

	<p style="text-align: center;"><b>SCHOOL OF ACCESS</b> <i>Employment Training and Preparation Programs</i></p>
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**Food and Customer Service Skills**  
**ETP 021 Essential Skills for Employment**  
**Fall 2018 – Course Outline**

**Instructor:** Jody Isaac  
**Office:** Interurban Campus, Portable 104A  
**Office Hours:** Mondays 3pm – 4 pm, or email for appointment  
**Classroom:** Interurban Campus, Portable A Room 104  
**Telephone:** 250 370 4610 **Email:** [IsaacJ@camosun.ca](mailto:IsaacJ@camosun.ca)  
**Dates:** Sept. 10<sup>th</sup> – Dec. 10<sup>th</sup>, 2018  
**Class Times:** Monday 1pm – 3pm  
**Programs Related To:**

*Food and Customer Service*  
*Customer Service*  
*EARTH Gardening*

**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.

**Required Materials:**

Student Binder

**Evaluation**

Student will be assessed on performance based on individual Essential Employment skills. Students will be measured on the basis of individual performance and their work as part of a team. Work will be assessed in the classroom as well as community outings. The evaluation will assess the student's readiness for employment in various job and identify what improvements, if any, must be made to be employed in that type of work.

**College Supports, Services and Policies**



**Immediate, Urgent, or Emergency Support**

If you or someone you know requires immediate, urgent, or emergency support (e.g. illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts @ <http://camosun.ca/about/mental-health/emergency.html> or <http://camosun.ca/services/sexual-violence/get-support.html#urgent>

### College Services

Camosun offers a variety of health and academic support services, including counselling, dental, disability resource centre, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit the **STUDENT SERVICES** link on the College website at <http://camosun.ca/>

### College Policies

Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with the content of College policies. Policies are available on the College website at <http://camosun.ca/about/policies/>. Education and academic policies include, but are not limited to, Academic Progress, Admission, Course Withdrawals, Standards for Awarding Credentials, Involuntary Health and Safety Leave of Absence, Prior Learning Assessment, Medical/Compassionate Withdrawal, Sexual Violence and Misconduct, Student Ancillary Fees, Student Appeals, Student Conduct, and Student Penalties and Fines.

### Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes

<b>Grade</b>	<b>Description</b>
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.

### 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>