



# Certificate in Health and Social Services Management

## Content

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Looking for a Rewarding and Challenging Career in the Health and Social Services Industry? ..... 2

How can a McGill Program help prepare you for a career in the Health and Social Services Industry? .. 2

The Program ..... 3

Course Sequence ..... 4

Course Descriptions ..... 5

Admission Requirements ..... 7

Admission Procedures ..... 8

Helpful Tips for Applying ..... 9

Language Requirements..... 10

Exemption by Examination..... 10

Student Awards and Financial Aid ..... 11

Contact ..... 11

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**Improve**  
 your career  
 prospects

The full details of the program, admission requirements, and admission procedures summarized in this document can be found in the School of Continuing Studies' current course calendar. If there are any discrepancies between the course calendar and this summary, the information in the course calendar takes precedence in all cases. McGill University reserves the right to change this information at any time.

## Looking for a Rewarding and Challenging Career in the Health and Social Services Industry?

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Health and Social Services like any other industry requires good management to keep it working efficiently. The projected 2020-2021 health and social service expenditure in Quebec will rise to \$47.8 billion which is a growth of 5.3% from the previous year; and it is predicted to grow another 4.2% in 2021-2022. Given the increasing costs, today, health care administrators must make sure that clients receive the best possible care at the lowest possible cost.

As a health care or social services administrator, you will be responsible for planning, directing and coordinating the delivery of services in hospitals, reception centers for the youth and elderly, local community centers and other health and social establishments. You will be working with other professionals and may be responsible for budgeting, managing employees, purchasing equipment as well as overseeing facilities and equipment worth millions of dollars. If you are compassionate, possess tact and diplomacy are flexible and hard working, a career in the health care industry may be the choice for you.

Typical career opportunities include:

- Health Records Technician
- Medical Records Clerk
- Records Filing-System Clerk
- Records Management Clerk
- Technical Records Clerk
- Medical Records Administrator
- Healthcare Operations Administrator
- Social and Community Services Administrator
- Health Information Administrator
- Health Services Project Administrator

## How can a McGill Program help prepare you for a career in the Health and Social Services Industry?

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The Certificate in Health and Social Services Management, the Diploma in Health and Social Services Management and the Graduate Certificate in Health Services Management will provide you with an integrated base of management knowledge in the field of health and social services management. It will focus on the development of skills in the day to day management of the provision of services in terms of both efficiency and human criteria.

## The Program

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The Certificate in Management is a 30-credit program which consists of 10 required courses.

The certificate's program requirements are:

