

COURSE SYLLABUS



COURSE TITLE: PADM260 Government Services

CLASS SECTION: D01

TERM: Winter

COURSE CREDITS: 003

DELIVERY METHOD(S): On-Line Class

Camosun College campuses are located on the traditional territories of the Lək̓ʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.

Learn more about Camosun's [Territorial Acknowledgement](#).

This course focuses on the design, delivery, and management of government services at the federal, provincial, and municipal levels. It will cover issues related to providing services, including the transition of public policy into programs, performance management and service quality and leadership.

COURSE LEARNING OUTCOMES / OBJECTIVES

Upon successful completion of this course, a student will be able to:

- Analyze how public body initiatives are translated into programs and services
- Select and appraise change models for government services
- Evaluate digital government and its impact on regulation, legislation, and service delivery
- Develop methods to plan, control, and assure a government service

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

No textbook but a series of online readings for each week. The readings are website links or articles and book chapters.

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

Week Dates Topic

Assigned Activities/Discussion Readings Due Dates

Week	Module	Online Activity	Due Date
1 Feb 28- Mar6	Introduction to Course & Group Members Individual Vs Multi Party Decisions	<ul style="list-style-type: none"> • Chapter One - Breaking the Impasse • Other readings as assigned • Introduce yourself on discussion board 	Complete discussion and self assessment by Sunday at 11:59 pm.
2 Mar 7-13	Approaches to Multi Party Negotiations	<ul style="list-style-type: none"> • Chapter Two - Breaking the Impasse • Other readings as assigned • Group Annotated Bibliography * • Peer Evaluation 1 	Group Annotated Bibliography AND Peer Evaluation 1 due Thursday at 11:59 pm
3 Mar 14-20	Identifying Issues and Outcomes in Multi Party Disputes	<ul style="list-style-type: none"> • Chapter Three - Breaking the Impasse • Other readings as assigned • Compete Small group discussion # 2 • Self-assessment 	Small Group Discussion and Self-Assessment due Thursday at 11:59 pm
4 Mar 21-27	Unassisted Negotiation	<ul style="list-style-type: none"> • Chapter Four - Breaking the Impasse • Other readings as assigned • Start on Group Issue Analysis and Power Point Presentation* 	Read Chapter 4 by Sunday, Group Issue Analysis + PowerPoint Presentation AND Peer Evaluation 2 due no later than Thursday by 11:59 pm
5 Mar 28-Apr 3	Assisted Negotiation & the Value of Building Consensus	<ul style="list-style-type: none"> • Chapter Five - Breaking the Impasse • Other readings as assigned • In small groups compete 	Complete Discussion and Self-Assessment by Sunday at 11:59pm

		<ul style="list-style-type: none"> • Small group discussion # 3 • Self-assessment quiz* 	
6 Apr 4-Apr 10	Evaluating the Success of a Negotiated Agreement	<ul style="list-style-type: none"> • Chapter Six - Breaking the Impasse • Other readings as assigned 	Complete by Sunday
7 Apr 11-17	Skills for Negotiators	<ul style="list-style-type: none"> • Chapter Seven - Breaking the Impasse • Other readings as assigned • Small group discussion # 4 • Self-assessment quiz* • ***Individual Assignment – Skills and Personal Development Plan • ***Group Issue Analysis and Power Point Presentation* • Peer Evaluation 2 	<p>Complete Discussion and Self-Assessment by Sunday at 11:59pm</p> <p>Please submit the following remaining assignments no later than Thursday by 11:59pm:</p> <p>1. Individual Assignment - Skills and Personal Plan</p> <p>2. Group Issue Analysis and PowerPoint Presentation</p> <p>3. Peer Evaluation 2</p>

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EVALUATION OF LEARNING

There is no final exam for this course but there is a significant group assignment and an individual assignment due on or no later than the end of the term. This course moves quickly, so you will need to plan your time accordingly in order to finish assignments on time.

Group Annotated Bibliography	20%
Four Individual online group discussions	30%
Individual Negotiation Skill Assignment	20%
Group Issue Analysis and Power Point Presentation	30%

Percentage – Grade / Grade Point Equivalency

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-		4
65-69	C+		3
60-64	C		2
50-59	D	Minimum level of achievement for which credit is granted; a course with a "D" grade cannot be used as a prerequisite.	1
0-49	F	Minimum level has not been achieved.	0

As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

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70-72	B-		4
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STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit camosun.ca/services.

Support Service	Website
Academic Advising	camosun.ca/services/academic-supports/academic-advising
Accessible Learning	camosun.ca/services/academic-supports/accessible-learning
Counselling	camosun.ca/services/health-and-wellness/counselling-centre
Career Services	camosun.ca/services/co-operative-education-and-career-services
Financial Aid and Awards	camosun.ca/registration-records/financial-aid-awards
Help Centres (Math/English/Science)	camosun.ca/services/academic-supports/help-centres
Indigenous Student Support	camosun.ca/programs-courses/iecc/indigenous-student-services
International Student Support	camosun.ca/international
Learning Skills	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills
Library	camosun.ca/services/library

Support Service	Website
Office of Student Support	camosun.ca/services/office-student-support
Ombudsperson	camosun.ca/services/ombudsperson
Registration	camosun.ca/registration-records/registration
Technology Support	camosun.ca/services/its
Writing Centre	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Integrity

Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities: <https://camosun.libguides.com/academicintegrity/welcome>
Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.13.pdf> for Camosun's Academic Integrity policy and details for addressing and resolving matters of academic misconduct.

Academic Accommodations for Students with Disabilities

Camosun College is committed to achieving full accessibility for persons with disabilities. Part of this commitment includes arranging appropriate academic accommodations for students with disabilities to ensure they have an equitable opportunity to participate in all of their academic activities. If you are a student with a documented disability and think you may need accommodations, you are strongly encouraged to contact the Centre for Accessible Learning (CAL) and register as early as possible. Please visit the CAL website for more information about the process of registering with CAL, including important deadlines: <https://camosun.ca/cal>

Academic Progress

Please visit <https://camosun.ca/sites/default/files/2023-02/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

Course Withdrawals Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <https://camosun.ca/registration-records/tuition-fees#deadlines>.

Grading Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal ([see policy](#)). Please visit <https://camosun.ca/services/forms#medical> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence and Misconduct Policy: <https://camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and camosun.ca/services/sexual-violence-support-and-education. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-370-3841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <https://camosun.ca/sites/default/files/2021-05/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosun-college-policies-and-directives>

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.