Work Experience Manual

Applied Business Technology
Administrative Assistant Certificate

College of New Caledonia
2016-2017 Academic Year

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THE ABT PROGRAM

The ABT (Applied Business Technology) Program is a division of the Business Division at the College of New Caledonia. It offers an Administrative Assistant Certificate to up to 25 students each year on the Prince George campus, where it has been taught, in one form or another, since before the college was formed in 1967.

Over the years the program has changed dramatically to stay in touch with business community needs. It has a very active advisory committee which meets twice a year to help faculty determine if and when changes are needed in order to stay current.

Students attend full-time classes for two-17 week semesters. Over those two semesters, students learn the skills needed to enter entry- and mid-level positions with confidence. One of the most important courses offered is the work experience course which has been offered since spring 2003.

PHILOSOPHY OF WORK EXPERIENCE

Work experience placement is a part of the student's learning experience rather than an apprenticeship-training program. It must be fully planned in terms of its purpose, continuity, sequence, and integration with the academic process. It should help the student to weave together the various knowledge strands to which she/he has been exposed and to deepen her/his understanding of what has been learned in the classroom.

Work experience is a bridge for the student between the academic present and the professional future. It is a three-way partnership between the college, the student, and the host employer. All parties in the relationship assume definite responsibilities, perform specific functions, and derive benefits as a result of their involvement. A set of goals and objectives that are based on the needs and resources of those involved guide the work experience.

WORK EXPERIENCE SCHEDULE

The work experience will be comprised of a minimum 90 work-training hours. The student will attend the work placement in the following blocks:

WORK EXPERIENCE SCHEDULE **Time:** Start of business until the end of the business day.
January 30 – February 2, 2017
March 6 – 10, 2017
April 3 – 7, 2017

All students who register in *ABTA-180 Work Experience*, are expected to participate in the work experience on a full-time basis, working from the start of the business day until the close under the supervision and direction of the designated host employer supervisor.

DETERMINING THE WORK EXPERIENCE PLACEMENT

After receiving input from each student and communication with host employers, a job description for each host is created and the ABT instructor attempts to determine the best placement for the student.

Each student is required to contact their host employer and introduce him or herself and arrange for an interview if the host employer has indicated that they desire an interview. At this time, the student will also provide the host employer with an updated résumé (if requested). Please feel free to take the time to review the résumé with the student, as they will appreciate your feedback about the effectiveness of their résumé.

Host employers who have indicated that an interview is required will have the opportunity to decide whether or not the student will be appropriate for their workplace. If the host employer decides that the student chosen is not appropriate for any reason, it is the host's responsibility to contact the ABT instructor immediately. Another student may be assigned to the host employer if one is available that better suits the host employer.

STUDENT QUALIFICATIONS

At the time that the work experience course and placement starts, students must have successfully completed the first semester of courses. These courses are:

- **Business Communications I** (grammar and sentence structure)
- **Financial Records** (calculators and manual bookkeeping)
- **Human Relations** (setting goals, time management, interpersonal skills)
- **Office Procedures** (dealing with all types of office equipment and procedures, including filing methods)
- **Microcomputer Applications I** (introductory Windows, Excel, Access, and PowerPoint)
- **Word Processing** (Levels I, II, and III of Microsoft Word)

In the second semester, which starts a week before the work placement starts; they will be registered in the following courses:

- **Business Communication II** (Business Writing)
- **Computerized Bookkeeping** (Sage 50 Accounting)
- **Human Relations** (interpersonal relationships, conflict resolution)

- **Desktop Publishing** (Advanced Word, Publisher, and PowerPoint)
- **Microcomputer Applications II** (Intermediate/Advanced Excel, Access, and Outlook)
- **Office Simulations** (Intensive review of all concepts from all courses)
- **Work Experience**

As students progress through the second semester, they gain valuable experience, especially the experience they gain in the work placement. This benefits both the employer host and the student.

For a more detailed description of the courses offered in semester one and two, please see the CNC web site at http://www.cnc.bc.ca.

FIRST DAY WITH THE STUDENT

On the first day, the student should be introduced to others in the office and oriented to how the company works as a whole, including company policies and rules where appropriate. The student will bring with her/him the Work Experience Practicum Agreement. Please make sure to sign the Agreement and return one copy to the student.

Start by assigning a small variety of simple tasks and overseeing their completion. Make sure to provide the student with feedback as she/he completes the tasks.

As the student progresses, assign more complex tasks and check to ensure that they are completed to your standards. Give feedback often to enable the student to learn from mistakes or to receive reassurance that they are doing the tasks correctly. Students should be given a variety of tasks each week, and should not spend more than one-half of the work day doing only one task, if possible.

See the list below for possible tasks to be assigned to the student. Of course, you should also add any tasks specific to your workplace that are not on this list. If there are tasks on the list below that you cannot allow the student to do, such as answering the phone, an explanation of why this task can't be assigned and, perhaps, some discussion of how it is completed in your workplace would be appropriate.

POSSIBLE TASKS FOR STUDENTS

- Answering telephones
- Bookkeeping
- Controlling inventory/office supplies
- Creating forms
- Desktop publishing
- Dicta-typing
- Faxing documents
- Greeting visitors
- Processing mail merges
- Processing petty cash
- Processing purchase orders
- Processing/preparing invoices
- Reconciling bank statements
- Records management
- Scheduling appointments
- Screening incoming calls

- Laminating and binding documents
- Photocopying
- Preparing bank deposits
- Processing accounts receivable/payable
- Processing incoming/outgoing mail
- Using calculators
- Using cash registers/Interac machines
- Word processing
- Working with databases
- Working with spreadsheets

WORKERS' COMPENSATION

Pursuant to Section 3(6) of the Workers Compensation Act, students enrolled in a work experience component of all programs offered by the provincial colleges and institutes, in agreement with the Ministry of Advanced Education are covered by the Workers Compensation Board. They are deemed to be "Workers of the Crown" and therefore eligible for certain benefits in the event of accidental injury.

