

2023

**PIEDMONT COMMUNITY COLLEGE
WORK-BASED LEARNING
ORIENTATION MANUAL**



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WORK-BASED LEARNING ORIENTATION MANUAL

GENERAL OVERVIEW

Description of Work-Based Learning

Work-based Learning (WBL) offers students the opportunity for career exploration while earning college credit through on-the-job training. Students work to deepen their understanding of a chosen career pathway while also building upon workplace readiness skills. WBL benefits participating students by allowing students to graduate with both a degree and job experience, while acquiring career-specific skills for future jobs, developing a professional network for job references, and improving skills like resume-building, interviewing techniques, and networking, while applying classroom knowledge to real-world working experience. Work-based learning is the development of relevant job skills during a student's college career and is available for select courses, including the following:

Business Studies & Emerging Technologies

- Accounting & Finance
- Agribusiness Technology
- Business Administration
- Digital Effects and Animation Technology
- Information Technology – Business Support
- Information Technology – Computer Programming
- Information Technology – Gaming, Simulation, & Design
- Information Technology – Systems Security
- Office Administration

Health & Public Safety

- Criminal Justice Technology
- Healthcare Management Technology
- Human Services Technology
- Human Services Technology-Addiction & Recovery Studies
- Human Services Technology-Gerontology

Technical & Manufacturing

- Electrical Power Production Technology
- Industrial Systems Technology
- Mechatronics Engineering Technology

Program Hours

- WBL 111 requires a total of 160 hours per course.
- WBL 115 requires a weekly assignment to connect WBL experiences to classroom curriculum.
- WBL 3100 requires a minimum of 160 hours per WBL course.

Student Eligibility

WBL 111, 115, 3100

- The student is enrolled in a program with WBL course(s).
- Program Coordinator approval for WBL placement is required.

WBL 3100:

- The student must be enrolled in a course with a minimum of 96 contact hours and have completed at least 50% of the hours required.
- Instructor approval required.

ORIENTATION

Orientation is designed to give students an introduction to their career and reviews general work etiquette, job specific safety concerns, and procedures. The orientation will introduce students to the measurable learning objectives (MLO's) and will examine the alignment to specific job descriptions. Orientation will be completed by the instructor and student and will not exceed 2 hours. Students are to check with the instructor for program specific orientation requirements.

REQUIRED DOCUMENTS

FORMS COMPLETED PRIOR TO THE START OF WBL PLACEMENTS

Work-Based Learning Student Application

The WBL Student Application is the first step in identifying the specific job placement, outlines the student's qualifications, and a request for special accommodation, including identifying areas that may be challenging. WBL Student Application form must be completed and submitted to the assigned Academic Advisor the semester before registering for WBL. Students who fail to do so may not be eligible or may have a difficult time finding a suitable job placement. At the time of registration, students will receive a copy of the WBL Orientation Manual and will have successfully secured a job placement. If the student needs additional assistance, they should request assistance in a timely manner with their instructor or academic advisor.

Measurable Learning Objectives

The student, employer, and instructor will work together to decide upon measurable learning objectives (MLO). The MLO's are specific skills that the student will develop throughout their WBL experience. The MLO's must enhance the student's creative, problem-solving, and technical skills.

*MLO's must be completed within the first one to two weeks of placement.

FORMS COMPLETED DURING WBL PLACEMENTS

Employer Mid-term Consultation & Evaluation

The instructor or WBL coordinator will conduct an onsite consultation with the supervisor, discuss the student's performance, and determine the mid-term evaluation status.

*There are two site visits that must occur by mid-term and at the end of their placement period.

WBL 3100-On-site visits report must be conducted when 50% of the required hours are completed.

FORMS COMPLETED AFTER WBL PLACEMENTS

Employer Final Consultation & Evaluation

The instructor or WBL coordinator will conduct an onsite consultation with the supervisor, discuss the student's performance, and determine the final evaluation status.

These evaluations will be reviewed as part of the student's final grade.

Student Time/Wage Record

The student will submit a signed Student Time Record on the last day of each month for review by their instructor or WBL Coordinator. Students are responsible for completing required hours during their placements. The final Student Time Record must be submitted by the last day of class.

Liability

- Students completing an unpaid WBL are liable under their or their guardian's insurance.
- Students completing a paid WBL are liable under the employer's insurance.

COURSE DESCRIPTION

Work-Based Learning (WBL 111) _____ (160 hours)

This course provides work-based learning experience with a college-approved employer in an area related to the student's program of study. Emphasis is placed on integrating classroom learning with related work experience. Upon completion, students should be able to evaluate career selection, demonstrate employability skills, and satisfactorily perform work-related competencies.

Prerequisites/Eligibility

- Students are enrolled in a program with a WBL requirement.
- Students should refer to the program planning guide for WBL registration timeline.

Required Hours (based on course number / length of course)

WBL 111 – 160 total hours per course

- Spring and Fall: 10 hours per week for 16 weeks
- Summer: 20 hours per week for 8 weeks

Work-Based Learning Seminar (WBL 115) _____ (16 hours)

This seminar course provides a means of assessing the student's work-based learning experiences in terms of achievement of work experience objectives. The goal of this course is to monitor work-based learning experience progress on an ongoing basis and provide guidance to achieve successful student work-based learning outcomes.

This is a required course in a degree seeking program. Students will receive a pass/fail grade for their WBL course(s). Students who do not complete the required hours may be eligible to apply for an extension and complete their remaining hours during the following semester.