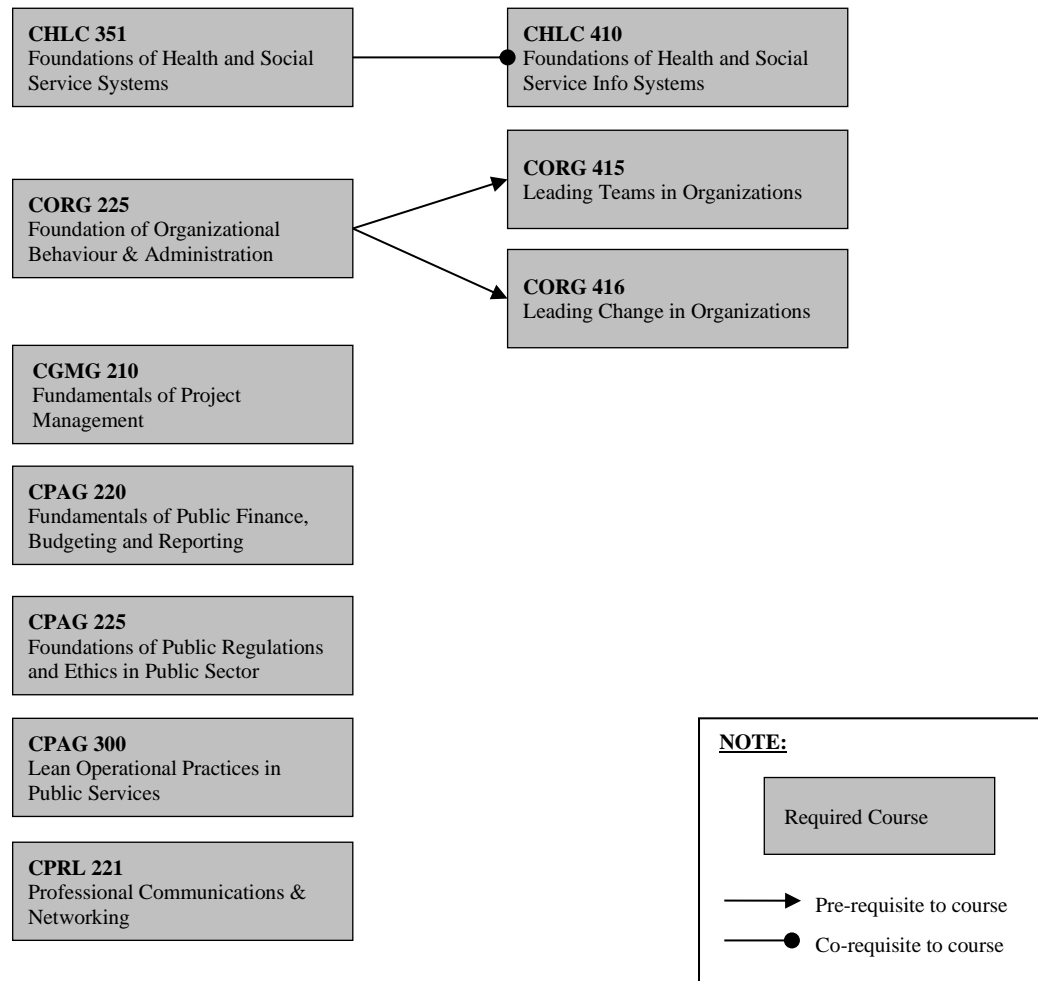
### **10 Required courses (30 credits):**

CGMG 210	Fundamentals of Project Management
CHLC 351	Foundations of Health and Social Service Systems
CHLC 410	Fundamentals of Health and Social Services Information Systems
CORG 225	Foundation of Organizational Behavior and Administration
CORG 415	Leading Teams in Organizations
CORG 416	Leading Change in Organizations
CPAG 220	Fundamentals of Public Finance, Budgeting and Reporting
CPAG 225	Foundations of Public Regulations and Ethics in Public Sector
CPAG 300	Lean Operational Practices in Public Services
CPRL 221	Professional Communication and Networking

Note: All courses are 3 credits unless otherwise stated.

# Course Sequence

## Certificate in Health and Social Services Management



To obtain information on course offerings, please refer to the interactive timetable at:  
<https://cce.mcgill.ca/it timetable/CPD/ProgramDetails/133>

## Course Descriptions

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### **CGMG 210 Fundamentals of Project Management (3 credits)**

Pre-requisite: None

Fundamental principles and best practices of project management essential to the successful development of projects or other complex undertakings within an organization; includes methods for defining, planning, and scheduling activities and resources.

### **CHLC 351 Foundations of Health and Social Service Systems (3 credits)**

Pre-requisite: None

This course will provide an overview of private and public social services within Quebec and its evolution over the last century. Will examine the structures, functions and relations of social organizations. Students will achieve an understanding of the nature of the social services and the subjective impact of seeking and providing help.

### **CHLC 410 Fundamentals of Health and Social Services Information Systems (3 credits)**

Corequisite: CHLC 351

Fundamental approaches of information systems and data management. Topics covered include: integration of technology in the health care system; use of information technology and management systems to improve access, quality, safety and efficiency.

### **CORG 225 Foundation of Organizational Behaviour and Administration (3 credits)**

Pre-requisite: None

This course covers diverse theories and applications such as perception, motivation, decision-making, team dynamics, negotiation, conflict management, leadership, and organizational culture. Levels of analysis are on the individual, team and organizational level.

### **CORG 415 Leading Teams in Organization (3 credits)**

Pre-requisite: CORG 225

An overview of leadership theories and models related to the management of teams in organizational settings. Topics such as team dynamics, underlying factors to successful and ineffective teamwork, strategies for supporting managers in improving team performance and team building will be addressed. In addition, practical strategies and leadership skills for leading teams will be applied and developed.

