

Office Administration Diploma Programs

Field Placement Work Experience Handbook

2019

Table of Contents:

Contents

Are YOU Ready For Work Experience?.....	2
Eligibility	2
The Process.....	2
Finding Your Own Placement.....	2
Your Contacts.....	3
Student Résumé and Job Search Skills.....	3
Insurance/WSIB	3
Stay Informed	3
Specific Web Pages and Forms	4
Important Dates Winter 2019 Work Experience	5
Work Experience Outcomes	6
Office Administration - Executive	6
Office Administration - Legal	6
Office Administration - Health Services.....	7

Are YOU Ready For Work Experience?

Work Experience is a course and is reflected in the student's official transcript. Grades will appear as "R" (requirements met) or "FL" (requirements not met).

Eligibility

Students must successfully complete all previous semesters/courses within their program in order to qualify for a work placement. Students are also required to be in good academic standing within the current semester and must have demonstrated satisfactory attendance and punctuality throughout the program. The Program Coordinator, in consultation with the Associate Dean, makes the final decision regarding eligibility should extenuating circumstances arise. Students who are uncertain of their status should contact their Program Coordinator at the beginning of the Winter semester.

Although specific dates vary, Work Experience generally takes place during the last two weeks of the Winter semester.

Please note that due to circumstances beyond the control of the College and limitations in the number of available placements, not all students may be able to participate in the Work Experience partnership.

Students are responsible for their own meals, transportation, parking and incidental expenses while on Work Experience.

The Process

The program areas work in partnership with community employers to provide the students with an opportunity to apply their skills in a practical environment. Placements are assigned by the Program Coordinators. It is expected that students take their responsibilities seriously and conform to the requirements of the placement to the best of their ability.

The Program Coordinators are available to address any questions and provide program-specific information. Students will receive their respective assignments and employer contact information about two weeks before the placement begins.

Finding Your Own Placement

In some programs, students may wish to arrange their own work placements. In this situation, students are required to submit their information to the Program Coordinator for approval **before** contacting the organization. The organization will be contacted by the Program Coordinator, and the appropriateness of the placement will be determined. Each organization will be considered on an individual basis and requests may be denied at the discretion of the Program Coordinator. Students are generally not permitted to use their current place of employment or an organization where a relative is employed as their Work Experience placement.

All requests for participation in the Work Experience project must be received by the week specified on the "important dates" page.

In consideration of individual student needs and under extenuating circumstances, work placements can be arranged outside of the regularly scheduled cycle (last 2 weeks of the Winter semester). This is not a usual accommodation and requires the prior approval of the Program Coordinator.

In order to meet College requirements, students are asked to complete a number of forms prior to going out on Work Experience. Students who do not submit these forms will receive a failing grade for the course.

Students who are in the Office Administration - Health Services program will be required to complete a Health Tracker Passport prior to placement that includes additional requirements, i.e. immunizations. This can be accessed through MyMohawk/My Student Account/ Pre Placement Services. Students who do not successfully clear these requirements and/or submit the required information will not be permitted to participate in a hospital setting.

Your Contacts

The Program Coordinators can be reached by contacting the departmental office located in the M-Wing building, Fennell Campus.

Program:	Coordinator:	Email:	Extension:
OA - Executive	Janet Mannen	janet.mannen2@mohawkcollege.ca	3034
OA - Legal	Jane Clarke	jane.clarke@mohawkcollege.ca	3202
OA - Health Services	Wendy Fisher	wendy.fisher@mohawkcollege.ca	3066

General inquiries/email: business.placements@mohawkcollege.ca

Messages may also be left by phone at 905-575-2005 (regular office hours are Monday through Friday, 8:00 a.m. to 4:30 p.m.). We may also be reached by e-mail at business.placements@mohawkcollege.ca or by fax at 905-575-2332.

Student Résumé and Job Search Skills

Graduate and Employment Services are available to assist students with personal job search skills and résumés.

Students can find these resources through the College web site at: [link to Student Engagement: www.mohawkcollege.ca/student-engagement.html](http://www.mohawkcollege.ca/student-engagement.html)

Insurance / WSIB

All students on an unpaid work placement through Mohawk College have WSIB or private insurance coverage during their work placement (private insurance will be provided if the placement employer has private insurance coverage as opposed to WSIB coverage for their employees). The new online WSIB form only needs to be completed if a workplace injury/disease occurs. If a student is injured or contracts a disease while on an unpaid work placement, the College is required to disclose the student's personal information to the Ministry of Advanced Education and Skills Development (MAESD) if relevant to a workplace insurance compensation claim. Students are eligible to make a WSIB/private insurance claim if they are injured or contract a disease as a result of their unpaid work placement.

Stay Informed

Work Experience information will be communicated to students through MyMohawk and through the Work Experience web site at www.mohawkcollege.ca/current-students/business-students/office-administration-and-tourism-student-work-experience

It is the student's responsibility to check the web site regularly for updates.

