



SCHOOL OF ACCESS

Access to Employment Training
and Preparation Programs
(ETP Department)

Customer Service Training Program ETP 022-X01 Effective Job Search Skills Fall 2012 Course Outline

Instructor: David Greig
Office: Portable A - Room 102A (Interurban Campus)
Office Hours: Monday to Thursday 3:00-4:00
Classroom: Portable A - Room 104 (Interurban Campus)
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Dates: September 4, 2012 to December 14, 2012
Class Times: Monday 1:00 – 3:00

Programs Related To: *Customer Service and
Food and Customer Service*

Course Description:

To provide students with the knowledge and skills needed to undertake an effective job search. Upon completion of this course a student will be able to initiate a job search either independently or with the support of appropriate community agencies or services.

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

- demonstrate an understanding of the behavioral expectations an employer has when looking for a potential employee
- understand the importance of the “Hidden Job Market” and identify potential employers
- prepare a resume
- develop a personal network to assist during a job search
- demonstrate the skills needed to set up and participate in an employment interview
- identify appropriate community agencies and services to assist with a job search
- demonstrate an understanding of the strategies needed to start and maintain a job search

Evaluation:

Students will be evaluated on their participation during class discussions, participation during group activities, and their completion of assignments.

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. (For these courses a final grade will be assigned to either the 3 rd course attempt or at the point of course completion.)
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.