REGISTER FOR A COURSE

**REGISTER BY MAIL** To register by mail, fill out the course Registration Form on the back page or send in this information by letter along with your cheque (made payable to the Justice Institute) to: Registration Office Justice Institute of B.C. 4180 West 4th Avenue Vancouver, B.C. V6R 4J5

**TAX DEDUCTION** You may deduct tuition fees from your income tax if the total amount exceeds \$100 and is paid to one educational institution. Deductions may be claimed for one or more courses taken during the tax year. Save your registration receipts!

**REFUND POLICY** Registration fee minus an administration charge is refundable if written notification of cancellation is

received seven working days in advance of the course date. The white copy of the registration receipt must be presented in order to receive a refund.

**TRANSFER POLICY** There is an administrative fee to transfer from one course to another.

**COURSE CANCELLATIONS** A full refund of tuition fees will be issued for courses cancelled by the Institute. The Institute reserves the right to cancel courses if enrollments are insufficient. We truly regret any inconvenience this may cause.

**REGISTRATION INFORMATION AND COURSE ENQUIRIES**  
(604) 228-9771, local 311



# EMERGENCY MEDICAL SERVICES

## EMS TRAINERS CERTIFICATE PROGRAM (#EHS 100)

Dates: **July 4–8**

Fee: \$600

Resource People: Full-time and associate faculty of the Emergency Health Services Academy, Justice Institute.

This program is designed to provide trainers with an update on what's new in general training techniques and also to provide them with specific training skills for teaching important EMS topics. The course will be largely experiential and will include the following topics:

- EMS skill testing and evaluation techniques.
- Designing basic, intermediate and advanced life support training.
- Designing and teaching an advanced tactical driving program. (This is a combined instructor/provider course.)
- Automobile extrication and spinal immobilization training. (Provider/instructor course.)
- Designing effective trauma training for all EMS levels.

## EMS TECHNICAL SKILLS PROGRAM (#EHS110)

Dates: **July 11–22**

Fee: \$150/day or \$125/day if registering for five or more days.

Resource People: Full-time and associate faculty of the Emergency Health Services Academy, Justice Institute.

This series is designed for EMS personnel at all levels. Obtaining initial or refresher training in technical skills is often difficult without taking full EMS courses. The Technical Skills program is designed therefore, to provide short workshops on some of the major EMS skills. The essential theory will be presented but the workshop will be predominantly experiential.

These one and two day workshops are designed to stand alone allowing you to tailor the program to your particular needs. You may select from the following skills:

- July 11: **RAPID DEFIBRILLATION (#110A)**
- July 12 & 13: **ADVANCED PATIENT ASSESSMENT (#110B)**
- July 14 & 15: **PRE-HOSPITAL FLUID THERAPY FOR MEDICAL AND TRAUMATIC EMERGENCIES (I.V. Skills) (#110C)**

The program has been designed for EMS educators, aspiring trainers and EMS administrators responsible for program planning and development. It will provide participants with both the content and process for delivering the above topics. For a comprehensive review of specific technical skills, however, it is recommended that participants supplement this course with a selection from the technical skills offerings.

This week long course will form part one of a two part course leading to a Certificate of Achievement. Part two will be offered next summer. Those who complete part one will receive a Certificate of Completion.

### July 16 & 17: **ADVANCED TACTICAL AMBULANCE DRIVING (#110D)**

(Developed from the RCMP Advanced Tactical Driving program, this workshop will take place at our Boundary Bay Driving Centre.)

### July 18 & 19: **PRE-HOSPITAL TRAUMA MANAGEMENT (#110E)**

(A full range of skills and approaches to effectively manage major and multiple system trauma.)

### July 20: **SPINAL IMMOBILIZATION (#110F)**

(The latest techniques and equipment for managing suspected spinal injuries.)

### July 21 & 22: **AEROMEDICAL EVACUATION (#110G)**

(Principles, practices and skills for transporting patients by air.)

### July 11–22: **ENTIRE SERIES (#EHS110)**

Participants will receive individual certificates of attendance following the workshops. A special Certificate of Achievement will be awarded those completing all workshops.



