



NORTH ISLAND
COLLEGE

Co-operative
Education

BUSINESS STUDENT HANDBOOK

The College Working For You!

The Co-op Student Handbook was published prior to the start of Co-op seminars and while every attempt has been made to ensure its accuracy it may be amended from time to time. The Co-op Department reserves the right to cancel or change any provision or requirement at any time.

Document Revised: May 2010

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INTRODUCTION

Congratulations and Welcome to Cooperative Education at North Island College!

You are about to join over 50,000 students across Canada who are participating in this enriched form of post-secondary education. You will have an opportunity to develop invaluable career-related experience and work search skills, important business contacts and increased confidence in your abilities.

This handbook explains how the Co-op program works at North Island College and what is expected of you. Please read it carefully and keep it for future reference. Contact the Co-op office if you have any questions or concerns.

ELIGIBILITY REQUIREMENTS

Co-op students must *maintain* Co-op academic requirements. Throughout your program of study, your GPA and course requirements are reviewed to confirm your continued eligibility. Any Co-op student who is not able to maintain the requirements may be placed on **academic probation** or dismissed from the program. Those students placed on probation will have their progress and GPA reviewed at the midterm point of the next semester to determine eligibility. During this probationary period the student will not be eligible for work term opportunities.

Business Administration Diploma and Degree Students

Students in the Business Administration diploma and degree programs must maintain a “full-time” load of at least three courses per term (excluding admission requirements) and maintain a minimum GPA of 2.33 (C+ average).

FEES

The Co-op work term course fees are **not** placement fees to ‘find students a job’, but a contribution toward the costs for extra services associated with the Co-operative Education Program, which include:

- pre-employment seminars
- individual career guidance and work search support
- access to business contacts and employment opportunities
- support during study and work periods
 - on-site visits, report grading and post employment interviews
 - assistance with preparation for graduation job search

Fees for each Co-op related course are based on the number of credits assigned to the course. The current cost per credit can be found in the College calendar.

Please note: Co-op fees are in addition to your program course fees. For International Education Students the International Education Fee structure applies to Co-op courses.

As a Co-op student you are considered a full-time student and are able to claim the per/month education tax deduction while on your work term. The *British Columbia Student Assistance Program* also considers you to be a full-time student while on your work term.

TERMS AND CONDITIONS

The purpose of this document is to stipulate the policies and procedures governing the Co-op program. The Co-op program reserves the right to update, modify or review these terms and conditions as necessary. To participate in the Co-op program, students must agree to the terms and conditions at the beginning of EMP 100, BUS 197, & BUS 297.

Registration

- ✓ I understand I am required to pay the Co-operative Education fee by the deadlines outlined in the North Island College Calendar for EMP 100, BUS 197, or BUS 297 whether I secure a work term through the Co-op office or through my own efforts. Failure to pay the fees will result in being withdrawn from the program.

EMP 100

- ✓ I will attend all of the Co-op workshops on pre-employment. I understand this is a pre-requisite and that if I do not participate, I may be withdrawn from the Co-op program.
- ✓ I understand the use of social media, cell phones, and internet activity is prohibited during EMP 100 workshops unless required for use by the facilitator.

Communication with the Co-op Office

- ✓ I will check my email Monday to Friday and respond promptly to all messages relating to Co-op. I will respond within 24 hours to all employment related requests from the Co-op office.
- ✓ I will promptly notify the Employment Service Advisor of any changes regarding my work eligibility, work status, or current contact information.
- ✓ I will inform the Employment Service Advisor of any unsafe, inappropriate, or unethical behavior or treatment during the interview process and/or the work term.

Job Search Process

- ✓ I understand that the Co-op Program does not and cannot guarantee work terms. The Co-op program will make every reasonable effort to assist me in obtaining suitable employment; however, it is my responsibility to secure co-op work term employment.
- ✓ I understand I can be withdrawn from the Co-op program if I am not actively applying for work as evidenced by submitting applications to the Co-op office and submitting a written log of my job search when requested.
- ✓ I understand that the Employment Service Advisor is available to work with me in applying to companies or positions not posted on WEBCT and that when pursuing my own Co-op job search, I must keep the Co-op office informed of my progress.
- ✓ I agree to allow the Co-op office to solicit positions on my behalf.