### **CORG 416 Leading Change in Organizations (3 credits)**

Pre-requisite: CORG 225

An overview of theories and models on leading and managing organizational change. Topics such as leaders spearheading change, the change process, preventing and addressing resistance to change, and creating consensus and buy-in will be covered. Change models, theories and techno-structural methods will be applied using contemporary Canadian case studies.

### **CPAG 220 Fundamentals of Public Finance, Budgeting and Reporting (3 credits)**

Pre-requisite: None

Covers public finance; characteristics of budgeting; public funding; basics of fiscal analysis; concepts and terminology in financial reporting; cash management, monitoring and evaluation of budget performance.

**CPAG 225 Foundations of Public Regulations and Ethics in Public Sector (3 credits)**

Pre-requisite: None

Fundamental elements of the Canadian legal system; legal environment of Canadian public administration, law, institutions and processes; principles of public sector ethics; relationship between ethics, accountability and good governance.

**CPAG 300 Lean Operational Practices in Public Services (3 credits)**

Pre-requisite: None

Lean principles and methods that can be applied to meet the demands for efficiency and quality in the public sector, encompassing a value-oriented approach to process improvement through waste elimination, flow, demand pull and perfection aiming to achieve operational excellence.

**CPRL 221 Professional Communication and Networking (3 credits)**

Pre-requisites: None

Fundamental theories and practices of communication and networking (internal and external) in the workplace. Writing, speaking, presentation and team interaction skills.

## Admission Requirements

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To be admitted to an Undergraduate Certificate in Health and Social Services Management:

- Applicants must hold a CEGEP diploma (DCS, DEC or equivalent) OR
- Applicants who do not have the normal academic background for admission but are 21 years of age and older may be admitted as mature students OR
- Applicants between 18 and 21 years of age who do not have a CEGEP diploma but have at least a high school leaving certificate may be accepted into a qualifying program (a copy of the certificate must be provided).

# Admission Procedures

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## STEP 1: PREPARE

1. Choose the program (certificate, diploma, graduate certificate or graduate diploma) you would like to apply to.
2. Verify the **Application Deadlines** to ensure that you submit your application in time.
3. Ensure you have a valid email address and credit card on hand to pay for the application fee (Visa, Master Card or America Express).
4. From the **list of programs**, click on the program you would like to apply to.
5. Review the admission requirements for the program to ensure you meet the criteria.
6. Ensure you have all necessary documentations required for your application as indicated in the “Documents Required” section.

## STEP 2: APPLY

1. Click “Apply Now” at the top of the program page or go to <https://mcgill.ca/x/4Um> and click “Apply Now”.
2. If you have a Login ID and PIN, enter them now, or if not, create one and log in.
3. Click on “Begin New”.
4. Enter the information requested and click “Continue”.
5. When asked, “What are you applying for at McGill?”, click on “Continuing Studies”.
6. On the next page, select the program you would like to apply to.
7. Complete the rest of the application with all required information and submit.
8. You will receive a confirmation email providing you with a McGill ID number and a PIN. Within 24-48 hours, you will be able to log in to **Minerva** ([www.mcgill.ca/minerva](http://www.mcgill.ca/minerva)).

## STEP 3: UPLOAD SUPPORTING DOCUMENTS

Once you have access to Minerva, upload your supporting documentation as per the admission requirements of your chosen program.

- Uploading your documents will speed up your application process and is strongly recommended.
- For instructions on how to proceed, please go to: <https://mcgill.ca/continuingstudies/legal-documents>.

(If you are unable to upload the documents, you can send them by regular mail or bring them in person to our Client Services office at the address below).

- **Sending official transcripts: All transcripts received via the upload process are considered unofficial.** If transcripts are required for your application, you will also need to have any official transcripts sent directly to McGill University by mail, in a sealed envelope by the educational institution(s) where you studied.

## STEP 4: VERIFY ADMISSION STATUS

Once a decision has been made, admitted students will receive a “Letter of Admission” along with registration instructions.

### Difficulty Applying Online?

If you have any problems with your online application, or if you have questions regarding admission requirement and procedures, contact Client Services (<https://www.mcgill.ca/continuingstudies/client-services>).



