

Certification Process
for
Certified Disability Management Professional™ (CDMP™)
Certified Return to Work Coordinator™ (CRTWC™)

Policies and Procedures
for
Field Test ONLY
Taking place March 12, 2003



IDMSC™ International
Disability Management
Standards Council

Executive Overview

Certified Disability Management Professional™ (CDMP™) Certified Return to Work Coordinator™ (CRTWC™)



A new global standard representing excellence, leadership and a commitment to better social and economic outcomes.

Introducing new professional credentials designed to reflect skills, experiences and competencies which represent the leading edge in the provision of consensus-based Return to Work (RTW) and Disability Management (DM) services for workers, employers and insurance / rehabilitation providers.

Background: The Occupational Standards

Escalating disability-related expenditures across all of society, falling employment/hiring rates for persons with disabilities and increasing regulatory obligations for the reintegration of injured / disabled workers has over the past 10 – 15 years led to a range of diverse RTW / DM initiatives in many jurisdictions around the globe.

Best practice evidence and research, as well as continued successful implementation of effective RTW / DM programs have demonstrated that when properly developed, implemented and administered, consensus-based RTW / DM programs can effectively reduce the socio-economic cost of disabilities for employers, workers and providers by a substantial margin while at the same time maintaining employability for workers with disabilities.

To ensure that these expectations are completely transferable, consistently achieved within a balanced framework across all operating environments and meet the unique needs of all stakeholders requires that a certain number of universally applicable principal requirements are met. This applies both to the design and implementation of policies and programs (Code of Practice) as well as the discreet set of characteristics in experience, skills and competencies (Occupational Standards) reflected by the individuals charged with RTW / DM program development, implementation, maintenance and evaluation.

In order to address these critical issues and meet the growing demands, the National Institute of Disability Management and Research (NIDMAR) in 1997 embarked on a formalized process to articulate the experiences, skills and competencies essential to define a consensus-based, transferable, recognizable and highly professional standard of excellence in RTW and DM practice for employers, workers and providers.

A defined occupational standard development process as set out by Human Resources Development Canada was concluded with the financial support of governments, major employers, workers compensation boards and unions from across Canada and the political leadership of key executives from all stakeholder groups. The process also benefited from the invaluable experience/knowledge contribution of academics, professionals and workplace practitioners from a broad Canadian spectrum as well as Europe, Australia, New Zealand and the United States.

This process culminated in the publication of the document, *Occupational Standards in Disability Management* (NIDMAR 1999) which has been endorsed for adoption by a cross section of Canada's largest employers, unions and workers compensation boards.

The Certification

Starting in 2001, the difficult process of creating psychometrically stable and defensible certification examinations based on the Occupational Standards was begun. Supported through government and a broad cross section of leading Canadian employers, unions and workers compensation boards, unified in their quest for excellence / quality assurance in RTW and DM and committed to balanced economic and social outcomes, this highly technical task was performed by one of Canada's most reputable test development agencies, Assessment Strategies Inc. of Ottawa.

Working with practitioners / professionals from all stakeholder groups and representing all regions of Canada and following an internationally recognized test development protocol, this process has culminated in the finalization of test exams each comprising 300 multiple choice questions. Successfully passing these examinations will lead to obtaining either of the recognized CRTWC™ or CDMP™ designations.

Designation Value

Whether as a stand-alone or value-added professional credential, the development process has conclusively demonstrated that individuals who successfully meet the certification challenge will generally be identified not only as leaders in the RTW / DM field but are also expected to deliver superior economic and social outcomes for employers, workers and insurance / rehabilitation providers.

Individuals holding these designations and organizations employing them (in a variety of approaches) will be distinguished through a consistent commitment to excellence, enhanced service and a unique ability to define / balance economic and social outcome priorities within the stated parameters of individual organizations, whether in the public or private sector.

A public registry of certified individuals will also dramatically enhance national and international networking opportunities, linking like-minded individuals not only in their quest for solutions to vexing individual challenges but also in creating an excellent basis for advancing a cutting edge agenda in research and towards identifying systemic / structural solutions.

As the new professional international standard of excellence for individuals in the RTW / DM field, the credentials at this point have been recognized by and the process will be administered through TNO Work and Employment, the leading national research organization in The Netherlands working in collaboration with the Dutch Ministry of Labour and Social Affairs; the German Federation of Workers Compensation Boards providing workers compensation coverage to some 40 million workers in the German private sector; and NIDMAR administering the designations across Canada. All have formally adopted the CRTWC™ and CDMP™ designations as their new standard of excellence in RTW / DM.

