



FIRST NATIONS HOUSING PROFESSIONALS PROGRAM

Preparing to Take the FNHP Program: Are you ready?



First Nations Housing
Professionals Association

L'Association des professionnels de
l'habitation des Premières Nations

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About the First Nations Housing Professionals Association

FNHPA Mission and Vision Statements

Vision

FNHPA is the centre for professional standards, certification and other services for existing and future First Nations housing managers across Canada.

Mission

FNHPA supports existing and future housing professionals in serving their communities by:

- Providing national standards
- Delivering education and certification programs
- Facilitating communication and knowledge-sharing

First Nations Housing Professional

A First Nations Housing Professional (FNHP) is a highly skilled professional, committed to personal career development, standards of ethical conduct and housing management. FNHPs gain insight into the most advanced and up-to-date housing management practices and housing services issues facing First Nations organizations. As valued members of the community and housing decision-making teams, they work in a variety of pivotal positions. They are valued for their understanding of housing management and services; both as a source and interpreter on housing issues and housing management matters.

The Standards of Ethical Conduct and Code of Ethics are included in [Appendix A](#) and [Appendix B](#).

Professional Competencies

The FNHPA focuses on eight (8) core competency domains with corresponding sub competencies that are essential for professionals who are active in First Nations housing management.

Core Competency Domains:

1. First Nations Housing History, Culture and Issues
2. First Nations Housing Construction and Infrastructure Elements
3. Housing Leadership, Plans, Policy and Accountability
4. Management of Housing Programs
5. Client Relations
6. Housing Management Functional Supports
7. Professionalism and Ethics
8. Critical Skills

Within the eight core competency domains there are over thirty sub competencies. A full listing of the competencies is available on the FNHPA website: <https://fnhpa.ca/housing-professional-competency-standards.html>.



The competencies:

- Serve as a base for development of curriculum for the First Nations Housing Professionals Program;
- Assist in preparation for the First Nations Housing Professionals, Professional Examination;
- Identify and measure practical work experience requirements;
- Assist to develop continuing professional development services;
- Serve as a tool to conduct a self-assessment to identify areas requiring professional development and as an evaluation tool in the Prior Learning and Assessment Recognition program; and
- Support in recruitment and selection and in performance management and evaluation.

The competencies are general and pertinent to all types of First Nations organizations.

Steps to Becoming A FNHP through the FNHP Program

1. Become a candidate member of FNHPA by activating a membership and paying your \$150.00 annual fee.
<https://fnhpa.ca/cgi/page.cgi/join.html>
2. If you have more than seven years of practical work experience in a First Nations housing environment, we urge you read the next section and contact info@fnhpa.ca to discuss the Prior Learning Assessment and Recognition option.
3. Register at <https://fnhpa.ca/cgi/page.cgi/course.html> and finalize course payment and successfully complete the required courses in the First Nations Housing Professionals Program.
4. Review the offered exemptions to see if you are eligible in Appendix E or
https://fnhpa.ca/Course_Exemptions.html
5. Upon successful completion of the required courses, you are eligible to write the Professional Examination.
6. Register and submit your fees for the exam (* the FNHPA has an optional two-day examination preparation session that can be taken to prepare you for the exam).
7. Pass the Professional Examination.
8. Submit a report of practical work experience covering two or more years of eligible experience, verified by two sponsors.
9. Sign a commitment to comply with the FNHPA's Code of Ethics and Standards of Ethical Conduct.
10. Your name is presented to the FNHPA Board of Directors for approval.
11. Maintain your certification through ongoing professional development.

All new FNHPs will receive their professional designation and be recognized at a convocation ceremony, held in conjunction with the Annual Conference and Trade Show. In order to maintain your FNHP designation,



membership in good standing with the FNHPA is required, as well as meeting the Maintenance of Certification requirement (20 hours of professional development per year).

Prior Learning Assessment Recognition (PLAR)

Prior Learning Assessment and Recognition (PLAR) is a process that involves the identification, documentation, assessment, and recognition of learning. The FNHP designation can be earned based on prior learning – whether academic or experiential.

If you have seven years or more experience, you may be eligible to challenge the certification by building a professional portfolio that will link your experience and education to the professional competencies. If you meet over 80% of the competencies and our assessors agree, you would be granted the FNHPA certification. For full details on the PLAR process and resources see the FNHPA website: <https://fnhpa.ca/prior-learning-assessment-recognition.html>.

Prior to December 31, 2022, Candidates who meet the portfolio evidence will be exempt from the Professional Examination. After this date successful PLAR Candidates will be required to write the Professional Examination.

Professional Examination

Upon successful completion of the five courses in the First Nations Housing Professionals Program, a candidate member will be eligible to write the Professional Examination. The purpose of this exam is to ensure that all candidates who receive their professional designation have the necessary knowledge base required as a professional member.