- ✓ I will provide the Co-op program and prospective employers with accurate and appropriate information regarding my qualifications and interests.
- ✓ I agree to work in a positive, proactive, professional, and respectful manner with the Co-op department.
- ✓ I understand the Co-op department will market the program to employers and post the jobs on WEBCT for all students. I agree not to solicit positions from a Co-op employer directly on my own behalf without prior permission from the Employment Service Advisor.

Interviews

- ✓ I agree to attend all interviews with employers that have selected me as a candidate and act professionally.
- ✓ I understand that the Co-op office may select interview times on my behalf. I will notify the office immediately if I cannot attend. I acknowledge that rescheduling of interviews is at the discretion of the employer.

Job Offers

- ✓ I will consult the Employment Service Advisor BEFORE accepting a job offer **outside** of WebCT. I understand my Employment Service Advisor will contact this employer to ensure the position is suitable as a Co-op work term and to inform the employer of the Co-op guidelines.
- ✓ I understand that participation in the Co-op program may require me to accept positions outside of the proximity to my campus and I may be required to pay the necessary travel expenses. If I have any restrictions concerning location and travel, I will discuss them with the Employment Service Advisor.
- ✓ I understand that Co-op work terms are paid employment and reflect the organization's salary scale as well as the student's level of training and experience.
- ✓ I understand that once I verbally agree to employment or sign the Employment Information Form I have a professional and ethical obligation to satisfy the requirements of my employment contract.
- ✓ I understand that if I break my contract of employment without first discussing and gaining approval from the Employment Service Advisor, I will not be satisfying the conditions of the program and I will receive a Fail for the course.

Work Term Period

- ✓ I understand that when on a Co-op work term, I am an employee of the employer and not an employee or agent of the College. In all matters relating to work activities, I am under the supervision and direction of the employer and not the College.
- ✓ I will respect the policies and procedures of my employers, including policies regarding confidential / proprietary information during and after the work term.
- ✓ If I am interested in enrolling in more than one academic course during any work term, I will seek approval from the Employment Service Advisor and work supervisor prior to commencing the course. Written approval by my work supervisor may be required. I realize that academic pursuits during a work term are not an acceptable excuse for not completing the number of required hours on a work term.
- ✓ I understand I am required to submit a Work Term Report for every Co-op work term (consecutive or not). I am aware that the report must be submitted by the due date or a Fail (F) grade for the work term and withdrawal from the Co-op program will result.
- ✓ I understand that I need a satisfactory or better evaluation from my employer and a satisfactory or better evaluation on the Work Term report to receive a P (Pass) for the Co-op work term.

Completion of the Program

- ✓ I am aware of the Co-op work term schedule and I agree to follow the schedule as outlined. I understand that the first Co-op work terms is generally fulltime from May – August with one employer. The second work term, BUS 297 is normally scheduled in the Fall or Winter term of the second year and will extend my graduation date.
- ✓ I understand I must complete my education on an academic term; therefore, I must be enrolled in at least one full academic semester upon completion of my final Co-op work term and prior to my graduation.

Failure to complete the work term agreement

- ✓ I understand that I may be assessed a Fail (F) for my Co-op work term for the following reasons:
 - ✓ Failure to report for work at the employer's location
 - ✓ Ending a work term without permission from the Employment Service Advisor and the Employer
 - ✓ Dismissal based on my actions

Failure to complete the work term agreement Continued

- ✓ I understand that I may be assessed a Fail (F) for my Co-op work term for the following reasons:
 - ✓ Dissatisfactory performance determined by the employer
 - ✓ Failure to submit required documents – Employer Information Form, Permission to Publish Student, Permission to Publish NIC, Goal Sheet, Work Term Report and Power Point presentation to the Co-op office by the due date
- ✓ I understand that acceptance of two consecutive work terms with one employer requires me to complete two work term reports with different learning goals and pay two work term fees.

✓

Information Release

- ✓ I hereby grant permission for my academic records to be released to the Co-op program.
- ✓ I hereby grant permission for the Co-op program to release my resume, cover letter, transcripts and other relevant information to prospective employers in order to secure employment for the work term while I am enrolled in the Co-op program.

