

Opening Doors

A Handbook for Work Experience



**SEA TO SKY
CAREER EDUCATION**

***Preparing Students for the Future
with Work Experience and Career
Knowledge***

Revised September 2017

WORK EXPERIENCE COURSE OUTLINE

Placements - No one will go to work unless all parties have signed the Career Education Agreement and returned it.

All required forms and assignments can be found at the following link
<http://sd48careersandtrades.org/wex/hss/wex-application-form/>

Pre Employment Assignments & Forms

Work Experience Application Form
Opening Doors Assignment
Complete and submit an updated resume
Practice Interview Questions
Employment Standards Act
Workers Rights Assignment
BC Human Rights Assignment
Career Choice Summary Assignment
Oath of Confidentiality – *Get from Career Program Office*
Safety Orientation Checklist – *or Get from Career Program Office*
Career Program Agreement – *Get from Career Program Office*

During Employment Assignments & Forms

Biweekly Activity report
Touchback Day 1 Assignment
Touchback Day 2 Assignment
Touchback Day 3 Assignment

Post Employment Assignment

Work Experience Final Assignment
Thank-you to employer – please give a card and/or a small gift
Career Programs Survey

Students are expected to attend every class and go to work everyday. Students must notify the employer and Mrs. Schenk by 8:00 am if they are sick and cannot attend their class/work placement. Students are expected to provide a note from their parents/guardians the day following the illness.

Communication

Ms Schenk can be reached at the career program office 604-892-9792 or through Remind. All students will need to join remind via SMS or online. To join via SMS text "@geae44" to 778-654-5953 and follow the instructions. To join online you may go to <https://www.remind.com/join/geae44>

Evaluation

Completed Hours 50%

Updated Resume 10%

Assignments 20%

Reflection 20%

My Responsibility Contract

- I agree to conduct myself in a professional and responsible way in the workplace.
- I will follow the rules of the worksite.
- I will inquire about safety practices on this site and complete a Safety Questionnaire which I will turn into my Career Programs Teacher.
- If I am sick, I will call the employer and my teacher at **(604) 892-9792** advising them that I will be unable to work.
- I will maintain confidentiality with regard to the company's business and the business of its customers. I will sign the Oath of Confidentiality with my employer and return it to the Career Programs Office.
- I will comply with the dress code of the worksite.
- I am responsible for all travel to and from the placement site.
- If I have any problems, I will call my Career Programs Teacher and hopefully resolve any problems together.
- In the event of an accident, I will inform my Career Programs Teacher immediately who will complete the necessary forms.
- I will read and carry a copy of "Work Experience Handbook" with me when I attend my worksite.
- If required I will complete a Criminal Records Check.
- **I will turn in my Bi-Weekly Activity Sheets every other Monday of my Work Experience Course.**





WHAT IS WORK EXPERIENCE?

Work experience is an important part of your educational and transition plan and, like all of your other course work, will take you one step closer to graduation. Students must be 15 years of age and have completed Planning 10.

Through work experience you will be meeting people at their job sites, participating in the workplace and learning about the full range of employment possibilities in a field that interests you.

Howe Sound Secondary School is proud of the enthusiasm and cooperation students have consistently demonstrated during their work experience placements in the community. We know from speaking with employers that it is this enthusiasm on the part of students that motivates employers to continue to give of their time and expertise.

Please remember that you're a representative of your school and the school district when you are at the work site.

Professionalism is an attitude. Make it yours.



Ten Steps to Work Experience Success

- Step 1** Prepare an updated Resume - submit to the Career Programs Teacher
- Step 2** Identify Interest - Fill out an Application Form and have an interview with the Career Programs Teacher
- Step 3** Make a Match – Have the Career Programs Teacher help to find you an employer
- Step 4** Contact the Employer and arrange for an interview
- Step 5** Have an interview with the Employer and have the Employer sign the necessary forms: Oath of Confidentiality, Safety Questionnaire, Work Placement Agreement
- Step 6** Hand in the Work Placement Agreement and other forms to the Career Programs Teacher
- Step 7** Participate fully in the on-site Work Experience
- Step 8** Hand in Bi-Weekly Activity Sheets to the Career Programs Teacher
- Step 9** Complete an Assessment of your Experience. Do a journal which reflects on the highlights of the experience, how it has helped you decide what your career goals are and what will be next for you.
- Step 10** Follow up with a Thank-you card/letter to the employer. Complete a Placement Evaluation and a Career Programs Survey.