The exam is comprehensive and integrative and is based on the competency standards. It will be offered twice a year in January and August, or when there is a minimum of 12 individuals ready to write the exam.

The Professional Examination fee is \$500 plus taxes if applicable. We offer a two day exam preparation session which is a valuable investment to prepare you for the exam. The fee for this session is \$650.00 plus taxes if applicable

Practical Work Experience Requirement

The purpose of the practical work experience requirement is to provide FNHPA with a basis for assuring that those admitted to professional membership have the required competencies to act as First Nations Housing Professionals. Measurement of the practical work experience helps FNHPA determine whether candidate members have adequate, practical work experience in the application of First Nations housing management knowledge and skills.

The practical work experience requirement is two years of full-time practical experience gained in a First Nations housing management environment. The experience can be obtained in the private or public sectors of First Nations organizations. Experience in at least 80% of the competency domains is required. Two sponsors are



required to sign the Record of Practical Work Experience to verify experience reported. If possible, FNHP sponsors are preferred.

Course Enrollment and Withdrawal

Courses available in the Fall and Winter Semesters

FNHP 100 - First Nations Housing and Infrastructure

FNHP 200 - First Nations Housing Strategy, Policy and Accountability

FNHP 300 - Management of Housing Programs

FNHP 400 - Housing Management Functional Supports

FNHP 500 - Professionalism, Ethics and Critical skills

All course lessons and learning objectives are available on the FNHPA website: <https://fnhpa.ca/Courses.html>.

Course Exemptions

Some post-secondary institutions or professional organizations in Canada may deliver courses that will be recognized as equivalent and may be eligible for an exemption. Exemptions for courses may be granted for equivalent courses that meet competency standards and are recognized by FNHPA.

Exemptions will require a 60% pass mark, supported with a transcript. A processing fee of \$20.00 per course will be required to process requests.

Exemptions are available for graduates of First Nation Housing Programs from Vancouver Island University, SAIT and CGEP Garneau, and those who have achieved their designation through AFOA. An overview of the course exemptions is included in [Appendix E](#) or can be found on the FNHPA website.

Course Delivery

Online Format

All courses for the online FNHP Program are offered in a flexible format delivered over a 12-week period. The online FNHP Program does not require any travel or in person sessions, although students have the opportunity to collaborate with peers and instructors through discussion board forums. Students are expected to have reliable access to an internet connection and computer.

The course material is broken down into lessons. Within each of the lessons, specific learning objectives are listed as well as additional instructions detailing what is required to complete the lesson. The lesson materials will provide you with direction on the completion of the lesson overview, relevant readings, other references, and the work that must be completed during the lesson.



Intensive Format

Where interest and numbers exist, a course may be delivered in a one-week intensive in-person format with pre and post activities. Intensive courses are delivered over a 12-week period with a five-day on-site in-person session. Travel and expenses for the session are the responsibility of the student.

During the weeks prior to the intensive session, students should complete all the required readings. During the intensive in class-session, materials will be reviewed to clarify content, engage in discussion activities, and have time to work on assignment one if necessary, and discuss requirements for assignment two . If assignment one is not handed in at the conclusion of the intensive class session it will need to be submitted within one week after the intensive class session concludes.

Following the intensive class session, students will read as required, engage in discussions as required and work on assignment two. Assignment two is to be submitted within four weeks of the conclusion of the intensive class session. If the online method does not suit your learning needs, the intensive courses do provide the opportunity for networking, on-site support, group work, and enhanced discussion for an enriched learning environment.

For information on the location and how to register contact info@fnhpa.ca.

Course Itinerary

There are two semesters per year: Winter (January-April) and Fall (September-December). The course itinerary will be provided in each online course and in each intensive course package

Each course has a total of seven lessons and two assignments that are to be completed over a 12-week period. On average, students should expect to devote approximately 3 -7 hours per week on each lesson. The time for each learner will vary based on prior education and work experiences. This time includes not only the completion of the readings, the optional quiz, discussion activities, but also the interaction with other students and preparation for the two assignments.

Generally, you should look to complete an average of one lesson per week as per the course itinerary. This time does not include the 35 hours required for the intensive class session. The in-person intensive class session would normally take place during the 5th or 6th week of the 12-week period.

Fees

Applicable taxes will apply to all the fees.

- Course Fees (per course)

Online Format

FNHPA Member: \$850

Non-Member: \$1,000*

Intensive Format

FNHPA Member: \$2,200

Non-Member: \$2,350*

- Upon registration you will be required to pay the full fee or as a minimum a \$250 non-refundable administrative fee. If you pay the minimum, the balance of the fee will be payable within the first two



weeks of the course starting. If payment is not received you will not have access to the course until payment is received.

- Course Exemption Fee: \$20.00 (per course)
- PLAR Path Fee: \$650
- Professional Examination Fee: \$500

*Candidate memberships valued at \$150 annually are included in the non-member fee.