# SEXUAL ABUSE

## NATIONAL CONFERENCE ON THE USE OF VIDEO IN CHILD SEXUAL ABUSE CASES (#CSA115)

Dates: **June 23–25**

Fee: \$150 for June 23–24 \$200 for June 23–25

The implementation of Bill C-15 has focused national attention on the legal and courtroom aspects of child sexual abuse and provides for significant changes related to children's evidence in these cases. Though videotape has been used in courtrooms across the country, Bill C-15 encourages its use in child sexual abuse cases. The Bill provides for the presentation of a child's video taped statement in court where the child adopts the statement and the use of closed circuit television whereby a child can give evidence in a separate room from the courtroom during court proceedings. With the passage of this new legislation there is a need to clarify and train professionals across Canada in the use of video taped interviews for court, medical and child protection purposes; to encourage a co-ordinated response to the changes; and to identify and examine the legal, ethical and procedural issues that arise out of the use of video.

Content will include:

### **Video Taping Children's Interviews (DAY 1)**

- Interviewing techniques;
- Setting-up video interview rooms;
- Use of video tape in criminal and civil proceedings;
- Role of health professionals in interviewing and assessing victims.

### **Showing Video Tapes in Court (DAY 2)**

Impact of courtroom procedures on investigative techniques;

- The child witness and Bill C-15: procedural concerns, mock examinations, and cross examination in chief of the child witness in criminal proceedings;
- The expert witness and Bill C-15: procedural concerns, mock examinations in chief and cross examination of expert witnesses in courtroom settings;
- Mental health and therapeutic implications of video tapes on the victim.

### **Closed Circuit Video Concerns (DAY 3)**

- Setting up the courtroom;
- Methodology for the practitioner;
- Constitutional, ethical and other legal issues;
- Model protocols.

The Conference is co-sponsored by the Ministry of Attorney General, Criminal Justice Branch and the Justice Institute of B.C. Funding assistance: Ministry of Justice, Health and Welfare Canada, Solicitor General Canada.

Detailed conference brochures are available from the Justice Institute.

## SEXUAL ABUSE TRAINING FOR PRACTITIONERS (#CSA105)

Dates: Children & Youth Option: **July 4–9 (inclusive) & 11–15 (inclusive)**

Adult Survivor Option: **July 18–22 (inclusive) & 25–27 (inclusive)**

Fee: \$700 (Full Program—19 days)

\$550 (Children & Youth Option only)

\$400 (Adult Survivor Option only)

Resource People include: Mary Ann Carter, M.A., Clinical Psychologist in private practice; Louise Doyle, M.A., Teacher and Therapist with Act II Counselling and Family Services; Earl Goldstein, M.S.W., currently in private practice; Wendy Harvey, Special Crown Counsel, Ministry of Attorney General, also author of *So You Have To Go To Court*; Stacey Holloway, B.Sc., Nurse Clinician with extensive experience in psychiatric settings; Carolyn Hudnall, M.S.W., Executive Director of Phoenix and Parker Houses, group homes for street involved adolescents; Vera Maslove, B.S.W., M.A. (candidate); Rose Matovich, R.P.N., Therapist in private practice with several years of experience working with both offenders and victims of sexual abuse; Dr. Ingrid Pacey, M.D., F.R.C.P., Psychiatrist currently in private practice; Dr. Steven Scofield, Ph.D, Clinical Psychologist in private practice; Pam Sleeth, M.A., Therapist in private practice; Ruth Violet, B.G.S., D.V.A.T., Art Therapist in private practice.

The purpose of the training is to provide persons currently in the human services field who have generic counselling skills with specific information and intervention strategies related to child sexual abuse. Content will provide participants with:

- A theoretical framework that assists in understanding the dynamics and nature of child sexual abuse in both a historical and sociological context.
- Specific skills related to assessment of and treatment for adult and child victims of sexual abuse and incest.

- An opportunity to share methods of work, integrate new information and skills, and establish a network for ongoing support.

Course Content:

### **Children and Youth Option**

Historical perspective and continuum of abuse.

- Family dynamics.
- Treatment issues for working with children (two sessions).
- Integration session.
- Treatment issues for working with adolescents (two sessions).
- Leading mothers' groups.
- Role of the practitioner in the court process.
- Therapeutic boundaries and limitations: Implications for practice.

### **Adult Survivor Option**

- Consequences of victimization: Nature and dynamics.
- Sexuality and self image.
- Assessment issues/models of treatment.
- Treatment issues for working with adult female survivors (two sessions)
- Integration day.
- Treatment issues for working with adult male survivors.
- Therapeutic boundaries and limitations: Implications for practice.

Practitioners interested in registering for the program must submit a resume detailing their current work history and interest in the training. A telephone interview will follow.

Information on specific workshop content will be forwarded on request.