✓

Failure to comply

- ✓ **I understand that failure to comply with any of these terms and conditions may result in a Fail (F) on a work term and/or dismissal from the Co-op Program.**
- ✓ **My signature below indicates that I have read, understood, and agreed to all the terms and conditions in this handbook.**

North Island College Student Signature

North Island College Instructor Signature

Printed Name & Student Number

Printed Name

Date

Date

CO-OPERATIVE EDUCATION COURSES

Courses

Business Administration Diploma Students

EMP 100	Co-operative Education Pre-Employment Seminar	3 credits
BUS 197	Business Administration Co-operative Education Work Term 1	3 credits
BUS 297	Business Administration Co-operative Education Work Term 2	3 credits
Optional:		
BUS 298	Business Administration Co-operative Education Work Term 3	3 credits

- Please note that for a Co-op designation on your diploma, at least one of these Work Terms must be completed in the fall or winter semester. This lengthens your diploma program as you cannot graduate on a Work Term.

Business Administration Degree Students

EMP 100	Co-operative Education Pre-Employment Seminar	3 credits
BUS 197	Business Administration Co-operative Education Work Term 1	3 credits
BUS 297	Business Administration Co-operative Education Work Term 2	3 credits
BUS 298	Business Administration Co-operative Education Work Term 3	3 credits

- Please note that for a Co-op designation on your degree, at least one of these Work Terms must be completed in the fall or winter semester. This lengthens your degree program as you cannot graduate on a Work Term.

Business Administration Diploma Students

Fall Academic Term 1	Winter Academic Term 2 & EMP 100	Spring/Summer First Co-op Work Term BUS 197
Fall Academic Term 3	Winter Second Co-op Work Term BUS 297	Spring/Summer or Fall Academic Term 4

OR

Fall Academic Term 1	Winter Academic Term 2 & EMP 100	Spring/Summer First Co-op Work Term BUS 197
Fall Second Co-op Work Term BUS 297	Winter Academic Term 3	Spring/Summer or Fall Academic Term 4

Business Administration Degree Students

Fall Academic Term 1	Winter Academic Term 2 & EMP 100	Spring/Summer First Co-op Work Term BUS 197
Fall Academic Term 3	Winter Academic Term 4	Spring/Summer Second Co-op Work Term BUS 297
Fall Third Co-op Work Term BUS 298	Winter Academic Term 5	
Fall Academic Term 6	Winter Academic Term 7	Fall Academic Term 8

OR

Fall Academic Term 1	Winter Academic Term 2 & EMP 100	Spring/Summer First Co-op Work Term BUS 197
Fall Academic Term 3	Winter Academic Term 4	Spring/Summer Second Co-op Work Term BUS 297
Fall Academic Term 5	Winter Third Co-op Work Term BUS 298	
Fall Academic Term 6	Winter Academic Term 7	Fall Academic Term 8

OR

Fall Academic Term 1	Winter Academic Term 2 & EMP 100	Spring/Summer First Co-op Work Term BUS 197
Fall Academic Term 3	Winter Academic Term 4	Spring/Summer Second Co-op Work Term BUS 297
Fall Academic Term 5	Winter Academic Term 6	
Fall Third Co-op Work Term BUS 298	Winter Academic Term 7	Fall Academic Term 8

OR

Fall Academic Term 1	Winter Academic Term 2 & EMP 100	Spring/Summer First Co-op Work Term BUS 197
Fall Academic Term 3	Winter Academic Term 4	Spring/Summer Second Co-op Work Term BUS 297
Fall Academic Term 5	Winter Academic Term 6	
Fall Academic Term 7	Winter Third Co-op Work Term BUS 298	Fall Academic Term 8

- * **Students can access a fourth Co-op work term by including a third Spring/Summer Work Terms (A min. of three work terms is required for the Co-op Designation).**

EMP 100 (Co-op Pre-employment Seminars)

All students accepted into the Co-operative Education Program actively participate in the seminar course to learn or review work search and employment success skills **prior to the first work term.**

This course is marked as Pass / Fail. To receive a passing grade all course requirements must be satisfactorily met. These include:

- Attendance at Co-op seminars, including Mock Interviews and resume/cover letter appointments, is mandatory and considered a measure of your commitment to the program. Seminar schedules will be provided during the first seminar session and students who need to miss a class **must contact the Co-op office in advance to explain the extenuating circumstance that will cause their absence.**
- Completion of all assignments within specified deadlines.

