

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 take 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 - preparation of resumes, cover letters, Workers' Compensation forms

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 CPC2000 learning outcomes, as well as the following requirements. A grade of “U” (**Unsatisfactory**) will be assigned to those students who fail to meet the CPC2000 learning outcomes or who fail to meet the requirements listed below.

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.

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

Students will be required to attend one meeting held the Monday afternoon of the second complete week of placement (Monday, April 21) from 3-5 p.m. at Sault College to discuss placement activities.

Attendance During the Two-Week Career Experience Placement

Office Administration students are required to complete ten full placement days (approximately 70-80 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. Good Friday, falls within the two-week placement, students would only be required to complete nine full placement days.)

In the event that the office does not keep traditional 9 a.m.-5 p.m./8:30 a.m.-4:30 p.m. hours, then the student will be required to work the appropriate number of hours beyond the normal ten placement days to ensure that at least 70 hours have been spent in the workplace. This could result in the student working beyond the traditional ten-day/two-week period.

Any absence may require a medical certificate and missed days rescheduled (placement dates must be completed by Friday, May 2). 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

It is expected that all students who participate in placement will dress professionally. Generally, a professional wardrobe consists of dresses, suits, dress pants or skirts worn with blouses/collared shirts, blazers, and includes appropriate footwear. It is recommended that males wear a tie. Clothing is expected to be cleaned, ironed, and in good repair. Appropriate hosiery is to be worn – neither bare legs nor bare feet are acceptable!

It is expected that students will shower daily and use appropriate toiletries.

Inappropriate attire or poor grooming will result in immediate dismissal from placement.

Examples of inappropriate attire include:

Footwear – beach thongs, running shoes, stiletto heels

Undergarments – provocative, lack of, or revealing undergarments

Wardrobe – jeans, cotton twill pants, jogging pants/sweatshirts, leggings, fishnet stockings, micro mini skirts, scoop neck/scoop back or halter-style tops, cutoff shorts, skorts, capri pants, see-through clothing, or clothing that is torn or unclean

Facial Jewellery – only earrings located on ears may be worn

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 address information must be typewritten (typewritten return address label and typewritten employer address label may be used). 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 on Monday of the second complete week of placement (Monday, April 21). 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:

Evaluations are conducted by the placement employers who are required to complete one evaluation for each student “employee.” A standard evaluation form will be used 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.

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 instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493, 717, or 491 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 postsecondary institutions.

Plagiarism

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. 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, as may be decided by the professor. 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.

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.

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.

Career Experience Eligibility

Students enrolling in CPC2000 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 (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 CPC2000 until final grades have been submitted.

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.

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 the first Wednesday of the first full week of Career Experience (Wednesday, April 16) to provide a verbal update of the experience.

VII. PRIOR LEARNING ASSESSMENT:

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.

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.