SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ON

COURSE OUTLINE

COURSE TITLE:	**CAREER EXPERIENCE - GENERAL**
COURSE NO.:	CPC200
PROGRAM:	OFFICE ADMINISTRATION - GENERAL, EXECUTIVE AND LEGAL
SEMESTER:	TWO
AUTHOR:	SHEREE WRIGHT
DATE:	JANUARY 1998
PREVIOUS OUTLINE DATED:	JANUARY 1997

APPROVED: _____ _____
Dean, School of Business, Hospitality & Computer Studies — Date: Jan 23/98

TOTAL CREDITS:	5
PREREQUISITES:	WPC110, TTE105, ENG155, OPC100, MTH117, ACC117
LENGTH OF COURSE:	40 hours per week/2 weeks in length - (80 hours)
TOTAL CREDIT HOURS:	80

I. COURSE DESCRIPTION

This course involves a block placement in a local office where the student is required to perform duties which 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 firsthand about the scope and variety of office support positions available.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE

A. Learning Outcomes:

1. Apply, in a work setting, the skills and knowledge acquired during the Office Administration course of study at Sault College.
2. Problem solve, make decisions, and take initiative when presented with new situations.
3. Work independently with a minimum of supervision.
4. Demonstrate appropriate business conduct.
5. Communicate effectively both orally and in writing.

B. Learning Outcomes with 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.

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 take initiative when presented with new situations.

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.

Elements of the Performance:

- Organize and plan workload.
- Consult supervisor appropriately.

4. Demonstrate appropriate business conduct.

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.

Elements of the Performance

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

III. EVALUATION PROCESS/GRADING SYSTEM

A grade of **Satisfactory** will be awarded to those students who have successfully met the CPC200 learning outcomes, as well as the following requirements:

1. Attendance at Career Experience Meetings

Students must attend the Career Experience orientation meetings 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. At a subsequent meeting, students will receive an employer package containing Workers' Compensation forms which must be delivered to the employer the morning the block placement begins.

2. Attendance at Career Experience Discussion Group Following the First Week of Placement

Students will be required to attend one meeting held the Friday afternoon of the first week of placement from 3-5 p.m. at Sault College to discuss placement activities.

3. Attendance During the Two-Week Career Experience Placement

Mandatory attendance while participating in the Career Experience is essential. Any absence may require a medical certificate and missed days rescheduled (placement dates must be completed by Friday, May 8).

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

4. Placement Confirmation

Students will acknowledge their placement assignment with a resume and letter of introduction to the employer. The original letter and resume, along with a stamped 9"x12" envelope, must be submitted to the Career Experience faculty contact by the date outlined in the Career Experience booklet. The faculty member will then forward the letter and resume directly to the employer. A copy of the letter of introduction and resume must be given to the Career Experience faculty contact.

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.

5. **Work Experience Reports**

Students must complete a report of their weekly placement activities to be presented on Friday of the first week of placement. The experience report provides a useful record of the work experience placement. The report is submitted to the Career Experience faculty contact for review.

6. **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.

Evaluations are conducted by the placement employers who are required to complete one evaluation of each student "employee." The Placement Office provides a standard evaluation form and employers are required to discuss the evaluation prior to signature. The evaluation allows both the student and the College to measure the success of the work placement.

Students are responsible for ensuring that the evaluation is completed and submitted to the Career Experience program coordinator following completion of the placement.

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

IV. SPECIAL NOTES

1. **Career Experience Eligibility**

Students enrolling in CPC200 must have completed all required first-semester courses and be in a position to graduate.

The Office Administration program coordinator will review the second-semester progress of all students. If a student's second-semester progress is less than satisfactory, the Office Administration Department reserves the right to deny a student's registration in CPC200.

2. Selection of Placement Locations

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

3. 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.

Students are asked to contact their Career Experience faculty contact by Wednesday of the first week of Career Experience to provide a verbal update of the experience.

4. 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.

5. Dress

Students must dress in appropriate business attire.

6. Exemption from Career Experience

Based on previous work experience, a student may apply for exemption from the Career Experience component. A student seeking exemption must provide the Office Administration Program coordinator with a resume, along with the name of a reference who can be contacted to confirm the student's work experience. Once the appropriate documentation is received, exemption will be considered.

7. Placement Registration

Students wishing graduate placement assistance should maintain a current registration with the Placement Office prior to graduation.

The Placement Office is available for assistance with the preparation of resumes.

8. Special Needs Office

All students should be aware of the Special Needs Office in the College. If you have any special needs such as being visually impaired, hearing disabled, physically disabled, or learning disabled, you are encouraged to discuss required accommodations confidentially with the professors and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, or 491, so that support services can be arranged for you.

9. Course Outline Modification

Your professor reserves the right to modify the course as he/she deems necessary to meet the needs of the students.