Withdrawing from a Course

Withdrawal from a course must happen within the first two (2) weeks after the course start date in order to be reimbursed the \$600.00 (\$850.00 minus the \$250.00 non-fundable deposit).

If the withdrawal is after the first two weeks and before the course completion, students will forfeit their full course fees and will be required to pay full course fees (\$850.00) for the next course they wish to take.

For your information, below is the table of our Withdrawal Codes that students may or may not receive upon cancellation of their course registration.

Withdrawal Codes

Code	Code Name	Description
C	Cancel	Students cancelling within the first two weeks or the course is cancelled. No mention on transcript.
CT	Cancel/Transfer	Students transferring to another course. Registration and course fees paid transferred to new course. No mention on transcript.
VW	Voluntary Withdrawal	Students withdrawing within the first 2 weeks of the semester. A refund is available minus the \$250.00 admin fee. They receive a VW on their transcript. Full course fee is due upon registration in another semester.
DNC	Did Not Complete	Student withdraws from course after the 3 rd week of the semester. No refund. They receive a DNC on their transcript. Full course fee is due upon registration in another semester.
F or 60% or lower	Fail	Students who fail a course or who do not submit a withdrawal form. Student will receive a failed percentage grade on their transcript. Student may retake the course at a 20% discount.



Re-Enrollment Policy (On-line Course Only)

The re-enrollment policy is available to on-line learners only and does not apply to the in-person intensive format.

A final grade of less than 60% will be recorded as a fail on the course.

Students who do not meet the required 60% for a passing final grade in a course are eligible for a one-time 20% discount of the course fee if they wish to take the course again. Only those students who received a grade less than 60% are eligible for the discount.

Students who receive a VW (voluntary withdrawal) or a DNC (did not complete) are not eligible for the 20% discount and must pay the course fee in full upon re-enrollment.



Taking the Course

Course Terminology

While the courses are geared to First Nations, there may be references to both 'First Nations', 'Aboriginal' and "Indigenous". First Nations is a term commonly utilized rather than 'Indian' and has been incorporated into the name of the First Nation Housing Professionals Association (FNHPA), its professional designation, and its programs.

Aboriginal or Indigenous are terms used by some organizations and individuals as a collective name for the original peoples and their descendants. The Constitution Act of 1982 recognizes three groups of Aboriginal peoples – Indians, Inuit and Métis – each with unique heritages, languages, cultural practices and spiritual beliefs. As some reference materials include content on all three groups, authors may have used the term 'Aboriginal' or 'Indigenous'.

Attendance and Participation

Students are expected to log into the course during the first three days of the term to ensure they have access to all needed materials and links. Students who do not log in will receive a reminder email.

Each course is structured with seven lessons and two assignments. Within each lesson are learning objectives, course content, readings, discussion questions and a quiz. The course itinerary offers suggestions for staying on top of the course work; however, students can work at their own pace.

Managing your Time

Similarly, to your professional commitments, the FNHP program has a work obligations and deadlines. However, the FNHP program offers the benefit of being highly flexible and mobile - allowing you to access content from any mobile, tablet or computer with an internet connection.

Often work and personal commitments will make it difficult to consistently participate in your course. In the likelihood that travel, a work project or family vacation or obligations will limit your ability to access or participate in your course, we recommend a few proactive actions.

- Register and gain access to the course as soon as possible.
- Map out a schedule with key work and family commitments as well as study time and assignment deadlines.
- Work ahead and submit assignments and discussion posts early.
- If you are having difficulty meeting a deadline, request an extension well in advance.
- Contact your instructor as soon as you anticipate a roadblock.
- Questions or Concerns? Contact info@fnhpa.ca

In order to help you succeed, resources have been included in the Appendices: [Appendix C: Tips for Managing Expectations and Time](#) and [Appendix D: Online Learning](#).



Grading Overview

Grades are assigned based on the completion of two course assignments and participation in the discussion forums. Grades for courses will be available approximately two weeks after the end of the course.

The passing grade for each course is 60%.

Your overall grading for each course will be determined as follows:

FNHP 100 - 400

Participation: 20%

Assignment One: 30%

Assignment Two: 50%

FNHP 500

Participation: 20%

Assignment One: 20%

Assignment Two: 60%

For each lesson, an optional quiz is provided. No marks are awarded for participation in these quizzes. The quizzes are designed to help you review material and measure your knowledge on some of the lesson topics.

Assignments

Each course requires the submission of two assignments and participation in a discussion forum. Due dates for the assignments can be found in the course itinerary. All assignments should be submitted before 12:00am EST on the due date.