The above jurisdictions, together with senior representatives from Australia and the United States have created the International Disability Management Standards Council™ (IDMSC™) which, through its Certification Commission, will be responsible for awarding and maintaining the designation marks and Occupational Standards to ensure their continued reflection of a professional standard synonymous with excellence, leadership and outstanding quality assurance in the RTW / DM field.

The IDMSC™ is co-chaired by Dr. Joachim Breuer, Chief Executive Officer of the German Federation of Workers Compensation Boards and Chair, Technical Commission on Insurance against Employment Accidents and Occupational Diseases of the International Social Security Association of Geneva, Switzerland; Mr. Steve Hill, Senior Vice President, Human Resources, Weyerhaeuser Company of Seattle, USA; and Mr. Brian Payne, President, Communications, Energy and Paperworkers Union of Canada of Ottawa.

The Certification Commission, which reports to the IDMSC™ is the body which directly oversees the certification process of the two designated professional groups. This Commission is chaired by E. Sharon Brintnell, Professor, Department of Occupational Therapy and Director of the Occupational Performance Analysis Unit at the University of Alberta and former President of the Canadian Association of Occupational Therapists.

Additionally, each jurisdiction operates with a national certification council entrusted with applying the International Standards to the unique national, cultural, legislative and socio-economic environment while maintaining consistent quality assurance, psychometric and content standards.

Each jurisdiction operates a recognized Appeals process; the committee in Canada being chaired by the Hon. David H. Vickers, who is a former Deputy Attorney General and currently a Justice of the Supreme Court of British Columbia.

Workers compensation systems have two main pillars, the prevention of workplace injuries and, when an injury does occur, rehabilitation and return to work. Successful outcomes in achieving both of these key objectives are dependent on a collaborative effort by the workers compensation system, employers and workers. Unless these partners are completely aligned to achieve measurable improvements over time, all of society loses. In the area of prevention, the partners have made significant progress over the last few decades, largely as a result of standards. Sadly, the same progress cannot be documented for return to work success for those injured at work. Statistics generally indicate a deterioration of indicators in this key objective. A significant step forward in achieving better results was made with the establishment of international consensus based standards

through a Code of Practice. Combining this step with the creation of a wide variety of training programs and the establishment of disability management certified coordinators and professionals will ensure a cohort of dedicated persons to align the partners' efforts in achieving significant improvement in returning injured workers to safe and durable employment.

Ralph McGinn, President, Workers Compensation Board of BC

Escalating benefit costs and the challenge of retaining a highly skilled workforce are two of the top issues that employers across Canada face today. When employees go off work due to accidents or illnesses, they are faced with reduced income and uncertainty about their jobs. Employers are faced with high benefit and healthcare costs, as well as a loss in productivity

Astute employers know that the best way to avoid this situation is to maximize accident prevention programs and encourage employees to maintain good health through wellness programs. When accidents do occur, it is important to intervene early and manage the impact on both the employee and the company. Best practice employers like Canadian Pacific Railway understand that in a unionized environment, a consensus approach to disability management offers the best opportunity to be creative, overcome barriers to timely return to work and share the responsibility of minimizing the impact on both the employee and the employer.

The occupational standards in disability management offered the first hope for employers and other stakeholders in this regard. A certified disability management / return to work professional offers some degree of assurance of achieving the desired outcomes, regardless of the industry, the location, or the size of the operations. It could not have come at a more critical time!

Linda Nkemdirim, Manager, Occupational Health Services, Canadian Pacific Railway

Maintaining employment is a huge concern for every injured worker. For decades, my union has been representing injured workers and we have been frustrated by the lack of knowledge and the lack of programs to support return to work. Workers and their families suffer horribly as a result. Consensus based standards, like the Code of Practice and the Occupational Standards, mark an important step forward for us and for injured workers. These standards are based on a management labour consensus which draws from experience, best practice and sound evidence. The focus is on changing the work environment and not changing the worker. As these standards become a credible certification program, employers, insurers, unions and government will have the tools to allow them to demand and get better and sustainable employment results for injured workers and their families.