Work Term Length and Scheduling

- Business Administration:
560 hours (based on 16 weeks at 35 hours per week)
Minimum 420 hours required per work term
- The first work term is generally scheduled from May 1st – August 31st
- Second and third work terms are generally scheduled following the regular calendar dates for a Fall or Winter semester

Co-op students are required to complete their program on an academic term of three or more courses. Students **cannot** complete their program on a work term.

Business Administration students: Students choosing the Co-op option will require more than two years to complete their diploma with a Co-operative Education Designation and at least 2 work terms.

Work Term Extension

If students are unsuccessful in securing a work term and/or if insufficient opportunities exist, the time to complete the work term may be extended if **ALL** of the following conditions are met:

1. You actively participated in the work search process and maintained **weekly** contact with the Co-op office regarding your job search activities.
2. You confirm your intention to have your work term extended **in writing**.
3. You identify an opportunity to complete your work term within one year following the end of the missed work term **AND** prior to graduating from your designated program.
4. You maintain the academic requirements of Co-op (which includes maintaining the required GPA and full-time student status in your program of study).

Work Term Transfers

Co-op work terms successfully completed at a British Columbia post-secondary institution will be eligible for transfer credit if they meet all the following requirements:

1. the student must be accepted into the Co-op program at the new institution
2. the program in which the work term(s) was undertaken is provincially approved
3. the work term(s) is officially recognized, i.e. noted on the transcript by the institution where the work term originated
4. the work term(s) was granted for experience in the same discipline into which the student is transferring.

Regardless of the number of work terms completed, students will be required to complete at least 50% of the required work terms in the new program into which the student is transferring. Acceptance into the Co-op program at NIC does not guarantee acceptance into a Co-op program at another institution.

The Job Search

Job Search

While Co-op does not guarantee work, the Co-op staff will do its utmost to assist motivated students in finding appropriate work term employment. Staff will use existing and new employer contacts in an effort to develop appropriate job opportunities for the current group of Co-op students. Through attending the Pre-employment seminars, applying to job postings on WebCT by submitting your resume and cover letter to employment.resources@nic.bc.ca, and booking individual student coaching sessions with the Employment Service Advisor, Co-op staff will help students to develop the contacts and skills necessary to contribute to their own successful work search.

Co-op students must take an active role in their career development and work search activities. Students are required to practice and use a variety of work search techniques that are taught in the Co-op seminar. Some of these activities may include, but are not limited to: identifying potential leads for themselves and others, contacting employers, writing applications and employment proposals, and conducting information interviews, attending community events, conducting internet research, etc. The development of these core skills will also be beneficial for future career explorations upon graduation.

Any position developed by a student must be approved by the Co-op department **before** it can be considered as an appropriate Co-op work term position. If an appropriate opportunity develops primarily as a result of a particular student's efforts, it will not be posted for others.

The work opportunity must represent a significant learning opportunity such as increased responsibility and application of new and relevant skills i.e. it is not acceptable to return to your "same old job".

While it is unusual for students to be unsuccessful in securing a position, the following are some reasons this can occur:

- The student does not adequately participate in the work search process or keep in regular contact with the Co-op office
- The student requires additional interpersonal or communication skills to become employable
- The student is not able to consider out-of-town opportunities
- The student is not willing to adjust their expectations to their marketable skills and the labor market needs
- The student is not academically prepared prior to the work term
- The number of suitable work opportunities is affected by the local economy

Relocation

Students are encouraged to consider positions which may be located outside the local college area. Relocation is seen as a positive career investment since opportunities can be more varied and plentiful outside your region. Please let the Co-op staff know as soon as possible if you are willing and able to work in other geographic locations. Students are normally responsible for their own relocation costs, so it is most often viable to consider areas where you may already have accommodations available.

International Work

The Co-op office is prepared to help you research opportunities and requirements for an international placement. Travel costs are normally the responsibility of the student. Wages made working abroad will most likely only cover living expenses and may not provide a means to save money for the next academic year. ***Please contact the Co-op office for further information on international work term opportunities.***

Job Creation and Application Procedures

If you are developing your own work opportunity, your employment proposal, resume and/or cover letter **should be reviewed by Co-op staff prior to submission to the employer.**

As positions become available through development by the Co-op office, job descriptions will be distributed to students via email or WebCT. All Co-op students are required to obtain an email account as some job opportunities have very short deadlines. It is **your responsibility** to check Co-op emails and WebCT on a regular basis and keep in touch with the Co-op office regarding new positions and deadlines. It is also your responsibility to ensure that your email account is operational and has an appropriate (professional) user name. Posted positions will have a firm deadline attached. All students interested in applying for a position must **submit an updated resume and cover letter by the deadline.** Applications will be forwarded to the employer **by the Co-op office.** It is not appropriate to forward your application directly to the employer for these posted positions.