As the placement component of the Applied Business Technology program is required for program completion and certification, and is unpaid and supervised work experience taking place at a host employer's premises or place of business, Workers Compensation Board coverage is therefore extended to these students.

Please note that a CNC Accident Report must be filed immediately following an accident. On the student's first day, she/he will bring an accident form along with a signed letter stating that the college is responsible for WCB coverage. Additional forms are available through the work experience instructor, Jennifer Madsen, at 562-2131 local 5516.

In the unlikely event of an accident during the work placement, please ensure that the student fills out the accident report and returns it to the college the next day. If necessary, ensure that the student obtains medical treatment if needed.

TERMINATION OF THE WORK EXPERIENCE PLACEMENT

While most work experience placements are problem-free and beneficial to all parties, occasionally problems arise during the placement rendering the placement intolerable. Therefore, any party may terminate the placement after giving notice to the other involved parties.

Should a host employer have concerns about the work experience student in their work place, please contact the work experience instructor, Jennifer Madsen, at 562-2131, local 5516. A course of action will be determined between the instructor and host employer to correct any deficiencies that the student may have, if possible, in order to avoid the termination of the placement.

COURSE OBJECTIVES

Upon successful completion of the work experience, the student will be able to:

- adhere to work regulations.
- answer the telephone in a business-like manner.
- clarify written and verbal directions.
- classify, file, and retrieve documents.
- competently operate a photocopier.
- demonstrate a professional attitude.
- demonstrate effective time management.
- demonstrate judgment and discretion in confidential matters.
- demonstrate reliability.
- establish work priorities.
- follow written and verbal directions.
- greet visitors in a business-like manner.
- present completed correspondence professionally.
- process incoming and outgoing mail.
- produce mailable correspondence.
- show initiative and conscientiousness.
- work effectively under supervision.
- work effectively with coworkers.
- write clear, concise, telephone messages.

COURSE EVALUATION

Participation in the Applied Business Technology Program work experience is mandatory for all students wanting to receive an Administrative Assistant Certificate. Because work experience is a learning experience for the student, successful completion will be based on the following:

1. Written evaluation by the host employer supervisor towards the conclusion of the placement.

2. On-going verbal evaluation involving the student, the host employer supervisor, and the college work experience instructor.

3. Completion of other required procedures as outlined by college work experience instructor.

The student will either receive a Satisfactory or an Unsatisfactory grade for the work experience.

ROLE OF THE HOST EMPLOYER

1. To have a sincere desire to participate in an educational program with the objective of improving the preparation of quality personnel for the profession.
2. To provide the student with a desk or workspace.
3. To act as a mentor to the student and provide the student with a wide variety of office tasks to be completed.
4. To be familiar with and to ensure that the objectives of the Applied Business Technology Program work experience placement are met.
5. To meet with the college work experience instructor prior to and during the placement.
6. To inform the student of company policies, hours of work, and other necessary details to help the student succeed in the placement.
7. To regularly provide positive and constructive feedback for the student.
8. To complete the work experience evaluation form during the last placement workweek.
9. To provide adequate supervision of the student.
10. To provide the college work experience instructor with an informal assessment of the student's progress.

ROLE OF THE STUDENT

1. To have a sincere desire to learn and benefit from and contribute to your work experience placement.
2. To represent the host employer, yourself, and the college in a professional manner.
3. To be on time for the work experience placement or, in an emergency, to notify both the host employer supervisor and the college work experience instructor.
4. To work towards the objectives of the work experience placement.
5. To cooperate with the host employer supervisor and the work experience instructor.
6. To seek guidance from the host employer supervisor or the college work experience instructor when unsure of yourself.
7. To learn from any constructive criticism given by the host employer and/or work experience instructor.

8. To provide informal feedback to the host employer supervisor and to the work experience instructor.

9. To complete the work experience placement evaluation form during the last workweek.

ROLE OF THE COLLEGE WORK EXPERIENCE INSTRUCTOR

1. To ensure that the student gains as much as is possible, both personally and professionally, from the work experience.

2. To give support and information to the host employer supervisors so that tasks will be as clear and uncomplicated as possible.

3. To become acquainted with host employers' and students' interests, preferences, and previous experiences in order to achieve balanced work experience placements that will be of value to the host employers and the students.

4. To select and assign individual students to their specific host employers in consultation with Applied Business Technology Program instructors, students, and host employers.

5. To maintain open communication with the students and supervisors so that any problems can be handled effectively for all concerned.

6. To communicate with the host employer supervisors at a time determined by the host employer supervisor:

    - during the first half of the placement for an evaluation of the student in order that progress may occur;
    - at any other time in the placement as may be requested by the host employer supervisor or student; and
    - towards the conclusion of the placement for the purposes of conducting an evaluation with the student and host employer supervisor and receiving host employer feedback of the work experience process.

7. To provide feedback to the host employer supervisors on the value of the student work experience.

8. To coordinate the evaluation components to determine the final mark for the work experience placement.

PRACTICUM EVALUATIONS

At the end of the work experience, the host employer will complete an online evaluation of the student (sent by the instructor), and students will also complete a work experience evaluation of the host employer.

Thank you

for participation in the Applied Business Technology Work Experience program!