**Andrew King, National Health, Safety and Environment Co-ordinator
USWA – Canadian National Office**

Certification is key to the continuing development of Disability Management. We have passed the stage where workers and employers were willing to accept sub-par services while waiting for the field to mature. More and more the call is being heard for qualified and well trained Disability Management providers. The continuing successful development of the field of Disability Management will depend on the joining of credentialing and education. Certification will provide a standard by which those seeking out Disability Management services can measure the competence of the provider. Advanced education will prepare individuals to qualify for writing the certification examinations. Together they will provide a better prepared individual into the marketplace. The University of Northern British Columbia is proud to be a leader in providing education through the MA in Disability Management. NIDMAR is to be congratulated on leading this very important next stage in the development of Disability Management.

Henry Harder, Chair, Disability Management Program, UNBC

From human, micro and macro financial (i.e., individual/personal as well as local, provincial or federal community) and overall societal perspectives, there is little doubt that disability has a significant impact on and is or should be of great importance to individual human beings, employers, labour organizations, and the Canadian as well as more global community.

There is an increasing call from persons with disabilities, labour organizations, informed employers, society in general and to a lesser extent government, for programs and people that are fully engaged to facilitate the integration and reintegration of persons with disabilities into the workforce.

As with any human-oriented service delivery system, all stakeholders must be confident that the people that develop, implement and evaluate disability management programs and/or coordinate individual disability management or return to work cases possess the prerequisite competency (i.e., a cluster of skills, knowledge, abilities and attitudes), supplemented by continuing education, are deserving of the challenge and frankly privilege to serve the needs of all stakeholders involved in and impacted by disability management services.

Putting the occupational standards and certification process in the context of the preceding three tenets is really quite simple. Specifically, there must be an adequate and universally accepted yardstick, benchmark or threshold that tells persons with disabilities, employers, labour organizations, insurance providers, disability management vendors, etc., that a particular person "has what it takes" to provide disability management services. It's that simple. From my personal perspective, this is the fundamental intent of the occupational standards and certification process facilitated by NIDMAR. In the end, the result is that all stakeholders, especially the people with disabilities, win. This is because they know that there is a quick, easy and credible way in which to determine whether a disability management service provider is adequately qualified to practice in the field.

Jeff Curtis, Human Resources Services Manager, MTS

The NIDMAR certification initiative is something that I am pleased to be participating in it is a much needed element in the field of disability management. The human and financial impact of disabilities is significant in our society and there is little doubt that effective disability management will contribute greatly to the status of those that are disabled. Additionally, it will provide employers with talented and motivated people to assist in obtaining corporate goals.

The certification process will add a level of professionalism to the field and provide an opportunity for those in the profession to demonstrate a level of competency. The Credentialing process ensures those hired to develop, implement and evaluate disability management programs are aware of the current best practices and have the required skills, capability and knowledge to perform the job.

The experience of participating on the Examination Committee was fabulous. It provided an opportunity to articulate the key concepts of disability management into a comprehensive examination. The committees were comprised of recognized leaders in the field from labour, employers, providers and academia. The process of setting the examination was clearly one with rigour that ensures those that obtain the certification are clearly qualified to perform the job with a level of excellence.

Liz R. Scott, Principal, Organizational Solutions

Important advancements have occurred over the years in the realm of understanding and responding to the human, physical, psychological, economic and social necessities which arise for people who live with disability. Having said that, all of these advancements can now be moved to another and greater level by incorporating standards derived from a focus on outcomes which are the offspring of workplace consensus based processes. Add to that, leadership which builds commitment to return to work (RTW) and disability management (DM) practices and you immediately observe there is something here for everyone: workers, employers, insurance companies and rehabilitation providers. The RTW and DM certification standard represents a real win-win-win.

Robert B. Bucher, President & CEO, Pacific Blue Cross/B.C. Life & Casualty

Technical Application

Occupations Defined

The Occupational Standards identified two separate, but related occupations in the field of Disability Management. This finding has since been corroborated by a research study undertaken in the U.S. The two occupations are identified as follows:

Certified Return to Work Coordinator™ (CRTWC™)

Certified Return to Work Coordinators may work internally within their own organization or externally as a provider. Responsibilities include, but are not limited to expediting, coordinating and facilitating the return to work of persons with injuries, illnesses and disabilities in a range of settings.

