

I. COURSE DESCRIPTION:

This course involves a block placement in a local office where the student is required to perform duties that are directly related to the Office Administration course of study. Through the work placement, students are able to put classroom theory into practice and learn first-hand about the scope and variety of office support positions available.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Apply, in a work setting, the skills and knowledge acquired during the Office Administration course of study at Sault College.

Potential Elements of the Performance:

- Utilize keyboarding and document production techniques to keyboard various forms of business correspondence, including letters, memos, reports, etc.
- Operate a computer using a variety of computer software programs including word processing and spreadsheet software
- Apply filing techniques to store documents
- Complete tasks in a timely fashion
- Use a photocopier and fax machine, as well as other office equipment
- Complete tasks in a thorough and timely fashion, with a high level of accuracy

2. Problem solve, make decisions, and display initiative when presented with new situations.

Potential Elements of the Performance:

- Make decisions based on a thorough analysis of the problem
- Identify tasks requiring completion

3. Work independently with a minimum of supervision.

Potential Elements of the Performance:

- Organize and plan workload
- Act voluntarily in familiar situations

4. Demonstrate appropriate business conduct.

Potential Elements of the Performance:

- Exhibit interest in and enthusiasm for the position
- Act in a dependable and responsible manner
- Accept suggestions and criticism in a satisfactory manner
- Arrive at work on time
- Maintain regular attendance
- Maintain confidentiality
- Dress appropriately for the work environment
- Work in harmony with others

5. Communicate effectively both orally and in writing.

Potential Elements of the Performance:

- Greet clients both in person and on the telephone in a friendly and helpful manner
- Compose routine correspondence

III. TOPICS:

1. Overview of Career Experience course and schedule of events
2. Student responsibilities
3. Completion of course documentation - resume, cover letter, thank-you letter, Workplace Safety form

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

None

V. EVALUATION PROCESS/GRADING SYSTEM:

A grade of “**S**” (**Satisfactory**) will be assigned to those students who have successfully met the CPE400 learning outcomes, as well as the following requirements. A grade of “**U**” (**Unsatisfactory**) will be assigned to those students who fail to meet the CPE400 learning outcomes or who fail to meet the requirements listed below.

Attendance at Career Experience Classes

Students **must** attend the weekly Career Experience seminar classes held throughout the semester. At an initial orientation session, students will be given an overview of the Career Experience program and procedures and

the expectations of the College and participating employers. Prior to the start of placement, each student will receive an employer package containing a Workplace Safety form that must be delivered to the employer the morning the block placement begins.

Attendance During the Four-Week Career Experience Placement

Office Administration students are required to complete 20 full placement days (approximately 140-160 placement hours), and every student is required to abide by and work in accordance with the recognized working hours of the placement office. Mandatory attendance while participating in the Career Experience is essential. (Note, when a statutory holiday, i.e. Civic Holiday, falls within the four-week placement, students would only be required to complete 19 full placement days.)

In the event that the office does not keep “traditional” hours (9 a.m.-5 p.m. or 8:30 a.m.-4:30 p.m.), then the student will be required to work the appropriate number of hours beyond the normal 20 placement days to ensure that at least 140 hours have been spent in the workplace. This could result in the student working beyond the traditional 20-day/four-week period.

Any absence may require a medical certificate and missed days rescheduled. Lateness and absences will not be tolerated and will result in an immediate dismissal from placement and an “Unsatisfactory” grade. Students should attempt to arrive at work 5-10 minutes before the actual starting time.

Placement Confirmation

The student must contact both the placement supervisor and Career Experience program coordinator to report an absence prior to the start of the workday.

It is strongly recommended that all students resolve public transportation and parking issues prior to beginning placement. Transportation and parking costs are the responsibility of the students.

Professional Attire/Grooming/Behaviour

Students are expected to dress and behave in a manner that reflects professionalism and respect for their profession. General expectations include:

- Students are expected to behave in a professional manner – courteous, helpful, respectful, and polite at all times.
- Personal cleanliness and appropriate grooming is expected at all time.
- Clothing must be modest, conservative, in good repair, and appropriate for the workplace. Hose and undergarments must be worn. Casual, revealing, ill-fitting clothing must not be worn on the job.
- Jewellery and ornamentation should be kept to a minimum. Only earrings in the earlobes may be worn. All others should be removed for the placement period. Tattoos must be covered.
- Comfortable, conservative footwear is important for your health and safety. Sandals, flip-flops, high-heeled dress shoes, and running shoes are not suitable for the office.
- Some placements may have specific dress code or safety regulations which must be followed.

