



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

**Customer Service Training
 ETP 026 Certification
 Fall 2013 Course Outline**

Instructor: Mark Fournier
Office: Portable A – Room 102A (Interurban Campus)
Office Hours: Monday and Wednesday: 3:00-4:00, Tuesday 9:00-10:00,
 Friday by appointment
Classroom: Portable A – Room 104 (Interurban Campus)
Telephone: Mark Fournier: 370-3839 **Email:** fournierm@camosun.bc.ca
Dates: September 2, 2014 – December 11, 2014
Class Times: To Be Announced

Programs Related To: *Customer Service
 Foods and Customer Service Training*

Course Description:

To provide students with the knowledge and skills needed to obtain certificates in Foodsafe, Superhost, First Aid, CPR and WHMIS (modified). Upon completion of this course a student will have achieved certification in all the aforementioned areas. These certificates will enhance the opportunities for employment.

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

- demonstrate the skills required in each certificate area
- demonstrate an understanding of the importance these certificates will make in terms of their employability

Texts and Materials: All required texts and workbooks supplied by community resources in the various certificate areas

Evaluation:

Students will be evaluated on their participation during class discussions, participation during group activities, and successful completion of final assessment in each certificate area.

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>