Certified Disability Management Professional™ (CDMP™)

Certified Disability Management Professionals may work internally within their own organization or externally as a provider. Although they may provide direct services to workers with disabilities, they often perform executive functions which may include but are not limited to administration of DM services, development of policies and procedures, promotion of RTW concepts through education and training, consulting to joint labour-management committees, program evaluation, etc.

Domain Areas Identified

The Occupational Standards identified nine domain areas as core skills and competencies for effective Disability Management practice with sub-domains as listed below:

1. Demonstrate Knowledge of Disability Management Theory and Practice

- Identify and define key components of effective disability management.
- State the rationale and objectives for disability management practice.
- Identify the economic and social benefits of disability management in the workplace.
- Describe the principles of effective disability management programs.
- Describe the disability management service delivery process (model programs) for large and small work sites.
- Describe the roles and functions of professionals involved in disability management.
- Describe the scope of a disability manager's caseload.
- Develop strategic planning approaches to disability management.
- Develop and utilize an informational network with other disability management professionals through professional associations and attendance at educational conferences and seminars.

2. **Apply Legislation and Benefit Programs**

- Utilize employment and disability legislation and regulations, including Duty to Accommodate, Employment Equity Act, Workers' Compensation Act, and Human Rights Legislation in disability management planning.
- Explain eligibility and entitlement of benefit and compensation systems to workers and their families or refer individual to appropriate resource persons for benefit information.
- Demonstrate knowledge of public and private disability benefit schemes related to return-to-work.
- Interpret health and safety regulations.
- Communicate implication of medical review/plateau decisions.
- Apply policy and legislation in arriving at decisions.

3. **Labour/Management Relations**

- Analyze workplace disability experience.
- Understand differences and similarities between union and non-union work sites with respect to disability management program implementation.
- Demonstrate knowledge of inter-related workplace systems, i.e. union, employer, human resources, benefit carrier, health care systems, etc.
- Collaborate in the development of a joint labour/management disability management committee.
- Establish workplace-oriented disability management mission and goal statements.
- Collaborate with labour and management programs in non-union workplaces.
- Demonstrate knowledge of employment standards legislation entitlements for non-union workers/managers.
- Describe impact of collective agreements or terms and conditions of employment.
- Apply knowledge of arbitration and grievance procedures.
- Negotiate with labour and management to develop policy, structure, and strategies to resolve conflicts and disputes related to disability management.

4. **Utilize Communication and Problem-Solving Skills**

- Apply conflict resolution skills in interactions with various stakeholders.
- Negotiate/facilitate return-to-work agreements.
- Demonstrate logical thinking and problem-solving skills.
- Utilize leadership strategies to influence organizational change including workplace communication, team building, and conflict or dispute resolution.
- Communicate understanding of disability management interventions (e.g. job accommodation, ergonomics, early intervention) to labour/management committee.
- Intervene effectively in crises.
- Provide leadership to return-to-work team at the workplace.
- Demonstrate effective team meeting leadership skills.
- Promote active participation in the disability management program.
- Establish rapport with workers and families.
- Communicate and relate to persons from different ethnic and cultural backgrounds.
- Demonstrate tact and empathy with others.
- Demonstrate sensitivity to family coping strategies.

- Assist worker in adjusting to the impact of injury or disability.
- Demonstrate ability to lead groups, to understand group dynamics.
- Prepare written reports.
- Make oral presentations.
- Educate stakeholders on importance of disability management principles.
- Present disability management process and accomplishments to the broader community.
- Promote the disability management program utilizing varied presentation formats.
- Promote disability management programs and best practices to worker and employer representatives as well as to external providers.
- Utilize adult learning strategies in developing an oral presentation.

5. **Disability Case Management**

- Understand the roles and functions of multidisciplinary health care providers in diagnosing and treating injury or impairment.
- Utilize early timed intervention for return to work.
- Apply physical and functional (work) capacity evaluations.
- Evaluate worker adjustment to disability.
- Assess return-to-work needs of the worker.
- Assess workplace factors that impact disability management outcomes.
- Assess factors that contribute to motivation and readiness to participate in disability management program.
- Identify incentives and disincentives to involvement in disability management planning.
- Develop goals and plans with the worker.
- Coordinate internal and external resources to implement disability management plans.
- Consider positive and negative characteristics of "outsourcing" case management services when developing disability management programs.
- Establish collaborative relationships with multidisciplinary health care providers.
- Develop criteria to assess effectiveness and quality of provider services.
- Describe assistive technology options and typical costs.
- Identify and access funding programs.
- Build and maintain local community resource network.
- Establish relationships with advocacy organizations.
- Utilize cost containment strategies.
- Manage time effectively.
- Plan and organize a schedule.
- Establish priorities within caseload.