# INTERVENTION SKILLS

## CRITICAL INCIDENTS WORKSHOP (#CORR102)

Dates: July 12-14

Fee: \$200

Resource Person: Fred Van Fleet, Ph.D. Dr. Van Fleet is an internationally recognized psychologist who consults regularly at the Justice Institute. Besides his work as a trainer and consultant he has conducted many debriefings of critical incidents and has provided assessments and follow-up therapy for hundreds of individuals in the public safety field.

Shootings, hostage takings, prison riots, death and disaster often have traumatizing effects on individuals working within the criminal justice and public safety fields. The physical and emotional impact of such incidents is often devastating in terms of professional burnout, depression, alcohol and drug dependencies, interpersonal problems, family breakdown and suicide.

This three-day workshop is designed for people who may have to assist staff/clients whose work environment is frequently hostile or dangerous. Participants may include:

managers, supervisors, union representatives, line staff and counsellors. Hostage situations, prison environments, threats to person and property, work related accidents, death and violence are issues that participants' staff/clients may face and need to defuse and debrief.

Content for the session will include:

- Defusing techniques.
- Crisis intervention strategies.
- Hostage survival.
- Critical incident stress effects.
- Post traumatic stress disorders.
- Debriefings—Who and how.
- One-to-one assessments and counselling.
- Employee assistance programs and peer counselling.
- Follow-up strategies.
- Prevention techniques.

## DEFENSIVE TACTICS AND CONTROL TECHNIQUES (#PP101)

Dates: July 4-7

Fee: \$250

Resource Person: Doug Farenholtz, MSc., Co-ordinator of Physical Education Services, Justice Institute; co-founder of the peace officer combat training systems. Doug holds a black belt in karate and was formerly the member of the R.C.M.P. responsible for their recruit physical training programs.

Law enforcement, emergency response and security personnel are, on occasion, required to physically protect themselves and control others while performing their duties. Conflicts could involve being pushed or shoved, grabbed or held, or having to restrain, remove or escort a person. This course will combine teaching and hands-on practice sessions so that participants will be able to effectively perform self-defense and control techniques.

Content will include:

- Philosophy of training and principles of self-defense.
- Defensive tactics including stance and balance.
- Distractive techniques including pressure point control.
- Principles of inside fighting and body hold releases.
- Control tactics including hand, wrist and arm locks, chair and doorway removal techniques.
- Team tactical approaches.

Those who successfully complete the course will receive a Justice Institute Certificate of Achievement. Participants should be physically able to participate in daily physical activity during the course.

# RISK MANAGEMENT

## RISK MANAGEMENT WORKSHOP (#FI200)

Dates: July 11-13

Fee: \$395

The session will be led by legal experts, active risk managers and specialists in the field of Risk Management.

This practical program is directed toward public sector managers who are concerned with legal liability and actions in negligence. The session will focus on five steps of a Risk Management program:

- Identifying and evaluating exposures.
- Examining alternative techniques to control risks.
- Selecting the best techniques.
- Implementing the best techniques.
- Monitoring and revising approaches according to specific criteria.

Activities will include:

- Examination of financial statements, operational flow charts, and organizational charts to determine exposures.
- Inspection of a facility to determine exposures.
- Interviewing.
- International teleconference with risk managers.
- Meetings with specialists in the risk management field.
- Group presentations to authorities for the implementation of a Risk Management Program.

Participants will leave the workshop with a structured approach to Risk Management that they can implement in their own organizations.



# CONFLICT RESOLUTION

## **CENTRE FOR CONFLICT RESOLUTION TRAINING**

The Justice Institute, through its Centre for Conflict Resolution Training, is committed to the development and delivery of extensive training in conflict resolution. Most courses are limited to 20 participants. Individualized learning is facilitated by trained skills coaches including video feedback. The Centre

offers a Conflict Resolution Certificate Program, the only one of its kind in Canada, consisting of six core courses totalling 147 classroom hours and elective courses totalling 63 classroom hours. Further details are available through the Justice Institute.

### **CONFLICT RESOLUTION: DYNAMICS, STYLES AND APPLICATIONS (#CR100)**

Dates: **July 4-6** , Fee: \$180

Resource Person: Karen Haddigan, Senior Trainer, Centre for Conflict Resolution, Project Coordinator, Inner City Housing, Mediator in private practice.

This course explores the sources and implications of interpersonal conflict within various social and environmental contexts. Participants will have an opportunity to assess their

current approaches to resolving conflicts and to broaden their range of options. An examination of power, expectations, anger and problem solving will include specific concepts, skills and techniques useful in the resolution of interpersonal conflicts. Skill building roleplays will be supported by one skills coach for each five participants. *Recommended as a prerequisite for Dealing with Anger (#CR200).* (A Conflict Resolution Certificate Program core course.)