Remember: Think before you apply. Don't submit an application for any position you would not accept if offered.

Interviews

Interviews for posted positions will be arranged by the Co-op staff and are normally held in the employer's work place. You must attend all interviews promptly. Failure to do so without a valid reason may result in your withdrawal from further competitions or from the Co-op program. Please advise the Co-op staff if an interview conflicts with a class time.

Accepting a Job Offer

It is your responsibility to contact the employer to accept the offer and to finalize all arrangements. Once the position has been accepted, your commitment is considered firm and binding.

Rejecting a Job Offer

Rejection of a job offer has the potential to damage not only the College's relationship with employers but also potential opportunities for future Co-op students. Therefore, the following guidelines must be taken seriously:

1. **Consider** a job posting carefully before submitting your application to the competition.
2. **Once you have applied for a job**, it is assumed that you will accept it if offered the position. However, it is reasonable to discuss declining an offer with Co-op staff if the position described in an interview varies significantly from the job posting or if you have another pending offer.
3. **Rejection of a job offer** for no valid reason may result in the student being removed from further competitions or being dismissed from the program.

If you do reject an offer, it is your responsibility to discuss this with the Co-op staff and also contact the employer to inform him/her of your decision.

Wages

Wages are established by the employer and agreed to by the student. Employers are often provided with average wage summaries from past work terms. Students are expected to be paid a fair market wage for the level of work they are doing.

WORK TERM PROTOCOLS

While out on your work term you are not only representing yourself, but the College and all the students who will follow you. As a Co-op student and College ambassador, it is your responsibility to present a mature and professional attitude at all times.

Protocols

The following are some basic protocols to consider:

Transportation: Transportation to and from the work place and arrangements for living accommodations are your responsibility. Be sure all your arrangements are reliable and unlikely to interfere with your attendance at work.

Dress Code: If you are unsure of the appropriate dress ask your supervisor. Don't assume jeans are ok! Be sure to exercise appropriate personal hygiene.

Time Off: A student requesting vacation time must have the approval of the employer in advance – normally upon acceptance of the position.

Strikes: Whether you should cross a picket line at work or observe a picket line and not work is a decision you must make. The responsibility of the Co-op staff in this situation is to inform you of the potential results of either decision.

Leaving a Job: You will make a commitment and often sign a contract confirming you will work to an agreed-upon end date. Fulfillment of this commitment is critical to your reputation, and to the reputation of the program and the College. Breaking a contract and leaving your job before the official end date is considered a serious offence and may result in a failing grade for your work term. If circumstances beyond your control prevent you from keeping your commitment, please consult with the Co-op office prior to taking any action.

Termination: If an employer terminates you, you must notify the Co-op office immediately. A termination will be reviewed with you and the employer to assess both your and/or the employer's qualifications to continue in the program.

Misconduct: Misconduct will be reviewed by your supervisor and the Co-op staff. It may result in disciplinary action and/or termination of employment and a failing work term grade.

Workplace Issues: Any serious issues encountered in the work place must be reported to the Co-op office (i.e. concerns regarding Employment Standards, WCB regulations or interpersonal conflicts). While Co-op cannot be held responsible for workplace issues, it is appropriate to discuss workplace issues with Co-op before approaching your employer. Please contact us in the early stages of any emerging problem.

Giving and Receiving Feedback: Remember that ALL your workplace communications contribute to building your reputation. If you have any concerns or constructive comments, be sure they are always communicated in a professional and respectful manner. Also, be prepared to accept feedback from the Co-op staff and your employer in a positive manner and act upon it appropriately.

WORK TERM TASKS

The student will have a number of tasks to complete for Co-op, including:

Employment Information Form: Complete this form and return it to the Co-op office within 2 weeks of starting your Co-op work term.