6. Return-to-Work Coordination

- Assess personal and work adjustment needs.
- Coordinate assessment of functional capacity of worker.
- Analyze job duties and requirements.
- Conduct detailed functional job analyses.
- Demonstrate working knowledge of functional ergonomics.
- Develop capacity within the workplace to provide early intervention with the worker with a disability, the worker representative, the supervisor, and health care providers.
- Facilitate rehabilitation interventions and return-to-work coordination with short-term and long-term disability insurance representatives.
- Develop methods to ensure accountability among supervisors and managers with respect to return-to-work practices.
- Identify systemic barriers to return to work or employment.
- Develop guidelines and procedures for transitional work program.
- Facilitate job modification, accommodation, workplace redesign and assistive technology.
- Provide information to health care providers on transitional work or modified work opportunities to gain their "buy-in" to the process.
- Facilitate ongoing contact between the employee and other support systems.
- Develop return-to-work plan with the worker, worker representative, manager, and health care providers.
- Implement return-to-work plan.
- Monitor and adjust individual return-to-work plan.
- Understand alternative dispute resolution (ADR) principles and how to utilize resources to resolve return-to-work issues.
- Maintain case management records.
- Assess service providers, e.g. rehabilitation facilities, physiotherapy services, and EFAP.
- Develop disability management consultation skills.

7. Health, Psycho-social, Prevention, and Functional Aspects of Disability

- Utilize medical, physical, and functional capacity evaluations in disability management planning.
- Demonstrate understanding of cultural issues to injury, disability, and work.
- Demonstrate understanding of prominent causes of disability including repetitive strain injuries and workplace stress.
- Relate medical and physical information or acute and chronic illness and disability to functional demands of job.
- Utilize information from medical examinations to coordinate treatment plan.
- Evaluate worker's adjustment to disability.
- Assess personal and work adjustment needs.
- Promote worker health and wellness.
- Analyze home and work environments.
- Demonstrate a sound understanding of accident prevention processes and practices.

8. Development of Program Management and Evaluation Activities

- Perform evaluations to measure disability management program outcomes.
- Track costs of disability management programs.
- Identify and implement realistic cost containment strategies.
- Conduct qualitative evaluations.
- Conduct quantitative evaluations.
- Evaluate worker/supervisor satisfaction with program.
- Assess effectiveness of health care provider services and resources.
- Identify key elements of an effective data management/program management system.
- Demonstrate basic computer literacy.
- Implement confidentiality safeguards around disability management data storage.
- Incorporate accident and illness reporting system into disability management information system.

9. Demonstrate Ethical and Professional Conduct

- Develop and implement a plan to maintain own wellness.
- Participate in ongoing professional development activities to upgrade competencies.
- Demonstrate ethical and professional conduct to workers, employers, health care providers and other stakeholders.
- Contribute to the development and ongoing quality improvement of the disability management process.
- Promote equitable access to services.
- Respect confidentiality of information under the guidelines of ethical code, laws, and regulations.
- Understand reasonable course of action when confronted with ethical dilemmas.

The Test Agency

Assessment Strategies Inc. (ASI) of Ottawa has been a leading provider of customized assessment and measurement services in Canada for over 30 years. They specialize in designing, developing and administering credentialing and continuing competence assessment programs, survey instruments, occupational and competency research, etc. Its client base includes a large number of professional associations, regulatory associations and government agencies. The *Standards for Educational and Psychological Testing* provide a foundation for ASI's test development and administration activities which are supplemented with the *Guidelines for Educational and Psychological Testing* and the *NOCA Certification Handbook*. The process is always designed to produce an outcome that is valid, reliable and defensible. ASI has the experience and demonstrated competence to develop and deliver high stakes assessment tools that are tailored to each particular field.

Its client base includes a range of provincial, national and international clients such as the Board of Canadian Registered Safety Professionals, Canadian Association of Occupational Therapists, Canadian Council of Professional Engineers, Canadian Nursing Association, Canadian Physiotherapy Association, Canadian Tourism Human Resource Council, Certified General Accountants of Canada, Financial Planners Standards Council, Retail Council of Canada, and Royal Canadian Mounted Police.

