

	<b>SCHOOL OF ACCESS</b>
	<i>Employment Training and Preparation Programs</i>

**Food and Customer Service Skills**  
**ETP 021 Essential Skills for Employment**  
**Fall 2016 – Course Outline**

**Instructor:** Jody Isaac  
**Office:** Interurban Campus, Portable 100A  
**Office Hours:** Mondays 3pm – 4 pm, or call for appointment  
**Classroom:** Interurban Campus, Portable A Room 104  
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**Dates:** Sept. 6 – Dec. 15, 2016  
**Class Times:** Monday 1am – 3pm  
**Programs Related To:**      *Food and Customer Service*  
    *Customer Service*  
    *Gardening and Customer Service*

**Course Description:**

Students will be introduced to the habits and behaviors expected of an employee in the workplace and develop skills that will enable them to be successful in finding and keeping employment.

**What You Will Learn:**

Students will learn how to manage time effectively, communicate well in the workplace, learn the importance and demonstrate an ability to show initiative, learn how to manage stress and develop strategies to deal with common work place problems

**Evaluation:**

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

## A. Competency Based Grades

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.

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 3<sup>rd</sup> 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>