



**SCHOOL OF ACCESS**  
*Access to Employment Training  
and Preparation Programs  
(ETP Department)*

**Customer Service Training**  
**036-x01 Work Experience Level 2**  
**Fall 2012 Course Outline**

**Instructor:** David Greig  
**Office:** Portable A – Room 102A (Interurban Campus)  
**Office Hours:** Monday to Thursday. 3:00-4:00, Friday by appointment.  
**Classroom:** Portable A – Room 100 (Interurban Campus)  
**Telephone:** 370-3845                      **Email:** greig@camosun.bc.ca  
**Dates:** September 4, 2012 – December 14, 2012  
**Class Times:** To Be Announced

**Program Related To: Customer Service Training**

**Course Description:**

Students will be provided with a more intensive work experience opportunity to enable them to enhance their skills and assist in preparing them thoroughly for competitive employment.

**What You Will Learn:**

Students will gain further hands-on experience and practice at a work site in their particular area of interest (i.e. gardening, food, customer service).

**Evaluation:**

Student performance will be evaluated by his/her employer as well as completion of a work experience self-assessment.

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 <sup>rd</sup> 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>