### **WIN-WIN INFLUENCING SKILLS FOR MANAGERS AND SUPERVISORS (#CR701)**

Dates: **July 14-15** Fee: \$160

Resource Person: Joan Balmer, M.A., Senior Consultant, Ryane Consulting, Inc.

Very often managers find themselves in difficult and frustrating situations with co-workers and subordinates. Some are handled effectively but others seem to defy resolution—leaving one feeling blocked or inadequate. This two-day workshop will

assist in dealing with these situations. Participants will increase their understanding of their own personal styles of influencing others and increase their effectiveness in handling the complexities of the workplace. Skill practice will include video feedback and be supported by a trained coach for each five participants. Registration is limited to 20. (A Conflict Resolution Certificate Program elective.)

### **EFFECTIVE CRITICISM: SKILLS AND TECHNIQUES (#CR715)**

Dates: **July 7-8** Fee: \$150

Resource Person: Sandra Berman, Consultant and Trainer, Circa Enterprises

Ineffective criticism can result in misunderstood messages, tension and inefficiency. Giving criticism is both frightening and difficult for most people. Rather than criticize, we tend to be silent, sarcastic or hurtful. Receiving criticism is often

experienced as a threat to self-esteem and self-confidence. In this workshop participants will learn to give and receive criticism directly, openly and honestly in order to improve communications, achieve the desired result and reduce conflict in personal and business situations. Participants will use video feedback and will be supported by skilled coaches during roleplay simulations. Registration is limited to 20. (A Conflict Resolution Certificate Program elective course.)

### **NEGOTIATION SKILLS, LEVEL ONE (#CR500)**

Dates: **July 11-13** Fee: \$180

Resource Person: Michael Fogel, LL.B., J.D., Senior Trainer, Centre for Conflict Resolution Training; commercial and organizational mediator.

Negotiation skills are essential in your daily interactions with others to assist you in getting what you need and want.

Principled negotiation results in an agreement that responds to the interests of both parties involved. This course introduces the skills, theory and techniques for applying principled negotiation in the workplace. Emphasis will be on developing a collaborative climate and on using interest-based bargaining. Skill practice sessions will involve video feedback and a trained coach for each six participants. Registration is limited to 20.

### **MEDIATION SKILLS, LEVEL ONE (#CR300)**

Dates: **July 18-20** Fee: \$180

Resource Person: Karen Haddigan, Senior Trainer, Centre for Conflict Resolution Training, Project Coordinator, Inner City Housing, mediator in private practice.

Mediation is a practical method for assisting other people in resolving their conflicts and attaining mutual goals. The proc-

ess is useful in a wide variety of settings, including organizations, neighborhoods, committees, schools and families. This course introduces the concepts, skills and techniques needed to mediate disputes encountered on a day-to-day basis. Skills practice sessions will be supported by a trained coach for each five participants. (A Conflict Resolution core course.)



## **DEALING WITH ANGER (#CR200)**

Dates: **July 25–27**

Fee: \$200

Resource Person: Paula Temrick, Senior Trainer, Centre for Conflict Resolution Training, mediator in private practice.

Angry, hostile or resistant feelings and behaviours are commonly generated in conflict situations. Efforts at resolving the conflict may be ineffective if these feelings are ignored or denied. This course presents theory, techniques and approaches for

effectively managing angry feelings and behaviour including confronting, defusing and disengaging in angry conflict situations and moving through anger to constructive problem solving. Skill-building sessions will be supported by trained coaches for every five participants. Registration is limited to 20. *"Conflict Resolution: Dynamics, Styles and Applications" (#CR100) is recommended as a prerequisite for this course.* (A Conflict Resolution Certificate Program core course.)

## **RESOLVING GROUP CONFLICT FROM THE INSIDE: A WORKSHOP FOR GROUP MEMBERS (#CR730)**

Dates: **July 21–22**

Fee: \$150

Resource Person: Michael Fogel, LL.B., and Karen Haddigan, Senior Trainers, Centre for Conflict Resolution Training; commercial and organizational mediators.

Group members often feel discouraged or frustrated when conflicts emerge which diminish group effectiveness. Conflict is inevitable, however, whenever people come together who view the task at hand from different perspectives. These differ-

ences can enhance group cohesiveness if they are used to clarify needs and interest rather than to attack or suppress the diversity of those involved. This course will provide group conflict resolution skills and approaches which can be applied by individual group members when differences arise. This process can be used either formally or informally in both work and social groups. The recommended pre-requisite is attendance at any of the courses in the Conflict Resolution Certificate Program.