The Successful Interview

First impressions count. Pay attention to grooming and dress. It is not acceptable to smoke, eat or chew gum while waiting for your interview to begin. Be at least 10 minutes early, turn off cell phones, pagers, iPods, etc.

Research the company ahead of time. Make sure you have all of your paper work to be signed in a folder with you.

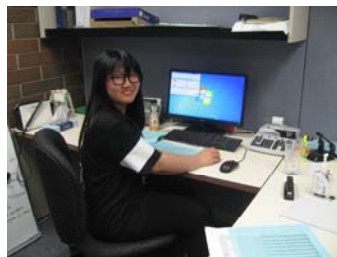
Practice what to say with a friend or family member.

Look the interviewer in the eye, and use a firm handshake.

Be prepared to speak about yourself. Think about your strengths, abilities and interests before you go to the interview.

Have questions of your own. Such as:

- Who will be your supervisor?
- What will the job duties include?
- Where do I report for work?
- What time will I start and finish? (Be sure to mention if you have a part-time job after school and/or have to take the bus.
- Go over carefully the Safety Questionnaire.
- **Go to the interview by yourself.**



Interview Checklist

The Day of the Interview

- I have a copy of my resume, references, letters of recommendation.
- I have paper and pen for notes.
- I have my list of questions.
- I have paid special attention to personal hygiene and my choice of clothing.

The Interview - Travel time and Arrival

- I am leaving early in case of traffic jams or unforeseen problems. I do not arrive more than 10 minutes early.
- I am relaxed, friendly and business-like with everyone I meet.
- I introduce myself to the receptionist, and confirm my appointment.

The Interview - Setting the scene

- I greet the interviewer by name and shake their hand.
- I maintain positive body language. e.g. I don't cross my arms and I maintain eye contact

The Interview - Exchanging Information

- I stay on topic and ask for clarification where necessary and when appropriate.
- I use specific examples rather than general statements when giving information about my education, training, transferable skills, and work experience.

The Interview - Conclusion

- I ask any suitable questions that have not already been answered.
- I summarize, with enthusiasm, my interest in the position and the business.
- I state my appreciation for the interview.
- I shake hands if appropriate and say goodbye.

Interview - Follow-up

- I write and send the interviewer's) a thank-you letter.

Attitude

A positive attitude means that you take initiative and enjoy the challenges of the work you are assigned.

The success of your work experience is up to you! The following work habits demonstrate a positive attitude and contribute to student success:

- Being on time
- Dressing appropriately
- Following directions and asking questions when you are unsure
- Being dependable
- Taking the job seriously
- Getting along with others
- Using suggestions to improve your performance
- Having a sense of humor
- Thinking positively and thinking ahead
- Showing interesting learning new skills

As a work experience student you are being assessed like any

Attendance

regular employee on the job. That assessment counts for grades and for future work references! Attendance and punctuality are essential.

If you are unable to attend work experience on any day, for any reason, you must contact your immediate supervisor and your teacher at (604) 892-9792 before the time you are expected to arrive for work.

Aim to arrive 10 or 15 minutes early for work every day. If you find yourself in a situation that makes you late for work, inform your employer and your teacher as soon as possible.

Appearance

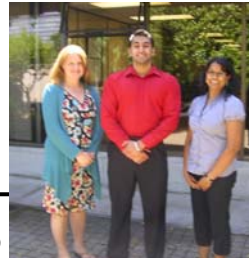
What you wear while on the job site will depend on where you are placed and the type of work you will be doing. In addition to conforming to appearance standards required by the specific employer/sponsor, you must maintain a basic level of hygiene at all times.

If there are no specific guidelines, you are expected to dress in a way that is appropriate to the work environment. Observe regular employees and use common sense. If you are in doubt, check with your Work Experience teacher.