Goal Setting/Learning Outcomes Form: Complete this form, review it with your supervisor and return it to the Co-op office within 2 weeks of starting your Co-op work term.

Permission to Publish Forms: Complete one for the Employer and one for the student and return it to the Co-op office within 2 weeks of starting your Co-op work term.

On-Site Visit: During each work term a member of the Co-op staff and/or faculty member will visit you and your employer to assess the job and to evaluate your progress. At this visit, your learning objectives and work term report requirements will also be discussed. Note: Some visits may need to be conducted by telephone or email.

Work Term Report: You will be provided with the Guidelines for a Co-op Work Term Report. While the report is due 2 weeks after the work term, students are advised to complete the bulk of the report while still on the work term: gathering data, researching the company, describing work responsibilities, recording successes and challenges. Remember to ask for your employer's permission for use of information provided by the company (forms are available through the Co-op office.) *If possible, your employer should also review your report before completion of your work term. The report will be reviewed and graded by the Co-op staff and must meet all requirements of the Work Term Report Guidelines.*

PowerPoint Presentation: You will be provided with the guidelines for creating a Co-op PowerPoint Report that you will present upon your return to the Campus. While the PowerPoint Report is due after the work term, students are advised to take photos of their workplace for inclusion in their PowerPoint presentation. Remember to ask for your employer's permission to take photos. (Forms are available through the Co-op office.)

Post employment Interview: When you return to campus after your work term, a post employment interview will be arranged to review your work term performance and report, revise your resume and set goals for the next work term, or discuss graduation plans.

EVALUATION OF CO-OP WORK TERMS

Both Co-op Courses are graded P (Pass) or F (Fail)

To receive a “P” grade for EMP 100 (Co-op Seminar), the following is required:

1. Active and positive participation in all classes
2. Timely submission of all assignments

The Co-op Co-ordinator will review student progress and attendance and has the discretion to determine whether overall participation and performance warrants a passing grade.

To receive a “P” grade for BUS/ABT 197 (Co-op Work Term) the following is required:

1. Active participation in the work search process; keeping in weekly contact with the Co-op office prior to securing a work term;
2. Submit professional resume and cover letter for each application;
3. Attend all interviews as scheduled;
4. Engage in a work opportunity that allows you to develop new skills and leads you towards your career goals
5. Create appropriate work term goals and review them with your employer;
6. Complete any work term assignments on time;
7. Meet (in person or by phone) with Co-op staff during your work term;
8. Adhere to employer’s standards for satisfactory performance, professional appearance and conduct;
9. Complete the required # of hours for a work term;
10. Submit a satisfactory work term report by the deadline;
11. Submit and present a satisfactory PowerPoint Report by the deadline; and
12. Meet with the Co-op staff for a post-employment interview

GRADUATION

Upon successful completion of all requirements for your Co-op courses as well as your academic program, you will receive the appropriate Diploma or Certificate with a Co-operative Education Designation.

If you stay in touch with the Co-op office as you prepare to graduate, we will do all we can to support your graduation employment goals.

STUDENT RESPONSIBILITIES...

Co-op is a partnership between students, employers and the College, with each partner assuming important responsibilities. Following is a summary of **YOUR RESPONSIBILITIES** as a “student partner” in this program:

1. **Maintain** regular contact with the Co-op office and keep up-to-date on Co-op activities.
2. **Maintain** the GPA and course load requirements.
3. **Abide** by the College and Co-op policies and student responsibilities. Adhere to the Co-op Student Handbook.
4. **Attend** Co-op seminars (EMP 100) and complete the required assignments.
5. **Participate** in the work search process.
6. **Check** for email from Co-op and reply promptly, and notify the Co-op office of email or other contact information changes.
7. **Submit** a well-prepared resume and covering letter for each position applied for, and provide Co-op with a copy of your applications, as well as job search updates.
8. **Prepare** for and be on time for interviews, meetings, and appointments.
9. **Contact** the employer to confirm your acceptance of a job offer, finalize all arrangements and honour the acceptance of Co-op employment as a contractual agreement.
10. **Understand** that the Co-operative Education department will make every reasonable effort to help develop suitable program-related opportunities, however, Co-op does not *guarantee* employment.
11. **Respect** the policies, confidentiality and proprietary information of the employer.
12. **Complete** Co-op forms and assignments on time.
13. **Prepare** learning objectives for the work term and communicate them to Co-op and your employer. Monitor and revise as necessary.
14. **Participate** in an on-site visit.
15. **Perform** your job to the very BEST of your ability. Go the “extra mile” – it will be noticed! Adhere to Co-op Work Term protocols.
16. **Write** a well developed Co-op Work Term report and submit it by the due date.
17. **Prepare and present** a PowerPoint Report.
18. **Attend** a post employment interview.