# **CONFLICT RESOLUTION WITH CHILDREN AND YOUTH**

## **ANGER MANAGEMENT, PROBLEM SOLVING AND NEGOTIATING WITH YOUTH (#CR731)**

Dates: **July 4–6**

Fee: \$180

Resource Persons: Stacey Holloway, consultant, trainer and counsellor in private practice. Paula Temrick, Senior Trainer, Centre for Conflict Resolution Training, teaches conflict resolution skills programs in Lower Mainland Schools.

This course deals with a range of conflict situations involving youth, including internal and interpersonal conflicts. Working with youth in conflict situations often involves dealing with some level of anger which must be acknowledged before rational problem solving can occur. The angry feelings may

take the form of resistance or withdrawal or may be targeted at inappropriate substitutes which are safer or more available. The goal is to assist the young person to move through the anger to an identification of the problem, and then to facilitate their own problem solving. The final element is to negotiate with the youth and achieve the best outcome for both parties.

This course is designed for youth and childcare workers, social workers, teachers, counsellors and others who work with youth. The recommended prerequisite is attendance at any of the Conflict Resolution Certificate courses offered at the Justice Institute.

## **MEDIATING CONFLICTS WITH YOUTH (#CR732)**

Dates: **July 7–8**

Fee: \$150

Resource Person: Paula Temrick, Senior Trainer, Centre for Conflict Resolution Training, counsellor and mediator in private practice; teaches conflict resolution skills programs in Lower Mainland schools.

Adults who work with youth often feel caught in the middle

when conflicts occur between two or more young people or between youths and other adults. This course will provide the framework and skills required to mediate these conflicts so that the parties involved take responsibility for the resolution to their differences. The course will be most useful to social workers, teachers, counsellors, childcare workers and probation officers working with youth and their families.

## **TEACHING CONFLICT RESOLUTION SKILLS TO CHILDREN (#CR733)**

Dates: **July 11–12**

Fee: \$150

Resource Person: Paula Temrick, Senior Trainer, Centre for Conflict Resolution Training, counsellor and mediator in private practice; teaches conflict resolution skills programs in Lower Mainland schools.

Many teachers and counsellors are realizing the benefits of

teaching children how to resolve day-to-day conflicts. These life skills are essential to building self-esteem and self-control through problem-solving and decision-making. This course provides the concepts and framework for teaching conflict resolution skills to children in classroom or group settings. The recommended pre-requisite is attendance in any of the Conflict Resolution Certificate Program core courses.



# INSTRUCTIONAL SKILLS

## EFFECTIVE PRESENTATIONS PROGRAM (#PP103)

Dates: **July 4-7**

Fee: **\$300**

Resource People: Sgt. Bruce Halstead, Co-ordinator/Instructor of Advanced Programs, Police Academy, Justice Institute; Ingrid Pipke, Program Development and Adult Education, Police Academy, Justice Institute.

This course is designed for those persons who are called upon to make presentations to a wide range of audiences. Its main focus is on the lecture method of presentations; students will learn how to organize material for a presentation into a logical flow of information to fit a given time frame. Content will include:

- Theory of learning.
- Theory of instruction.
- The lecture method of instruction.

- The developmental approach to instruction.
- The demonstration-performance method of instruction.
- Session planning, session plan abbreviations.
- Sample lesson plans.
- Techniques of delivery.
- Questioning techniques.
- Hints for special occasions.
- How to use training aids to enhance your presentation.

Each student will be given feedback on presentations as the week progresses and practice sessions will be videotaped as a training aid. Students will be assessed on presentation abilities in these practice sessions as well as their participation. Successful completion of the course will be recognized by a Certificate of Achievement from the Justice Institute of B.C.

**Registration Information and Course Enquiries:**  
**(604) 228-9771, loc. 311.**

## REGISTRATION FORM

*See inside front cover for registration information.*

Attach a cheque for the appropriate amount (payable to the Justice Institute) and mail to: Registration Office, Justice Institute, 4180 West 4th Ave., Vancouver, B.C., V6R 4J5.

I wish to register in the following program (s):

PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
SURNAME		GIVEN NAME	
POSITION		ORGANIZATION	
STREET/CITY		POSTAL CODE	
PHONE (DAY)			

☐ Please send me information on hotel accommodations.

Enclosed is my cheque for \$\_\_\_\_\_

**Refund Policy:** Registration fee minus an administrative charge is refundable if written notification of cancellation is received seven working days in advance of course date, and the white copy of the registration confirmation is returned to our office. **Transfer policy:** There is an administrative fee to transfer from one course to another.