Confidential Information

All work is to be treated as highly confidential. In business and industrial settings, details of clients or industrial processes may be of interest to competitors in the field. Students must, therefore, be aware of the company's policies regarding confidentiality and, as "employees," are expected to comply with their "employer's" policies. In accepting a Career Experience placement, the student agrees that the information, data and research materials collected and prepared while an "employee" are the property of the "company." Authorization by the employer is required for the release of any information. Breach or misuses of confidential information are grounds for immediate dismissal from placement.

Preparation of Resume/Cover Letter and Placement Confirmation

Students will acknowledge their placement assignment with a faculty-approved resume and letter of introduction to the employer. The original letter and resume, along with a stamped 9" x 12" envelope must be submitted to the Career Experience faculty contact by the date outlined in the Career Experience booklet. A copy of the letter of introduction and resume must be given to the Career Experience faculty contact. Envelope labels must be typewritten (not handwritten). The faculty member will then forward the letter and resume directly to the employer.

At least one week prior to the start of the Career Experience program, each student will confirm the placement by a telephone call or personal visit to the employer.

Work Experience Reports

Students must complete a typewritten report of their weekly placement activities to be presented twice during the Career Experience seminar class. The experience report provides a useful record of the work experience placement. The report is submitted to the Career Experience faculty contact for review.

Letter of Thanks

Students are encouraged to forward a card or letter of thanks to their “employer” at the end of the Career Experience placement.

GRADING:

Placement employers will complete two evaluations for each student “employee.” A standard evaluation form will be used, and employers are required to discuss the evaluations prior to signature. The evaluations allow both the student and the college to measure the success of the work placement.

All academic credits are awarded by the program faculty following a meeting with the employer. Placement credits are earned and awarded based upon the **satisfactory** and **timely** completion of the course outcomes and additional requirements. Failure to complete any of these outcomes or course requirements may result in an immediate withdrawal from the Career Experience course and an Unsatisfactory (U) grade. Successful completion of all components of the Career Experience Program will result in a Satisfactory (S) grade.

UNSATISFACTORY PLACEMENTS

A placement will be declared “Unsatisfactory” if any one of the following occurs:

- 1) Quality of Work is unmailable
- 2) Quantity/Volume of Work is unacceptable
- 3) Missed Days (missed days **MUST** be made up)
- 4) Irregular Punctuality - lateness
- 5) Early Leaving
- 6) Inappropriate Dress or Grooming
- 7) Unprofessional Conduct – flip comments, surly, uncooperative, rude with customers and coworkers, disrespectful
- 8) Breach of Confidentiality
- 9) Failure to Comply with Organization’s Policies – i.e. dress, smoking, food and beverages, etc.

A student receiving an “Unsatisfactory” placement will be required to reregister for the course at its next offering.

The following semester grades will be assigned to students in Career Experience Office Administration post-secondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
CR (Credit)	Credit for diploma requirements has been awarded.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures Manual – Deferred Grades and Make-up</i>).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has been impossible for the faculty member to report grades.	

VI. SPECIAL NOTES:**Special Needs:**

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

Career Experience Eligibility

Students enrolling in CPE400 must have completed all required courses taken as part of Modules 1, 2, 3, and 4 and be in a position to graduate (i.e. a minimum of **2.0 grade point average** must be maintained).

The Office Administration program coordinator will review the Semester 3 progress of all students. If a student's Semester 3 (Modules 5 and 6) progress is less than satisfactory (receipt of one or more "U" grades at mid-term), the Office Administration department reserves the right to postpone or deny a student's participation in CPE400 until final grades have been submitted.

Selection of Placement Locations

Students are assigned their Career Experience placements by the Office Administration faculty. The assignments are based on a review of student resumes, placement preferences, employer constraints, and the available placement opportunities.

Student Progress

The Office Administration faculty are concerned and interested in student progress during work placement. Students should contact the faculty members if they have any concerns or if any serious matter affecting their work or welfare should arise.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.