The assignment style should meet the following guidelines:

- Include a title page identifying your name, the course, assignment number, and topic
- Pages should be single-spaced
- Regular type should not exceed a 12-point font or be less than 9-point
- Use a common font such as Times Roman, Arial, etc.
- Number pages and use a one-column page format
- Use endnotes or a bibliography at the end of the assignment instead of footnotes
- Save and send the assignment file to the instructor using your last name and the number of the course and assignment. For example: Yourname100-1
- Complete the assignment using Microsoft Word

When including appendices, where possible incorporate them into your assignment file – you should be sending only one file to your instructor that contains your full assignment

When including references or appendices as a link to an internet URL/location it is important to ensure that you provide enough information to ensure that there is no uncertainty as to the applicable content in the link and you demonstrate the relevance of the link. For more on appendices, review the [Report Writing Basics](#) document available online in the Knowledge Centre and in each FNHP course.

You can submit your assignment by e-mailing it to your instructor and/or posting it in on the course site as directed.



Lesson & Assignment Extension Guidelines

Discussion Forum

Timely participation and interaction are essential to provide a meaningful experience, however the last date for postings to the discussion area is the day the last assignment is due.

Assignments

Extensions for assignments are at the discretion of the instructor and an extension will not exceed the end of the course. If the assignment(s) are not provided within the timeframe of the extensions granted, the assignment(s) will be provided a mark of 0 and a final results letter will be issued.

Course Extension Policy

Should you require a course extension please contact your instructor and provide information on why that extension is required.



IS THE FNHP PROGRAM FOR YOU?

Why Should You Pursue Certification as a First Nations Housing Professional?

While there are lots of reasons to pursue certification, the following are often cited by those who have engaged in the FNHP Program:

- Designed specifically for those working in housing
- Practical and applicable to your everyday work
- Increased recognition and respect
- Enhances your ability to perform your work
- Increases your confidence
- Builds your network

The Bottom line is that your participation in the Program will ultimately improve housing in your community. Isn't that the most important reason to participate! Consider the following:

- Research and assignment reports can help resolve some of your housing challenges
- You are building your skills and knowledge as you progress through the program
- You are in your community should an emergency arise
- Earning the FNHP designation sends a message that you are indeed a housing professional

Is Online Learning for You?

Being honest with yourself isn't easy sometimes, but it is important that you give considerable thought to the questions set out below.

- Do you have employer support?
- Do you have family/roommate support?
- Do you have consistent access to the internet?
- Are you reasonably comfortable with common software (i.e., Word, Excel, Adobe Reader, internet browsers)?
- Do you have reading and writing skills?
- Are you self-disciplined?
- Do you possess a sincere desire to improve housing in your community?

If your employer doesn't see the benefit of your pursuit of FNHP certification at the outset, they may be less willing to give you the flexibility you may require to succeed – that will likely change as they see the benefits as you progress through the program. But gaining their support up front is prudent.



So too is getting support from those you live with – some things may need to give as you undertake this journey. You may need regular “quiet time” to focus on your studies or work on your assignments. You may need some members of your family to “step up”.

Obviously, online learning requires regular access to the internet, and you’ll need a basic comfort level with commonly used software. And online learning requires more reading and writing that does in-class learning.

The biggest challenge for many is self-discipline – setting a study schedule and sticking to it.

Obtaining Employer Support

There are some steps you can take to gain support from your employer before you make the commitment to pursue certification as a housing professional.

Share the course syllabus with them and remind them that this program was developed *by* housing managers *for* housing managers on First Nations. Make it clear that you have a sincere desire to improve the housing situation in your community and that you want to increase your ability to do precisely that. What employer wouldn’t want to hear that? Solicit the support of other staff members. For example, is there a certified Financial Officer, Administrator or Health Manager in your community? Asking for their support and encouragement can be helpful, particularly if your employer has seen the benefits of their participation in a similar program.

Obtaining Family Support

On the family side, the conversation should focus on your career aspirations (short and longer term) and the positive benefits career progression can have on the family. Let them know as well that through their support during your learning journey, they too will be helping contribute to improved housing in your community. Ask for their support and be clear that there will be times you need quiet time to focus on your studies. Let them know too that you may need them to “step up” at times to ensure household chores (or other things) are still accomplished. Having this conversation before you commence your studies makes a lot of sense.

Technology and Writing Abilities and Resources

Whether you choose to take the online or intensive courses, you will need to have some knowledge of the most commonly used business communications software, in particular, Microsoft Word and Excel, and Adobe Acrobat (commonly used to create PDF documents from other types of files).

There are a wide range of free resources available to help you learn the basics, and we have identified some below. A Google search for “Microsoft Word Basics Tutorial” will give you a wide range of options – use a similar search if you want to explore similar options for other types of software.

[Microsoft Word 2019 - Tutorial for Beginners in 16 MINS! \[COMPLETE\] – YouTube](#)

[Excel video training - Office Support \(microsoft.com\)](#)

[Acrobat tutorials | Learn how to use Adobe Acrobat DC](#)



Your ability to communicate in writing is also important in the FNHP Program. In particular, writing reports that will actually be read. That's why we have developed a Report Writing Basics document for First Nations Housing Professionals – it will be helpful to those who have written very few reports before, as well as those who would like to enhance the quality and impact of their reports moving forward. You will hear this statement repeated frequently should you decide to participate in the program: if a report isn't read, it won't make a difference – readability is important!