TIPS ON SUCCEEDING IN A NEW JOB

Naturally you want to be successful on a new job assignment. You may want to prove to yourself and to others that you are capable. The following tips are designed to help you reach your goal with a minimum of difficulty.

1. TAKE A DESK CALENDAR TO WORK WITH YOU:

Initially you will be inundated with information, rules, regulations and procedures. The first few days are filled with adjustment and confusion so don't rely on your memory to absorb all details that come your way. Buy yourself a notepad and record some of the more complicated information and hard-to-remember instructions you receive from fellow-workers or supervisors. Don't be afraid to jot notes as people are talking. Most employers see this as a sign of organization and conscientiousness. Notes will also come in handy if you need to review important details at a later date. You can also use it to record appointments, ideas, names, dates, etc.

2. BE SURE OF A DEPENDABLE MEANS OF TRANSPORTATION:

The company you work for will consider it your responsibility to be at work on time. Whether you have a legitimate excuse or not, being late can reflect poorly on your work performance. If you're taking public transportation, make sure you know all the schedules and allow yourself extra time. If you're riding with another person, make sure they're dependable and punctual. Just remember it's your responsibility to get to work on time. Management will not be interested in hearing excuses.

3. DON'T EXHAUST YOURSELF AT THE BEGINNING:

A new job always brings with it extra strain and excitement. You'll often feel tired and a bit tense until you adjust and settle in. It's wise the first few weeks not to overextend yourself. Conserve energy by avoiding a heavy social schedule, or keeping excessively late hours at least until you've become more comfortable with your new work environment.

4. ASK QUESTIONS BUT LEARN TO ASK THE RIGHT ONES:

Never be afraid to ask questions, otherwise how will you learn? However, it's important to ask the right questions ie. you shouldn't ask a question when the answer is obvious or you could find the answer easily yourself. It's usually necessary to ask questions as supervisors often forget that you're new on the job, and may not take time to explain things fully and clearly. It is better to ask supervisors to repeat things than to barrel ahead and make mistakes.

5. DON'T FLAUNT YOUR EDUCATION STATUS:

You have probably learned a particular method of doing things in school and will no doubt find that things are done differently on your new job. Perhaps your way is better but until you're sure, play it safe and do it the way your new employer does. Give the experienced people the satisfaction of explaining how it's done their way. This will give you the opportunity to build good relationships with fellow workers. Chances are you will have a more formal education than some of the people you work with. However, they may have far more on-the-job experience and practical knowledge than you do. Let people discover your educational background gradually. You'll have plenty of time to use your talents and apply what you've learned.

6. MAKE FRIENDS BUT DON'T GET TOO CLOSE TOO SOON:

Naturally you'll want to establish relationships with your fellow workers. However, a fairly common mistake people make is to develop strong friendships with one or two people at the expense of all others. We suggest concentrating on building relationships with all people rather than one. Becoming acquainted with everyone fairly well is helpful since initially you don't know the reputation of each individual. I.e. Perhaps the one person who seems friendliest may not be well liked or respected by his or her fellow workers. This person may seek out the new employee in the hopes of gaining their friendship. If you spend an excessive amount of time with one person other staff as well as management will quickly identify you with that person.

7. BE ENERGETIC BUT DON'T BE AN EAGER BEAVER:

It is very easy to be over eager at the beginning of a new job. The job is fresh and you're full of enthusiasm. You're interested, motivated and anxious to contribute. However, the desire to succeed can cause you to reach too far too fast. You've started with a burst of energy and enthusiasm that will be nearly impossible to sustain over a long period of time. The best way to make progress is to approach things steadily. If you set an unusually fast pace for yourself, you'll have a hard time keeping up. Furthermore, if you "dive in" and become obsessive you might neglect and alienate the people with whom you're working. You'll have plenty of time to demonstrate your high productivity capabilities. Don't try to do it all the first few weeks.