Eligibility Requirements

Certification eligibility criteria are usually based on experience and/or formal education and the successful passing of some form of examination. The Occupational Standards identified that formal educational resources in DM have been limited in the past and it is therefore essential that experience and supervision standards emphasize workplace-based DM activities. The following charts identify the education and experience required in order to be eligible to apply for the certification examinations.

The Certification Council will only accept full-time paid employment (FTE) or its equivalent as a valid fulfillment of the employment criteria. Roles and responsibilities of employment must have been in the direct provision of disability management / return to work services for workers with disabilities encompassing the domain areas as set out in this document. A letter of attestation completed by the supervisor must be included in the application package (further information included in this document).

Given the developmental process currently in DM services, it is recognized that supervision (direct/indirect) by a RTWC or a DMP may not be feasible. Provision is made for management representatives involved in the institutionalizing of DM services in a given setting or professional educational mentors to provide attestation to roles and responsibilities assumed by the applicant. It is expected that internships will become a requirement of future formal educational programs in DM.

In order to verify educational backgrounds, original transcripts indicating the granting of degrees bearing the official seal of the educational institution and the signature of the institution's registrar is required. For the Field Test ONLY, facsimiles of academic transcripts with the official institutional seal and course certificates will be accepted.

Certified Return to Work Coordinator™ (CRTWC™)

Education	Employment
Masters degree in health-related field + diploma, certificate or short course in DM. The license or certification must have been obtained by passing an examination in field of specialization	600 FTE hours performing roles and responsibilities, preferably with some supervision by DMP or RTWC; can be through mentor support of educator or management representative involved in DM + letter of attestation from supervisor
Masters degree in health related field	900 FTE hours performing roles and responsibilities, preferably with some supervision by DMP or RTWC; can be through mentor support of educator or management representative involved in DM + letter of attestation from supervisor
Bachelors degree in health related field + diploma, certificate or short course in DM. The license or certification must have been obtained by passing an examination in field of specialization.	600 FTE hours performing roles and responsibilities, preferably with some supervision by DMP or RTWC; can be through mentor support of educator or management representative involved in DM + letter of attestation from supervisor
Diploma or certificate program in DM	1800 FTE hours (approx. 1 year) performing roles and responsibilities with at least 50% or more of time in the delivery of DM services supervised by qualified DM supervisor or management representative + letter of attestation from supervisor
Other educational experiences, credentials + short courses in DM program principles and delivery	3600 FTE hours (approx. 2 years) performing roles and responsibilities with at least 50% or more of time in the delivery of DM services supervised by qualified DM supervisor or management representative + letter of attestation from supervisor

Certified Disability Management Professional™ (CDMP™)

Education	Employment
MSc in related field + diploma, certificate or short course equivalents in DM. The license or certification must have been obtained by passing an examination in field of specialization.	600 FTE hours performing roles and responsibilities, preferably with some supervision by DMP or RTWC; can be through mentor support of educator or management representative involved in DM + letter of attestation from supervisor
Masters degree in health related field	900 FTE hours performing roles and responsibilities, preferably with some supervision by DMP or RTWC; can be through mentor support of educator or management representative involved in DM + letter of attestation from supervisor
Bachelors degree in health related field + diploma, certificate or short course equivalents in DM. The license or certification must have been obtained by passing an examination in field of specialization.	600 FTE hours performing roles and responsibilities, preferably with some supervision by DMP or RTWC; can be through mentor support of educator or management representative involved in DM + letter of attestation from supervisor
Diploma or certificate programs in DM.	1800 FTE hours (approx. 1 year) performing roles and responsibilities with at least 50% or more of time in the delivery of DM services supervised by qualified DM supervisor or management representative + letter of attestation from supervisor
Other educational experiences, credentials + short courses in DM program principles and delivery	3600 FTE hours (approx. 2 years) performing roles and responsibilities with at least 50% or more of time in the delivery of DM services supervised by qualified DM supervisor or management representative + letter of attestation from supervisor

Application Details for Field Test ONLY

Although the **March 12, 2003** sitting of the examinations is considered a Field Test for purposes of Assessment Strategies Inc., credentials will be granted upon successful completion of examinations. Therefore, the requirements as laid out in this document mirror as closely as possible the requirements for future offerings of the examinations, however, there have been some allowances made for the Field Test ONLY.