Work placements may require the following:

Uniform Dress Codes

On some work sites you may be expected to conform to specific clothing requirements. Hospitals (no jeans), veterinary offices, hotels, etc. often require employees to wear a uniform.



Casual Attire/Formal Business Attire

A relaxed dress code is appropriate at some sites due to the nature of the work e.g. Automotive shop but some may require more business-like attire. Most Banks, Professional Offices and Retail Outlets often require employees to reflect a high standard of professionalism. While you are not expected to own a business wardrobe solely for participating in Work Experience, you must make an effort to dress in a way that conforms to the office standard. In most offices, jeans are not appropriate. For young women – dress pants would be appropriate for a bank and for young men – dress pants and shirt would be acceptable. No skin showing.

**DRESS FOR SUCCESS &
LET YOUR APPEARANCE SHOW YOU AT YOUR BEST!**

Safety Regulations

The nature of the work performed may require standards of dress that conform to safety or health regulations. For example, construction sites generally require steel-toed footwear and hard hats, while food preparation situations may require that hair be tied back and covered. If you do not have the required equipment, inform your teacher well in advance. Most repair places (e.g. Heavy Duty Mechanics) require steel-toed footwear.

Safety

Who is responsible for making sure your work experience is safe?
Everyone is, including you!

While on work experience it is your responsibility to be aware of safety issues that pertain to your specific job tasks. You can accomplish this by:

Identifying and following safety procedures, regulations and rules that are in place at the work site. Asking for training before you begin to work. Reporting all unsafe acts and conditions to your supervisor. **If you think a procedure or situation is unsafe, DON'T DO IT!** Nothing is so important that safety should be ignored.

If There is an Accident

If you have an accident or are injured during your work placement, take the following steps:

- ⇒ **Get first aid treatment immediately.**
- ⇒ **Contact your supervisor.**
- ⇒ **Contact your Work Experience teacher.**

Health & Safety

There are health and safety laws which cover most workers in BC. These laws are based around the idea that both the employer and employees have certain rights and responsibilities in terms of safety at work.

⇒ **WORKER' RIGHTS:**

- to refuse to do unsafe work without your job being threatened
- To contact the board for an investigation if dissatisfied the supervisors failed
- to respond to a safety complaint
- to receive proper training in safety procedures, and appropriate supervision
- to be informed about risks in the workplace

⇒ **WORKERS' RESPONSIBILITIES:**

- follow safe work procedures
- avoid horseplay
- ensure the ability to work safely is not impaired
- use safety equipment (i.e. if they give you eyeglasses at work, use them!)
- report unsafe equipment and conditions to your supervisor
- report any injuries that occur

⇒ **EMPLOYER'S RESPONSIBILITIES:**

- take all reasonable precautions to prevent accidents, injuries and occupational diseases
- take immediate steps to control or eliminate workplace hazards
- ensure that workers are properly trained in safety procedures, qualified for the work assignments, and supervised by a competent person
- inform workers about the risk in the workplace
- inspect the workplace regularly
- record all injuries reported, and report accidents and injuries to WCB or other government agencies

STUDENTS MUST KNOW THIS PAGE

Confidentiality and Ethics

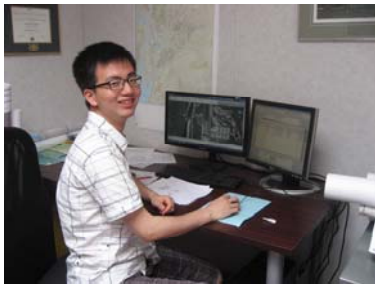
Your work experience may expose you to information of a confidential nature. **It is your responsibility to respect the privacy of the people involved and not discuss certain information outside the work environment.**

Types of information that might be considered confidential are:

- Patient or client names, addresses, phone numbers or photos
- Patient or client personal information such as age, health, marital status, financial standing and religion
- Product development or research information
- Product suppliers, plans or statistics
- Client financial information
- Payroll information
- Computer access codes and passwords—If you are given passwords for computer systems, keep your passwords confidential
- Do not display or share your password with anyone. Do not access inappropriate websites

As a general rule, if the information can discredit someone or provide personal profit to someone, it should be kept confidential.