[Report Writing Basics for FN Housing Professionals.pdf \(fnhpa.ca\)](#)

We have developed a quick questionnaire to help focus your thoughts on whether online learning is for you. You'll find it as *Appendix D*.



BEFORE YOU START THE PROGRAM

Plan Your Schedule

We can't emphasize this point enough - those who schedule time for their coursework have a much greater chance of completing a course successfully.

It is difficult to estimate how much time one should commit to their studies each week, because much of that depends on the experience and knowledge each participant brings with them at the outset. Some weeks will require more time than others – again, you may find you have solid knowledge of the content in a particular lesson, so that particular week will require less time than average. The opposite may hold true for a lesson that addresses subjects less familiar to you.

Previous course participants have found it helpful to start each day with 30-60 minutes of time online in the classroom reviewing posts of other students and responding to discussion questions and reading any important messages from the instructor or course administrator.

When planning your schedule, it is wise to plan for more time that you anticipate needing than less time. That way, if you finish up ahead of time, you reward yourself with some bonus free time!

Organize Your Workspace

A functional study space is essential to getting the most out of your time and creating healthy and productive study habits. Consider the following:

Here are some tips to create a workspace that works for you.

A Dedicated Place to Study

Your workspace does not have to be big, but it should be dedicated to studying. Any place where other people eat, sleep, party, or play video games is not going to work very well. (The exception is a shared dorm room.) Choose a corner of your bedroom, or an area in the basement, and use it only for studying.

Remove Clutter

Clear the space of stray clothes, game controllers, makeup, and distracting posters. Your goal is to create a clean, calm space where you can get into the zone and stay there for a long stretch of time. Keep your space clear of anything that is not used for homework, and clean up when you are done, so the space is ready to use next time.

Turn Off Distractions

Put away your device unless you need it to access your course. Close your door or wear earplugs if noise is an issue. Consider hanging a calming image or inspirational quote to help you stay focused.



Keep Supplies Handy

Keep everything you need including device, paper, pen and power cords close at hand, so you won't have to break concentration. And remember that studying takes energy, so stay hydrated and nibble on no-mess healthy snacks.

Find What Works for You

Some students study in different locations at home and in the office because they need different things at different times. Experiment a bit and make your workspace work for you.

DURING THE COURSE

Ongoing Communication

Don't be fearful of reminding your co-workers and family members of the extra work you have taken on. Many of them will want you to succeed and will be supportive and encouraging! If they are, remember to express your thanks to them. And maybe, bring them a treat?

Maintaining Work-Life Balance

Taking care of yourself isn't selfish or something that you do after you've taken care of everyone else. Self-care is one of the most critical elements of being an effective housing professional.

Some people just take everything in stride. They seem laid back, even in stressful situations. Others get anxious at the first sign of a stressful situation.

Stress management starts with an honest assessment of how you react to stress. Once you've identified the unhealthy reactions you may be having to uncontrolled stress, you can begin to improve your stress management skills. There are many techniques to help manage stress, including:

Scale back.

Cut back on your obligations when possible. While it may seem easier said than done, take a close look at your daily, weekly and monthly schedule and find meetings, activities, dinners or chores that you can cut back on or delegate to someone else.

Prepare.

Stay ahead of stress by preparing for meetings or trips, scheduling your time better, and setting realistic goals for tasks both big and small. Stress mounts when you run out of time because something comes up that you didn't account for — build in time for poor driving conditions, for example.

Reach out.

Make or renew connections with others. Surround yourself with supportive family, friends, co-workers or spiritual leaders that have a positive effect on your mental well-being and your ability to cope with stress.



Exercise and relaxation.

Physical activity, meditation, yoga, massage and other relaxation techniques can help you manage stress. It doesn't matter which relaxation technique you choose. What matters is refocusing your attention to something calming and increasing an awareness of your body.

Get enough sleep.

Lack of sufficient sleep affects your immune system and your judgment and makes you more likely to snap over minor irritations. Most people need seven to eight hours of sleep a night.

Get help.

If your stress management efforts aren't helpful enough, seek out an elder or participate in ceremonies to address stress or talk with a doctor. Chronic, uncontrolled stress can lead to a variety of potentially serious health problems, including depression and pain.

Stress doesn't usually get better on its own. You may have to actively work on getting control of the stress in your life so that it doesn't control you. When you first identify how you react to stressful situations, you then can put yourself in a better position to manage the stress, even if you can't eliminate it. And if your current efforts at stress management aren't working, try something new.

Support During a Course

Support can come from a number of sources – it's there when you need it!

Your course instructor is available to respond to your questions respecting course content, to help you understand expectations, to clarify assignment expectations, to provide feedback on discussions and assignments, and generally to help you get the most out of the course materials. When in the online classroom, you'll find quick links that make contacting your instructor easy.