## Helpful Tips for Applying

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### **What is an Official Transcript?**

If you have studied at an institution:

- In Canada or the United States – you will need to request a copy of your official transcripts (your marks) from that institution which the institution will mail to the address below in a sealed envelope with the official institution’s logo.
- Outside of Canada or the United States, - you will need to request a copy of your official transcripts (your marks) from that institution which the institution will mail to the address below in a sealed envelope with the official institution’s logo.
- **Note:** In cases where the language of instruction at the institution is not English or French, you must also send an official translation of the official transcript certified by a representative from the **Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ - <http://ottiaq.org/>)**.

- You need to request **official transcripts** as soon as possible once your application has been submitted to the School of Continuing Studies. Your Educational Institution must then mail these directly to the appropriate office below:

### **Client Services c/o Admissions**

McGill University – School of Continuing Studies  
688 Sherbrooke Street West, Room 1125  
Montreal, QC H3A 3R1  
Canada

- **Important:** You must make sure you apply by the application deadline. However, if you have any outstanding supporting documents at the time of your application, you may upload them as they become available or forward them directly to the School of Continuing Studies as soon as possible. Your admission application will only be completed once the University has received all of the required documents.
- **Note:** All required documents received by McGill University’s School of Continuing Studies become the property of the university. Official documents and/or transcripts will not be returned to the applicant.
- **Note:** Transcripts received by McGill University’s School of Continuing Studies cannot be transferred to any other department or program as it would constitute submitting a new application. Therefore, you must submit a new sealed envelope of your official transcripts for each application made to McGill University’s School of Continuing Studies.

## Language Requirements

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- The **language of instruction** for most courses and programs at McGill University is English; however, students may submit any written work that is to be graded in English or French, except in cases where knowledge of the language is one of the objectives of the course.
- Applicants must demonstrate an adequate level of **proficiency in English prior to admission**, regardless of citizenship status or country of origin. McGill University has this language requirement in place to ensure that all students are provided with the opportunity to succeed in their chosen program.
- In all cases, the University reserves the right to require **proof of English** proficiency if it is deemed necessary. For additional information, please click on the link below.

<https://www.mcgill.ca/continuingstudies/language-policy>

## Exemption by Examination

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Students admitted to a Certificate, Diploma, Graduate Certificate or Graduate Diploma program requiring a pre-requisite or co-requisite course, must provide proof that they have taken and successfully passed an equivalent 3-credit course, with the requisite grade as per McGill University's requirements, at the appropriate level at another approved institution or have successfully completed the Exemption by Examination test.

- The Exemption by Examination test is **not applicable to required or complementary course(s)** within a program.
- You cannot take the Exemption by Examination test if you have already attempted the course (a grade of W is considered as have attempted the course).
- If you are unsuccessful in the Exemption by Examination test(s) you will not be permitted to repeat the test(s) and must instead enroll in the course(s) for which the particular test(s) was taken.

**To be eligible to write the Exemption by Examination test, you must have applied to or been admitted into a program.** (The test is optional).

For more information visit: <https://www.mcgill.ca/continuingstudies/recognition-prior-learning>

## Student Awards and Financial Aid

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### **McGill University's School of Continuing Studies Bursaries**

The School of Continuing Studies will post the application form and eligibility requirements for the active term on its website. Please refer to link below for further information.

<https://www.mcgill.ca/continuingstudies/student-awards-and-financial-aid>

### **McGill University's School of Continuing Studies Scholarships**

For a list of McGill University Scholarships, please consult McGill University's School of Continuing Studies website by clicking on the link below.

<https://www.mcgill.ca/continuingstudies/student-awards-and-financial-aid>

### **McGill University's School of Continuing Studies Graduating Prizes**

For a list of McGill SCS Graduating Prizes, please consult McGill University's School of Continuing Studies website by clicking on the link below.

<https://www.mcgill.ca/continuingstudies/graduating-students>

### **Aide financière aux études (AFE)**

As a credit-bearing program, this program is eligible for financial aid through the Quebec Government.

<https://www.quebec.ca/education/aide-financiere-aux-etudes/>

Note: The amount and number of McGill University's School of Continuing Studies Bursaries, Scholarships, and Graduating Prizes issued varies from year to year, depending on funds received and their specifications.

## Contact

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School of Continuing Studies

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### **Program information**

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