



Customer Service Training
024 Work Experience Level B
Fall 2011 Course Outline

Instructor: Jody Isaac
Office: Interurban Campus, Portable A – Room 100A
Office Hours: Tuesday & Wednesday 3:00-4:00, or call to arrange an appointment
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Dates: September 6, 2011 – December 16, 2011
Class Times: To Be Announced

Course Description:

This work experience placement provides students with an opportunity to gain entry-level, hands-on experience and practice and develop skills learned on site and in classes. Student performance is evaluated both by the employer and a student work experience self-assessment. *A criminal record check may be required by placement employers.*

What You Will Learn: The student will be able to:

- demonstrate an understanding of the work habits and industry standards in selected work experiences
- demonstrate an understanding of the evaluation method of employers in selected work experiences
- demonstrate the appropriate social, communication, work skills, habits and behavior needed to be safe and effective in the work setting
- evaluate personal skills, abilities, work skills, habits, performance and compatibility with the type of work chosen
- identify areas requiring support while on the work site

Required Materials:

Appropriate clothing to complete the work experience in the customer service sector.

Evaluation

Students will be assessed by a supervisor from his or her work experience and a work experience supervisor from the college. The evaluation will assess the student's readiness for employment in a particular job and identify what improvements, if any, must be made to be employed in that type of work.

Competency based grading system

Grade	Description
COM	The student has met the goals, criteria, or competencies established for this course, practicum or field placement.
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	The student has not met the goals, criteria, or competencies established for this course, practicum or field placement.

B. TEMPORARY GRADES Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. (See Section E below for conversion to final grades.)

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that, due to design may require a further enrollment in the same course. No more than two IP grades will be assigned for the same course. <i>(For these courses a final grade will be assigned to either the 3rd course attempt or at the point of course completion.)</i>
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.

ACADEMIC PROGRESS POLICY

There is an Academic Progress Policy designed to enhance a learner's likelihood of success. Students should become familiar with the content of this policy. The policy is available in each School Administration Office, Registration, and on the College web site in the Policy Section.

<http://camosun.bc.ca/policies/Education-Academic/E-1-Programming-&-Instruction/E-1.1.pdf>

Note: A student maybe required to obtain a criminal record check due to the nature of his or her work experience or because an employer requires one to work on his or her site. If a criminal record check is required, Camosun College faculty or staff will help to facilitate the completion of this process.