8. READ HANDBOOKS AND OTHER INFO CAREFULLY:

Many organizations spend a great deal of money developing employee handbooks and other materials for new employees. These publications usually contain vital information. Yet many new employees take them home and never read them. Their contents refer to company policies, regulations, benefit programs and data about the company itself. Understanding your company will help you to start on the right foot.

9. BE YOURSELF AND MAKE THE BEST IMPRESSION:

The most important part of making a good impression is to be yourself. You must accept and be satisfied with yourself as you are and not try to copy others. Most people can tell if you are trying to be someone other than yourself. You can admire various traits and qualities in other people and learn from their images but you don't have to become like them. Be natural! Be you!

10. LISTEN WITH YOUR EYES AS WELL AS YOUR EARS:

When someone speaks to you they watch to see if you're listening with your eyes as well as your ears. They generally look to see if you're making eye contact with them as they talk. Some people feel it's impolite to let your eye wander when they're talking to you. You may recall situations yourself when someone was looking at their watch, or the floor or out the window when you were speaking to them. It probably seems a very small point but you'll make better impressions if you look people in the eye when they're talking to you.

11. PERSONAL GROOMING AND APPEARANCE:

Every company and type of business has different standards regarding personal appearance. Most manufacturing companies only require clothing that meets safety standards while companies that involve highly visual contact such as retail trade require a dress code that presents the proper image to the public. When you join an organization you should carefully assess the situation and decide what's best for you. You're entitled to be yourself and retain your individuality. However, most employers' requirements these days are quite fair and reasonably relaxed.

USING EMAIL PROFESSIONALLY

E-mail has revolutionized the way we communicate. It is an inexpensive, quick and easy way to exchange information, conduct business and develop professional relationships. If you look at business cards, you will notice that just about everyone has an email address and uses email regularly for professional communication.

REMEMBER, that every time you send e-mail, you are sending someone an impression of YOU. It is critical to always take the time to ensure your email communications reflect a professional approach and attitude. It is sometimes ok to add a "personal" and more informal touch to your messages, depending on the relationship you have with the recipient of your message. However, when in doubt it is best to stick with a more formal and professional tone.

Here are some basics tips ...

- ✓ Use complete sentences and always check for correct spelling, grammar and punctuation. Too often, people think that it doesn't matter if their email contains typos or small mistakes ... not true! Each message you send reflects you, your professionalism and your competence.
- ✓ Avoid the use of slang, sarcasm or overly familiar language. Tone can often be misinterpreted in email conversations. If in doubt, ask someone else to read an important email before you send it.
- ✓ Keep your emails as brief as possible and to the point. Many people are inundated with numerous emails each day, and overly long ones may not be read immediately.
- ✓ "Smilies" ☺ or other similar e-mail icons should be used sparingly unless you know the recipient well. These symbols can detract from the content of your message and are not necessary if your email is clear and well written.
- ✓ Use email to share information with your "network". If you come across interesting websites, notes from list serves, professional development activities etc., take time to pass these along to people who might be interested in the information.
- ✓ NEVER send FW (forwarded) messages from friends to co-workers using company email. Only work-related email is appropriate when using company

resources. Remember that email is the employer's property and can be checked at any time.

- ✓ Remember to thank your contacts for any useful information they send you by email. A quick reply to say you have received and appreciated the email is good protocol.
- ✓ Be cautious in your use of the "reply" and "forward" buttons ... it is easy to mistakenly send a message to the wrong person. ALWAYS be careful of what you say in email, as it can "travel" to many others after you send it!

Email can be a very useful tool, but must be used with discretion and caution. Always re-read and "think twice" before you hit the "send" button.

MOST IMPORTANTLY ...

Always present a professional attitude!

*Display enthusiasm, initiative and commitment
along with patience and perseverance.*

Work cooperatively with others. Be a team player!

*Remember that a positive attitude is more
critical to your success than your technical skills.*

*It will create a lasting impression and will
open doors of opportunity at school, on your
work term, and upon graduation.*

**For further information contact Treena
at the Employment Resource Centre and Co-operative Education
office**

North Island College

Comox Valley: (250) 334-5076 / Fax: (250) 334-5096

Campbell River: (250) 923-9739 / Fax: (250) 923-9703

employment.resources@nic.bc.ca