Specific Web Pages and Forms

We have included the webpages below for your reference (AODA versions are listed first with the full webpage address listed below it):

OA Placement Website Main Page:

www.mohawkcollege.ca/current-students/business-students/office-administration-and-tourism-student-work-experience

OA Employer Participation Form:

www.mohawkcollege.ca/form/oa-and-tourism-programs-employer

OA Evaluation of Student Performance Form:

www.mohawkcollege.ca/form/oa-tourism-placement-evaluate-a-

OA Students - Evaluate your Placement Experience:

www.mohawkcollege.ca/form/oa-and-tourism-students-evaluate

Insurance Coverage Information:

www.mohawkcollege.ca/current-students/business-students/business-wsib-insurance-information

Student Resources:

www.mohawkcollege.ca/current-students/business-students/office-administration-and-tourism-student-work-experience/office

Student Profiles:

OA Executive Student Profile:

www.mohawkcollege.ca/form/oa-executive-student-profile

OA Legal Student Profile:

www.mohawkcollege.ca/form/oa-legal-student-profile

OA Health Services Student Profile:

www.mohawkcollege.ca/form/oa-health-services-student-profi

Important Dates Winter 2019 OA Work Experience

Date	Item
Beginning of January	<ul style="list-style-type: none"> Employer participants to be canvassed
Beginning of January	<ul style="list-style-type: none"> Classes that have a Work Experience component to be visited by Program Coordinators
February 1, 2019	<ul style="list-style-type: none"> Deadline for indication of participation from employers Deadline for students/employers to submit requests for special accommodations (for example, own placements) IMPORTANT: Students to access website and create student profile
April 1-5, 2019	<ul style="list-style-type: none"> IMPORTANT: Exams for students involved in Work Experience
Week of April 1, 2019	<ul style="list-style-type: none"> All student forms will have been completed and submitted Employers to be advised of assigned students Students will be advised of assigned placements Students to contact assigned employer prior to start of placement
April 8-19, 2019	<ul style="list-style-type: none"> Students on Work Experience
April 19, 2019	<ul style="list-style-type: none"> Student reports due to Program Coordinators (where applicable – see Program Coordinator for details)
April 19, 2019	<ul style="list-style-type: none"> “OA Evaluation of Student Performance Form” to be completed and returned by employers, either via fax at (905) 575-2332 or online (preferred method) www.mohawkcollege.ca/form/oa-and-tourism-students-evaluate Students to complete the “OA Students – Evaluate your Placement Experience” form www.mohawkcollege.ca/form/oa-and-tourism-students-evaluate
April 19, 2019	<ul style="list-style-type: none"> Due date for students to submit written report in accordance with the learning plan
Week of April 22, 2019	<ul style="list-style-type: none"> Student promotion meetings (determine status of students and assign grades)
April 26, 2019	<ul style="list-style-type: none"> Grades will be available to students through MyMohawk

Note: All dates are subject to change without further notice.

Work Experience Outcomes

Note: The student's ability to complete the following outcomes is ENTIRELY DEPENDENT upon the host employer providing the opportunities for these activities to take place.

Office Administration - Executive

PROGRAM STRENGTHS AND HIGHLIGHTS:

- high level of business software
- personal portfolio and career portfolio
- integrated simulations
- executive office management
- accounting principles and practices

PROGRAM OUTCOMES:

- Act in manner that reflects a positive image of Mohawk College to the community
- Adhere to employer's hours of work
- Produce mailable documents within the host employer's standards using available office equipment
- Spell specialized terminology accurately
- Use appropriate vocabulary in all oral and written communication
- Maintain confidentiality of all information with which s/he comes in contact
- Use appropriate telephone manners/techniques
- Interact harmoniously with supervisor(s) and office employees
- Utilize filing and/or records management system(s)
- Meet deadlines set by supervisor(s)
- Meet dress code standards set by the host employer
- Receive completed Work Experience Evaluation Form from the host employer indicating acceptable performance during the work experience placement
- Students to submit a written report describing the tasks and activities performed during the work experience, including a self-assessment of workplace readiness

Office Administration - Legal

PROGRAM STRENGTHS AND HIGHLIGHTS:

- real estate law
- litigation procedures
- family law
- corporate law
- wills and estates
- specialized legal software
- community networking opportunities
- legal office procedures

PROGRAM OUTCOMES:

- Act in manner that reflects a positive image of Mohawk College to the community
- Adhere to employer's hours of work
- Produce mailable documents within the host employer's standards using available office equipment
- Spell specialized terminology accurately
- Use appropriate vocabulary in all oral and written communication
- Maintain confidentiality of all information with which s/he comes in contact
- Use appropriate telephone manners/techniques

- Interact harmoniously with supervisor(s) and office employees
- Utilize filing and/or records management system(s)
- Meet deadlines set by supervisor(s)
- Meet dress code standards set by the host employer
- Receive completed Work Experience Evaluation Form from the host employer indicating acceptable performance during the work experience placement
- Students to submit a written report describing the tasks and activities performed during the work experience, including a self-assessment of workplace readiness

Office Administration – Health Services

PROGRAM STRENGTHS AND HIGHLIGHTS:

- medical terminology levels 1 & 2
- clinical assisting
- Meditech
- OHIP billing
- medical transcription
- hospital unit procedures
- professionalism

PROGRAM OUTCOMES:

- Act in manner that reflects a positive image of Mohawk College to the community
- Adhere to employer's hours of work
- Produce mailable documents within the host employer's standards using available office equipment
- Spell specialized terminology accurately
- Use appropriate vocabulary in all oral and written communication
- Maintain confidentiality of all information with which s/he comes in contact
- Use appropriate telephone manners/techniques
- Interact harmoniously with supervisor(s) and office employees
- Utilize filing and/or records management system(s)
- Meet deadlines set by supervisor(s)
- Meet dress code standards set by the host employer
- Receive completed Work Experience Evaluation Form from the host employer indicating acceptable performance during the work experience placement
- Students to submit a written report describing the tasks and activities performed during the work experience, including a self-assessment of workplace readiness