You will be asked to sign an Oath of Confidentiality by the Career Programs office. If you are in doubt, ask your supervisor before releasing any information which may be confidential.



On the Job Expectations

The world of work is different from school. You may be expected to work longer, with less help and support than in school. This transition can be difficult, especially if you have never had a job before. You may feel like the least skilled person on the job site. It may seem as though everyone else knows so much. You may have to do something twice—and still it may not be right. Some things to keep in mind when it seems like nothing is going well:

- Everyone goes through a learning period
- Don't expect to step right in and do all the work as fast and as efficiently as staff who have done the job for years
- Every job has some duties or tasks that are routine and not especially interesting. Accept the "bad" with the "good" and you'll get a realistic picture of what work is really like.
- Be patient with yourself: a change in routine can be physically and emotionally draining
- Spend time listening and observing
- Don't be afraid to say "I don't know" and to **ask questions**. Employers appreciate the fact that you are showing interest.
- Employers don't expect you to know how to do your job perfectly on the first day.
- Pay attention, follow instructions and try your best
- Do not use cell phone, iPod etc. on the job
- Do not access internet for personal use on the job



Working With the Public

To communicate well with the public you need to develop interpersonal skills. Developing these skills is one of the most important things you can do through work experience.

Some strategies for building effective interpersonal skills on the job are:

- Know the service you are providing and deliver it with respect and courtesy.
- Be considerate
- Try to understand the other person's point of view
- Listen carefully
- Be honest
- Look at your own behavior
- Speak clearly
- Compromise when appropriate
- Remember—the customer is the most important person in any business



Handling Criticism & Stress

Conflicts occasionally arise in the work place, either between co-workers or with a client or customer. A complaint, if handled correctly, is an excellent opportunity to learn from a co-worker or to reinforce an image of courtesy and efficiency with a client or customer.

When someone criticizes you:

- Hear the other party out. Listen carefully
- Remain calm and don't take it personally.
- Face the problem. Accept responsibility if you have made a mistake.

If you are experiencing stress during your work experience:

- Talk to someone. A co-worker, supervisor, teacher or parent/guardian may be able to provide another perspective on the situation and help you find a solution
- Take one day at a time

Harassment

Some examples of harassment may include, but are not limited to:

- Unwelcome remarks, jokes, innuendoes about ethnicity, physical attributes, sex or sexual orientation
- Unwelcome or intimidating invitations of request with sexual overtones
- Displaying offensive pictures or other material
- Unnecessary physical contact such as touching, patting or pinching

If you feel that you are being harassed at the work site

1. Notify your work experience teacher immediately by telephone
2. Notify your supervisor before leaving the work site. It is not required that you disclose the reason for leaving
3. Leave the work site and return to school and see your Career Programs teacher.

Harassment is defined as "any comment or conduct that is known to be unwelcome and that denies individual dignity and/or respect."

REMEMBER THE “HIGH FIVE” **PRINCIPLES OF CAREER** **DEVELOPMENT**

- **Change is constant.** We change over time, and so does the world around us—including the world of work.
- **Learning is ongoing.** We need to recognize, seize and take advantage of opportunities to learn—opportunities that are everywhere.
- **Focus on the journey.** Pay attention to each step of the journey and become aware of the pitfalls, sidetracks, opportunities and possibilities for new destinations.
- **Follow your heart.** Dreams can be a prime motivator in shaping a meaningful, purposeful and rewarding career.
- **Access your allies.** Friends, family, teachers, neighbors—all can be willing and helpful allies when deciding what steps to take on life's path.





Websites for Career Research

My Blueprint, School Career Software
www.myblueprint.ca
Activation Key: hss48
Available to all HSS students at school and at home

Industry Training Authority
www.itabc.ca

The Government of BC's source for labour market information
<http://www.workbc.ca/>

Student WorkSafe
www.worksafebc.com

Skilled Trades—Government of Canada
www.careerintrades.ca

Educational Planner
www.educationplanner.bc.ca

Discover Trades
www.discovertrades.ca

School Finder
www.schoolfinder.com

CONTACTS

Howe Sound Secondary

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