Applicants must meet **all** of the educational **and** experience criteria as set out in this document; those that do not meet the criteria in **one** of the categories will automatically be denied with no refund of the non-refundable application fee.

Applications may be sent/faxed to – or completed via the web at www.nidmar.ca

Certification Council

c/o NIDMAR

3699 Roger Street

Port Alberni, BC

V9Y 8E3

Fax: 250-724-8776

Email: nidmar@nidmar.ca

Applications must include:

- Name, address, telephone, fax and email address of the applicant and must be dated and signed by the applicant (blank form included in this document)
- Identification as to which category (CRTWC or CDMP) examination is being sought
- Identify which location the examination will be written (see below)
- Academic transcripts (for the Field Test ONLY, facsimiles of academic transcripts with the official institutional seal and course certificates will be accepted).
- Letter(s) of attestation by supervisor (further information included in this document) must be submitted on official employer letterhead
- \$150 + GST non-refundable fee

Locations of Examinations:

- Vancouver
- Edmonton
- Toronto
- Moncton

Cost:

- \$150 + GST non-refundable fee due with submission of application due by end of day February 24, 2003
- \$325 + GST due upon receipt of acceptance of application and prior to March 7, 2003

Timelines:

- Applications must be received by end of day February 24, 2003 (see above for details)
- Acceptance of applications to be advised by end of day February 28, 2003
- Final payment of \$325 must be received prior to March 7, 2003
- Examination to take place March 12, 2003

General

A synopsis of the Policies and Procedures is included herewith. A more fully detailed handbook will be available prior to future offerings of the examinations.

Resources / References

All question items generated for the examinations are referenced by the test agency in resource material. A preliminary listing of reference material is included at the end of this document.

Awarding of Certificates

Upon successful completion of the certification examinations, candidates will be awarded certificates under the auspices of the IDMSC™ entitling the use of the official designation marks, i.e. either CRTWC or CDMP. The names of the successful candidates will be published and will appear on a registry of certified individuals which will be located in a designated area of the IDMSC™ website. The registry will also include the names of successful candidates from other jurisdictions.

Use of Designations

Individuals who have been awarded certificates are entitled to use the official designation marks as long as they maintain their certification status. Any other use of the designations will be considered a violation and those individuals may be denied the right to apply for certification and may be subject to legal action.

Certification Revocation

Revocation of an individual's certification may be due to but not limited to the following: falsification of information submitted during application for certification or otherwise, failure to maintain certification status, misrepresentation, etc.

Ethical Standards and Professional Conduct

Standards of practice establish fundamental concepts and rules considered essential to promote the highest ethical standards among certified professionals. These standards of practice are detailed in the Occupational Standards document.

Maintaining Certification Status

Ongoing maintenance of certification status will require annual submissions which include **all** of the follows and will entitle the individual ongoing publication and inclusion in the registry of professionals:

- Proof of continuing education credits related directly to disability management consisting of 20 hours annually
- Proof of ongoing work experience in the field of disability management with submission of letter of attestation completed by supervisor
- Annual membership fee of \$250 + GST

Certification Examinations

The certification examinations consist of 300 multiple choice questions based on the nine domain areas of knowledge included in this document. The format is based on a combination of contextually-based questions following a brief vignette and a series of independent questions. The examination consists of a question booklet and the responses are recorded on a separate computer-scored answer sheet.

Examination Score

The process of the development of the examination scores is lead by Assessment Strategies Inc. and conducted according to sound psychometric principles and procedures. The examination standards are set using a modified Angoff method and incorporating statistics gained from administration of the examinations. Participants will receive notification of their scores approximately six weeks after writing the examination. This information is considered confidential and will be released to the participant only.

Examination Enquiries

Any questions regarding the examination process may be addressed to the Certification Council. For those who may not be satisfied with the findings of the Certification Council, they may address their concerns to the Appeals Committee. The fee for appeals is \$100 + GST. For further information see paragraph entitled “Appeals Process”.

Examination Day Schedule

The certification examinations will take place over the course of one day with 3.5 hours in the morning and 3.5 hours in the afternoon, i.e. commencing at 9:00 am until 12:30 pm and re-commencing at 1:30 pm to 5:00 pm. Please note that lunch is not included in the examination. The Certification Council may grant additional time for candidates who indicated on their application forms that this is required due to functional limitations.

