



COURSE OUTLINE

OAD303

Prepared: Sheree Wright and Amy Peltonen Approved: Sherri Smith

Course Code: Title	OAD303: CAREER EXPERIENCE II
Program Number: Name	2086: OFFICE ADMIN-EXEC
Department:	OFFICE ADMINISTRATION
Semester/Term:	18S
Course Description:	During the classroom portion of the course, students will prepare placement documentation including an up-to-date functional resume and letter of introduction. Completion of Worker Health and Safety Awareness online training is required, and 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.
Total Credits:	3
Hours/Week:	1
Total Hours:	7
Prerequisites:	ACC126, OAD209, OAD217, OAD300, OAD302
Vocational Learning Outcomes (VLO's):	<p>#1. Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics.</p> <p>#2. Manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities.</p> <p>#8. Use interpersonal, leadership and client service skills to respond to diversity and to support the vision and mission of the organization.</p>
Essential Employment Skills (EES):	<p>#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>#3. Execute mathematical operations accurately.</p> <p>#4. Apply a systematic approach to solve problems.</p> <p>#5. Use a variety of thinking skills to anticipate and solve problems.</p> <p>#6. Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>#7. Analyze, evaluate, and apply relevant information from a variety of sources.</p>

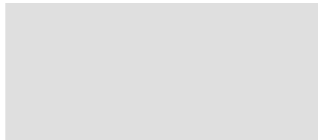
Please refer to program web page for a complete listing of program outcomes where applicable.



COURSE OUTLINE

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- #8. Show respect for the diverse opinions, values, belief systems, and contributions of others.
- #9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- #10. Manage the use of time and other resources to complete projects.
- #11. Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Satisfactory/Unsatisfactory

Other Course Evaluation & Assessment Requirements:

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 ALL 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, 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



COURSE OUTLINE

OAD303

3

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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

Functional 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 and Insurance Board Student Declaration of Understanding

Students are required to complete and sign a Student Declaration of Understanding acknowledging that WSIB or private insurance coverage will be provided through the Ministry of Advanced Education and Skills Development while participating in the unpaid work placement.

Students are required to complete the Ministry of Labour Worker Health and Safety Awareness online training module. Upon completion of the online training program, students will print off the certificate of completion for submission to the OAD303 faculty contact.

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



COURSE OUTLINE

OAD303

4

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Students will complete a report of their weekly placement activities to be presented twice during the Career Experience seminar class. The work 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:



COURSE OUTLINE

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- 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 behaviour toward customers and/or coworkers, etc.
- 7) Breach of Confidentiality.
- 8) Failure to Comply with Organizations Policies i.e. dress, smoking, food and beverages, etc.

A student receiving an Unsatisfactory placement will be required to re-register for the course at its next offering.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Placement Preparation and Participation	100%

Course Outcomes and Learning Objectives:

Course Outcome 1.

Follow the Career Experience work placement process.

Learning Objectives 1.

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

Course Outcome 2.

Recognize and demonstrate appropriate workplace behaviour and etiquette.

Learning Objectives 2.

- Attend and participate in all seminar classes, guest speaker presentations, and simulated employment test.
- Discuss workplace issues, including:
 - Demonstrating interest and enthusiasm.



COURSE OUTLINE

OAD303

6

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- 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.

Course Outcome 3.

Complete documentation in support of the Career Experience work placement.

Learning Objectives 3.

- Prepare/update functional resume.
- Prepare letter of introduction.
- Sign Student Declaration of Understanding - Workplace Safety and Insurance Board or Private Insurance Coverage - Students on Unpaid Work Placements.
- Complete Ministry of Labour Worker Health and Safety Awareness online training and submit certificate of completion.
- Prepare and submit bi-weekly placement reports.
- Prepare thank-you letter.

Course Outcome 4.

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

Learning Objectives 4.

- 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.



COURSE OUTLINE

OAD303

7

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- Complete tasks in a thorough and timely fashion, with a high level of accuracy.

Course Outcome 5.

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

Learning Objectives 5.

- Make decisions based on a thorough analysis of the problem.
- Identify tasks requiring completion.
- Seek guidance from supervisor by asking questions to clarify task.

Course Outcome 6.

Work independently with a minimum of supervision.

Learning Objectives 6.

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

Course Outcome 7.

Demonstrate appropriate business conduct.

Learning Objectives 7.

- 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.



COURSE OUTLINE

OAD303

8



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Course Outcome 8.

Communicate effectively both orally and in writing.

Learning Objectives 8.

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

Date:

Wednesday, August 30, 2017

Please refer to the course outline addendum on the Learning Management System for further information.