Members of the FNHPA staff team can help you gain a comfort level with online learning and the technology it employs.

1. Introduce Yourself

From day one, try to connect and build relationships with your classmates. You can extend these connections far beyond just the online course. Once you really get to know some people, they become a part of your network. Say hello, give some background about you (and your career, if applicable) and connect with people on LinkedIn. Just because you don't see these people in person doesn't mean you can't help each other out in the future. Plus, simply putting your name out there into the class makes it feel a little less like you are taking the class either alone or with total strangers.

2. Use the Provided Discussion Boards

Discussion boards are a beautiful thing. Not only is this a great place to introduce yourself (hint hint!), but you can also ask and answer questions, share ideas, ask for clarification from the instructor and help out other students, too. It should not be intimidating to add to the discussion board. The piece most people



feel is missing in an online course is face to face interaction, and discussion boards are about as close as you can get to achieve this!

3. Work Together

You are not alone in the online class world! Chances are, everyone is experiencing the same worries about staying organized and keeping on top of their work as you are. Each student took this class for a reason and everyone just wants to succeed. By using any sources of connection that you can, especially discussion boards, you can all work together to work out issues and help one another out if there is ever any confusion on work or assignments.

4. Plan Meetups

If you happen to live in the same area as anyone in your online class, don't hesitate to reach out and contact them to meet up. This is a great way to make a much more personal connection and build relationships with those in your course. You can work together on assignments, talk about the course and how it relates to your work or simply get to know one another to match a name to face. If in-person meet-ups aren't possible, connect through social media. Make a Facebook group, group chat or exchange emails to keep up with your classmates.

And finally, if there are certified individuals in your organization (e.g., Financial Officer, Health Manager), they too may well have undertaken a similar program in order to obtain their professional designation. Reach out to them! Ask for their advice and support – we suspect they will be more than willing to help you succeed!

Some Thoughts on Procrastination

We've all done it at some point – put off doing something. There have been lots of studies done about procrastination. But have you ever wondered why people procrastinate? Some suggest that chronic procrastinators are lazy, but there are often other reasons. Psychologists have long believed that people who procrastinate have a faulty sense of time – they think they have more time at their disposal than they actually do.

But psychologists are now seeing a direct link between procrastination and difficulty managing stress. In other words, if people view a looming task as difficult, they'll have a greater tendency to put it off. Ironically, this approach results in greater stress, not to mention guilt and shame for not having done something.

1. **Be Realistic.** The task at hand is not likely as difficult, boring or time-consuming as you are making it out to be. It will not be "excruciating". Keep your perspective. And remind yourself that you can do it!
2. **Remember the Benefits.** Remind yourself why you are doing the task. Imagine what it will be like when you complete it.
3. **Develop a Schedule and Stick to It.** Block off the time you need, plus a little extra – that way you'll have bonus free time if you get things done quicker than expected. And when you establish your schedule, be sure to take into account when you are at your best – in other words, if you are not a morning person, plan accordingly.
4. **Break the Task into Segments.** You'll feel good every time you finish doing something, so break a bigger task into smaller parts. Consider your coursework, and schedule different blocks of time for reading, preparing responses to discussion questions, and engaging with others in the discussion forums.



5. **Stop the Excuses.** We all have had similar thoughts. I'll do it later. I have lots of time. I can't do that until I Stop the excuses. And be honest with yourself.
6. **Find a Partner.** It can be helpful to have a partner. Why not ask another classmate to be your study partner? You can quickly email or text once every day or two to see how you are progressing and send encouraging words when they are needed. Make commitments to each other – you'll find that motivational!
7. **Reward Yourself.** If you accomplished what you set out to do, give yourself a reward! It might be a treat you've hidden somewhere, or time to sit with the family to watch a movie you have wanted to share. Rewards work!
8. **Forgive Yourself.** If you do fall behind, don't beat yourself up – negative thoughts won't be helpful. There is lots of research that shows that forgiving oneself frees you to move forward. But do spend time determining why you did fall behind, make note of those obstacles, and figure out how you will overcome them next time.

Your Online Classroom

In your online classroom you'll find the following:

The course introduction file should be a top priority – it contains a full overview of the course, a breakdown of the various lessons, details on your two course assignments, as well as the previously mentioned resource entitled "Report Writing Basics" that can be helpful as you work on your assignments.

Each lesson has its own file. Each lesson file contains an outline of the learning objectives for that lesson, required and optional readings, the discussion questions you will respond to in the discussion forum, and notes on some of the lesson topics. There is also an optional quiz that will allow you to test your knowledge of the materials covered in that lesson.

The discussion forum is where you will interact with your classmates and instructor. It starts with you introducing yourself to other participants and continues when you engage in discussions with your classmates on the discussion questions posed in each lesson. In addition to weekly discussion questions, you will be asked to conduct internet research on the topic under discussion and share your findings, or share a best practice related to course content with your classmates. You'll learn much from the postings of your classmates in the discussion forum.