No textbooks or other reference materials are to be brought into the examination room.

Candidates are to bring with them to the examination room three pencils for the purposes of completing the examination. Pens will not be accepted as the answer sheets are computer scored.

Check-in Requirement on Examination Day

Check in is required by 8:30 am on the day of examination.

Accommodations for Exam Writing

The Certification Council is committed to providing accommodation consistent with standard practice while at the same time maintaining the integrity of the examination process. An accommodation request must be made at the time of application and must include a description of the disability including medical evidence and a description of the accommodation required. All such requests will be reviewed on a case-by-case basis.

Examination Irregularities

Irregularities encountered during the examination such as unauthorized use of reference materials, taking examination materials out of the examination room, consulting with others during the examination, etc., will constitute instant dismissal without refund of examination fees.

Certification Examination Fees

The fee for application and writing of certification examinations is \$475 + GST broken down as follows: \$150 + GST non-refundable application fee and \$325 + GST due upon receipt of acceptance of application. This fee covers the cost of applying and writing the certification examinations, awarding of certification certificate, use of credentials for one year from date of notification of successful completion of certification examinations, and publication and inclusion in registry of professionals.

Appeal or Deferral Process for Field Test Examinations ONLY

For the purposes of the Field Test ONLY, there will be no appeal or deferral process. Participants who do not achieve a successful passing score on the Field Test, will be considered new applicants for future examinations. This means participants will be required to complete a new application as if it were the first time they are applying.

Deferral Requests

Once an application has been filed and the candidate has been notified of acceptance to write the certification examination, should the candidate require a deferral as to the date of writing the examination, a request addressed to the Certification Council must be submitted prior to the scheduled examination date along with a medical certificate and/or other documentation. In this case, the non-refundable application fee will be retained on file, however, the candidate must write the certification examination within a 12 month period or the application fee will not be refunded.

Appeals Process

The steps in the appeals process are that a candidate who wishes to make an appeal, must first address their concerns to the Certification Council and include the Appeals fee of \$100 + GST. Should the candidate not agree with the findings/decision of the Certification Council, the next step is to address their concerns to the Appeals Committee. This appeals process has been established to provide a second independent review of a situation/issue which may occur. This same process applies whether the appeal concerns eligibility requirements or the examination process. All appeals must be submitted within 30 days of the occurrence to be valid. All rulings made by the Appeals Committee shall be final.

Preliminary Listing of Resources / References

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Spector, R.E. (2000). Cultural Diversity in Health and Illness (5th ed.). Upper Saddle River, NJ: Printice Hall Health

Thomas, K.W. and Kilmann, R.H. Thomas-Kilmann Conflict Mode Instrument (38th printing). XICOM.

Watson Wyatt (2000/2001). Staying at Work: Improving Workforce Productivity Through Integrated Disability Management

Application Form for Field Test – March 12, 2003

Name: _____

Title: _____

Organization: _____

Business Mailing Address: _____

City: _____ Province: _____ Postal Code: _____

Telephone: _____ Fax: _____

Email: _____

Application for Examination for:

- Certified Return to Work Coordinator (CRTWC)
- Certified Disability Management Professional (CDMP)

Please indicate location of examination:

- Vancouver
- Edmonton
- Toronto
- Moncton

Method of payment of non-refundable application fee: (\$150.00 + GST = \$160.50)

MasterCard # _____ exp. _____

Visa # _____ exp. _____

American Express # _____ exp. _____

Name of cardholder: _____

GST exempt? Yes _____ No _____ GST Number _____

- Cheque attached to application to be received by February 24, 2003. Cheques are to be made out to: "NIDMAR Certification Council"

Signature: _____

Date: _____

Letter of Attestation
(to be submitted on employer letterhead)

The letter of attestation must include **all** of the following points and is to be submitted on the employer's letterhead.

General:

Name of applicant

Address of applicant (including street address, city, province and postal code)

Name of employer

Address of employer (including street address, city, province, postal code, telephone and fax numbers)

Name of supervisor (including telephone, fax and email address)

Position of supervisor

Information regarding the applicant:

Dates of applicant's employment in the position

Name of position while performing disability management/return to work

Roles and responsibilities performed in the position

Supervisor's attestation of performance in accomplishing role outcomes

Signatures:

Signed and dated by the applicant

Signed and dated by the supervisor