



## I. COURSE DESCRIPTION:

During the classroom portion of the course, students will prepare placement documentation including an up-to-date resume, letter of introduction, and Workplace Safety form. Continued emphasis is placed on appropriate workplace behavior and etiquette. During the final four weeks of the course, students will participate in a block placement in an office performing 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.

## II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Follow the Career Experience work placement process.

### Potential Elements of the Performance:

- Review Career Experience schedule of activities.
- Describe student responsibilities needed to ensure a successful placement as outlined in the *2012-2013 Office Administration Career Experience Student Handbook*.

2. Recognize and demonstrate appropriate workplace behaviour and etiquette.

### Potential Elements of the Performance:

- Attend and participate in all seminar classes and guest speaker presentations.
- Discuss workplace issues, including:
  - ✓ Demonstrating interest and enthusiasm.
  - ✓ Acting in a dependable and responsible manner.
  - ✓ Accepting suggestions and criticism in a positive manner.
  - ✓ Arriving on time.
  - ✓ Maintaining regular attendance.
  - ✓ Respecting confidentiality.
  - ✓ Dressing appropriately for the work environment.
  - ✓ Working in harmony with others.

3. Complete documentation in support of the Career Experience work placement.

### Potential Elements of the Performance:

- Prepare/update functional resume.
- Prepare letter of introduction.
- Complete Workplace Safety form.

- Prepare and submit bi-weekly placement reports.
  - Prepare thank-you letter.
4. 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 programs including word processing and spreadsheet software.
  - Apply filing techniques to store documents accurately.
  - 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.
5. 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.
  - Seek guidance from supervisor by asking questions to clarify task.
6. Work independently with a minimum of supervision.

Potential Elements of the Performance:

- Organize and plan workload.
  - Act voluntarily in familiar situations.
7. 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.

8. 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. Appropriate Workplace Behaviour and Etiquette.
2. Career Experience Placement Documentation – resume, letter of introduction, Workplace Safety Form, thank-you letter, bi-weekly reports.
3. Student Responsibilities.

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

No materials required

**V. EVALUATION PROCESS/GRADING SYSTEM:**

All academic credits are awarded by the Career Experience faculty contact 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 course will result in a Satisfactory (S) grade.

Placement employers will complete two evaluations for each student. 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.

**Attendance at Career Experience Classes**

Mandatory placement seminar classes are held once a week for the first seven weeks. Throughout the course, college and placement employer expectations will be reviewed, and lateness and absenteeism will not be tolerated. Students who arrive late on more than one occurrence or who miss more than one mandatory seminar classes will receive an Unsatisfactory grade and will be ineligible to complete the four-week placement.

During the four-week placement, students will be released from their placements at 2:30 p.m. on Tuesday of the third week and Thursday of the fourth week of placement in order to meet with the Career Experience faculty contact and the other Career Experience students. Attendance at these two meetings is mandatory (exceptions may occur for students completing placements outside of the Algoma District).

### **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.

The student must contact both the placement supervisor and Career Experience faculty contact to report an absence prior to the start of the workday. Any absence may require a medical certificate and missed days must be 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.

### **Completion of all Career Experience Documentation**

#### *Resume/Letter of Introduction*

Students will acknowledge their placement assignment with a faculty-approved functional resume and letter of introduction to the employer. The original letter and resume 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 will also be given to the Career Experience faculty contact. The faculty contact will then forward the letter and resume directly to the employer.

### *Workplace Safety Forms*

All students on unpaid placement are entitled to Workplace Safety and Insurance board coverage. Ministry guidelines require the completion of a Work/Education Placement Agreement form which must be signed by the Sault College Career Experience faculty contact, Career Experience student, and Career Experience workplace supervisor. The Workplace Safety Form is sent to the employer with the resume and letter of introduction.

### *Phone Call/Placement Confirmation*

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. Students should inquire as to hours of work, availability of public transportation, parking, appropriate attire, etc.

Transportation and parking costs are the responsibility of the students.

### *Work Experience Reports*

Students will complete a 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 expected to forward a card or letter of thanks to their “employer” at the end of the Career Experience placement. A copy of the letter of thanks or card should be given to the faculty contact as well.

### **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 be aware of the company's policies regarding confidentiality and 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.

### **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/leaving early.
- 5) Inappropriate Dress or Grooming.
- 6) Unprofessional Conduct and/or Attitude – inappropriate comments, disrespectful behavior toward customers and/or coworkers, etc.
- 7) Breach of Confidentiality.
- 8) 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 limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course. |                               |
| NR           | Grade not reported to Registrar's office.  |                               |

#### VI. SPECIAL NOTES:

##### Attendance

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

##### Career Experience Eligibility

Students enrolling in OAD303 must have completed all required courses taken as part of Modules 1, 2, 3, and 4, and 5 and be in a position to graduate (i.e. a minimum of **2.0 grade point average** must be maintained).

##### Student Progress

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

By considering the college environment as their workplace for the duration of the program, students will have a standard of performance to meet and will practise the day-to-day skills required to be successful in the work world.



These skills include:

- arriving and leaving class on time
- calling in/e-mailing when not in attendance
- checking college e-mail twice daily as a minimum
- following classroom rules and procedures
- demonstrating appropriate manners and etiquette
- listening attentively when the class is being addressed
- demonstrating respect for others at all times
- focusing on the work at hand
- organizing paperwork and keeping track of deadlines
- producing accurate, mailable documents
- being responsible for your own work

Failure to follow program policies will be dealt with through an escalating procedure as follows:

- One verbal warning from professor
- One e-mail notification from professor
- Removal from the classroom and meeting with professor
- Meeting with the chair which may result in suspension or expulsion from the course/program

It is the student's responsibility to be familiar with the course outline and *Office Administration – Executive Student Manual*. These documents provide classroom policies that must be followed.

Students are expected to check college e-mail twice daily as a minimum to ensure timely communication of course information.

Lectures will not be repeated in subsequent classes. A study partner/group is invaluable for notes in the event of an unavoidable absence but must not be depended upon for frequent absences.

## **VII. COURSE OUTLINE ADDENDUM:**

The provisions contained in the addendum located on the portal form part of this course outline.