Your online classroom also contains quick links to communicate directly with your course instructor.

Your Course Assignments

Each course in the FNHP Program requires participants to complete two assignments and submit them to their instructor.

Let's begin this discussion with the notion that professionally written reports, well-organized, and backed up by solid research and evidence can increase significantly the chances that the recommendations contained therein will actually be adopted and implemented. Think of it this way: if a report isn't read, it won't make any difference. While the FNHP Program is designed to increase your competencies in a wide range of areas, it's clear that your



ability to “sell” new ideas and new ways of doing things is critical to your future success. That’s where your assignments come in.

Some of your assignments will have you pretend to be a consultant hired by your organization to address a particular problem. Your assignment is essentially a report by the consultant or the housing manager to your organization. Take a look at any reports external consultants have submitted to your organization over the years. You’ll quickly see which ones compel you to read further, and which ones do not. As we’ve said before in this session, the Report Writing Guidelines resource found in the course introduction file can be very helpful as well.

Many find it helpful to start off by sketching an outline before starting to write their report. It helps to get thoughts organized before digging in. Of course, if you Google “sample consultant reports” you’ll find tons of good examples and formats that might be helpful.

If you at any time have questions or concerns about your assignment format and expectations, you can contact your instructor. That’s what your instructor is there to do.

Tips for Success

1. Have Correct Expectations

Contrary to popular belief, online courses are typically not “blow-off” classes. They have remarkably similar academic rigor as face-to-face instruction. Approach your online course with this in mind so that you do not fall behind.

2. Establish a Good Workspace

In a face-to-face course, you split your time between a classroom and some place outside of the classroom to study and complete assignments. With an online course, all your time is spent outside of the classroom. Therefore, it’s even more important that you have a good place to do your work. Find a quiet place with a good internet connection, access to power, and freedom from distraction.

3. Know Your Resources

Figure out as early as possible all the tools, websites, and course resources you may need to use in the course and master them. Ensure your device is working well and verify your browser is up to date. Try all of the features in the learning management system.

4. Stay Organized

As with any course, but especially for an online one, it’s important to stay organized. Organize all your files in a way that makes sense to you. It’s also wise to keep a copy of anything you submit in the event that a technology problem requires you to resubmit it—even your discussion forum posts.

5. Manage Time Wisely

A part of staying organized that is so important it deserves to be its own tip is having strong time management skills. Online courses certainly give you a lot of flexibility in terms of when you do your work, but you still have to do it! Just as you might attend a class at a regular time each week, you need to schedule time (and enough of it) in your calendar to study the materials in your online course and complete assignments. Treat those blocks of time as seriously as you would a class by sticking to them,



letting your friends and family know you are unavailable during those times. Keep a close eye on assignment due dates as well, adding those to your personal calendar as well.

6. Meet Your Peers and Instructor

Even though you may be the only one huddled around your computer, you are not alone! Just as with a face-to-face course, interactions with your peers and your instructor are critical to you having a rich, engaging experience in the course. Be sure to go out of your way to introduce yourself to others. These are the folks who you will work with throughout the semester and it pays to build strong relationships! Don't just say "hi" and retreat into seclusion, though—stay in touch!

7. Seek Help When Needed

The online space need not be an isolating one. Your instructor is still there to help you, though, even if you never meet him or her in person. In fact, many students in post-course surveys report their instructor as being equally or even more available than in face-to-face courses.



Appendix A: Code of Ethics

The First Nations Housing Professionals Association and its housing management professional members should be governed by two basic concepts:

1. They must be competent. This means:

- they must know the competencies for their area of practice, and;
- they must be able to successfully apply the competencies.

2. They must have integrity. This means:

- they must have a keen sense of responsibility to their employers and the community;
- they conduct themselves honorably, responsibly, ethically, and lawfully so as to enhance the honor, reputation, and usefulness of the profession;
- they must retain a sense of independence that will enable them to exercise their professional judgment independently and without bias, and;
- they must understand and respect First Nations culture and applicable teachings.



Appendix B: Standards of Ethical Conduct

In order to comply with these two basic concepts, the following Standards of Ethical Conduct apply to the First Nations Housing Professionals (FNHP) members of the First Nations Housing Professionals Association (FNHPA). These standards serve to enhance confidence in the integrity and service of the FNHP. These Standards are not in any order of priority, rather they are to be used as required by the specifics of each situation.

1. RESPONSIBILITIES TO INDIVIDUALS

- 1.1 Be exemplary, courteous and tactful in all interactions.
- 1.2 Ensure the communications of rights, responsibilities and information to foster informed decision-making.
- 1.3 Respect the customs and beliefs of others, consistent with the mission of the organization.
- 1.4 Respect the confidentiality of information, unless it is in the public interest or required by law to divulge information.
- 1.5 Promote competence and integrity with individuals associated with the organization.

2. RESPONSIBILITIES TO THE ORGANIZATION

- 2.1 Strive to provide quality services.
- 2.2 Communicate truthfully and avoid misleading or raising unreasonable expectations in others.
- 2.3 Use sound housing management practices and ethical use of resources.

3. RESPONSIBILITIES TO COMMUNITY AND SOCIETY

- 3.1 Serve the public interest in an ethical fashion and consider the effects of decisions on the community and society.
- 3.2 Recognize the need to maintain and promote high standards of wellbeing, including health, safety and a clean environment.
- 3.3 Abide by the laws of government and foster an environment where fairness applies and discrimination, harassment or abuse of any sort is opposed.
- 3.4 Contribute to improving the climate for First Nations housing and a caring society.

4. RESPONSIBILITIES TO THE PROFESSION

- 4.1 Develop and maintain competence in First Nations housing management and practice within one's abilities.
- 4.2 Support FNHPA in its efforts to enhance the profession of First Nations housing management.
- 4.3 Practice with honesty, integrity, respect, good faith and a caring attitude.
- 4.4 Assist others to develop competence in First Nations housing management and practice ethically.
- 4.5 Understand these Standards and report to FNHPA when there are reasonable grounds to believe a member has violated these Standards.
- 4.6 Act in a friendly, fair and tolerant manner to other housing professionals; never do anything to injure unjustly or unfairly the reputation of another housing professional.

5. RESPONSIBILITIES TO SELF

- 5.1 Strive to ascertain the appropriate factual situation, maintain unbiased and objective judgement, and do not give professional advice which is other than your true professional opinion.
- 5.2 Strive to attain and maintain a high standard of professional competence.



5.3 Continue to seek and receive ongoing professional education, and keep abreast of developments within the housing management discipline.

6. CONFLICT OF INTEREST

6.1 Conflict of interest exists when the FNHP uses position, authority or privileged information to:

- a) obtain an improper benefit, directly or indirectly, or
- b) obtain an improper benefit for a friend, relative or associate, or
- c) make decisions that will negatively affect the organization.

6.2 The FNHP shall:

- a) conduct all relationships in a way that assures those affected that decisions are not compromised by a conflict of interest;
- b) disclose to the appropriate authority any direct or indirect personal or financial interest, or appointment or election which might create a conflict of interest;
- c) neither accept nor offer personal gifts or benefits with the expectation or appearance of influencing a decision; and
- d) refrain from using FNHP membership and credentials to promote or endorse commercial products or services where it would be perceived as an endorsement by FNHP.

FNHPs are members of the First Nations Housing Professionals Association and are required to comply with the Standards of Ethical Conduct and the administration thereof. Failure to comply may be cause for termination of membership in the First Nations Housing Professionals Association. Any person who believes an FNHPA member has breached the Code of Ethics and Standards of Ethical Conduct may make a complaint to FNHPA and it shall be dealt with in accordance with the Code Administration Policy.

Information on the administration of the code is available on the website: <https://fnhpa.ca/code-of-ethics-and-ethical-standards.html>.



Appendix C: Course Exemptions

Institution	Vancouver Island University	CGEP Garneau	Southern Alberta Institute of Tech.	AFOA Canada	AFOA Canada
Program	First Nations Housing Manager Certificate	ACS Housing Manager Program for First Nation Communities of Quebec	First Nations Housing Mgmt. Program Certificate of Achievement	Certified Aboriginal Financial Manager (CAFM) Designation	Certified Aboriginal Professional Administrator (CAPA) Designation
FNHP-100 First Nations Housing History & Construction	Yes	Yes	Yes		
FNHP-200 First Nations Plans & Policy				Yes	Yes
FNHP-300 Management of Housing Programs	Yes	Yes	Yes		
FNHP-400 Housing Mgmt. Functional Supports	Yes	Yes		Yes	Yes
FNHP-500 Professionalism, Ethics & Critical Skills					Yes



Appendix D: Is Online Learning for You Questionnaire

IS ONLINE LEARNING FOR YOU?

As we have discussed, there are several things that will contribute to your success in an online learning program. Answer each of the questions below truthfully with a “yes” or “no”. Add up the number of each at the end. That total may help you determine if this form of learning is right for you.

	YES	NO
Do you have employer support?		
Do you have family/roommate support?		
Do you have consistent access to the Internet?		
Are you reasonably comfortable with common software (i.e., Word, Excel, Adobe Reader, internet browsers)?		
Do you have reading and writing skills?		
Do you have access to an organized and quiet workspace where you can do your weekly coursework?		
Are you self-disciplined? In other words, if you commit yourself to do something, do you do it?		
Do you possess a sincere desire to improve housing in your community?		
TOTAL	YES:	NO:

Where you have responded “no”, think about the suggestions advanced in this session and apply them to those specific issues. You can turn the “no” responses into “yes” responses in many circumstances.