Prerequisites/Eligibility

- Students are enrolled in a program with a WBL requirement.
- Students should refer to the program planning guide for WBL registration timeline.

Required Hours (based on course number / length of course)

WBL 115 – 16 total hours per course

WBL 115 – Students will participate in class 1 hour per week to discuss their WBL experience.

Work-Based Learning (WBL 3100) _____ (20+ hours)

This course is an opportunity for educational and professional enrichment for students registered in a continuing education course. Continuing education courses are subject to change and therefore do not have a strict calendar to follow. Post-training is completed after a WBL 3100 placement. The student will meet with the WBL coordinator or instructor to discuss the WBL experience. The student will complete placement surveys and finish any missing required

paperwork. Students will need to submit required documentation and assignments by their due date.

Prerequisites/Eligibility

- A student is registered for a course with at least 96 contact hours.

Required Hours (based on course number / length of course)

- WBL experiences vary on work time requirements. Some placements may require up to 120 hours of work.

VIRTUAL WORK-BASED LEARNING

For some programs, students may be eligible for virtual work-based learning. This format is completely online but has the same requirements as traditional work-based learning. Students will complete assignments given by real employers. Students will need access to a computer and sufficient Wi-Fi. Students must complete the same number of hours as other students and need to be aware of their progress and hour completion rate. If work is not completed sufficiently, students may be terminated from the virtual placement. Virtual WBL programs available are:

Business Studies & Emerging Technologies

- Accounting & Finance
- Business Administration
- Digital Effects and Animation Technology
- Information Technology – Gaming, Simulation, & Design
- Information Technology- Business Support
- Information Technology- Computer Programming
- Information Technology- Systems Security
- Office Administration

Health and Public Safety

- Healthcare Management Technology

AGE REQUIREMENTS

In accordance with SB 391:

Youth, who are at least 16 years of age but less than 18 years of age, who participate in a supervised, practice experience in an occupation with an employer are exempt from the prohibition from occupations found and declared to be detrimental to the health and well-being of youth by the Commissioner of Labor pursuant to subsection of this section, if all the following conditions are met:

(1) The youth is enrolled in a public school or a nonpublic school that meets the requirements of Part 1 or Part 2 of Article 39 of Chapter 115C of the General Statutes that is partnering with the employer to offer the supervised, practice experience for the occupation.

(2) The public or nonpublic school in which the youth is enrolled has entered into a written agreement with the employer for the operation of the supervised practice experience for the occupation that includes at least the following terms regarding the work of the occupation found to be detrimental by the Commissioner of Labor:

- a. The work is incidental to the youth's supervised, practice experience for the occupation.
- b. The work is intermittent and for short periods of time.
- c. The work is performed under direct and close supervision of a qualified and experienced person.
- d. The employer shall give safety instructions and training to the youth before performing the work.
- e. The employer has prepared a schedule of organized and progressive work processes to be performed by the youth.

RESPONSIBILITIES

Student

- Represent yourself and Piedmont Community College in a professional and positive way.
- Report punctually and regularly to work.
- Strive to do the best possible job for the employer.
- Adhere, always, to the employer's work rules and regulations.
- Notify the employer promptly if unable to work for any reason.
- Develop Measurable Learning Objectives in conjunction with the immediate supervisor and the instructor during the first two weeks of the work experience.
- Be covered by adequate accident insurance.
- Inform the college's Financial Aid Office of their WBL employment and report wages earned during the WBL experience, if appropriate.

Employer

- Provide a minimum of at least 20, 120, 160 or 320 hours of employment per course, depending on course credit assigned.
- Identify a qualified employee to serve as an immediate supervisor who will assist the student in developing and evaluating the MLOs that will be related to the student's academic studies.
- Permit on-site visits by a college representative.
- Notify the WBL Coordinator at the college at least one week before any action that might result in the termination or change of employment status of a student.
- Encourage the student to continue his or her higher education to completion.
- Compensate WBL student at a level consistent with regular employees in a similar training situation.
- Provide Workmen's Compensation Liability Insurance for a WBL student during a paid work experience.
- Evaluate the student's performance during on-site visits and at the end of the course.
- Adhere to the Fair Labor Standards Act.
- Give permission to use employer's name in work-based learning marketing/ promotional materials.
- Provide the student with supervised, progressive, and meaningful work experience.
- Assure a safe and healthy work environment.

Instructor

- Assess the student's skills, capacities, and career objectives.
- Refer the student to an employer of interest.
- Provide consultation and coordination between the student, the employer, and the college.
- Approve and evaluate the student's Measurable Learning Objectives for each training period.
- Schedule and conduct on-site visits with the WBL student and their immediate supervisor.
- Determine a grade for the WBL experience and award college credit based on the student's performance and completion of required reports and hours.

Work-Based Learning Coordinator

- Collaborate with the instructor to create and present orientations.
- Maintain and verify necessary paperwork.
- Meet with the student to talk about WBL and review the WBL calendar.
- Collaborate with instructor to create new placements.
- Refer the student to an employer of interest.
- Provide consultation and coordination between the student, the employer, and the college.
- Plan for and conduct on-site visits with the WBL student and their immediate supervisor.

REPORTING AN ISSUE

It is important that you feel comfortable in your WBL experience. If you feel uncomfortable or need to report an incident, reach out to your instructor or WBL coordinator immediately. There are times when employers and employees do not fit in because of differing personalities. You may be placed in a business that does not respond to certain aspects the same way you would. If you are not happy about the culture or dynamics of the workplace that does not mean you can move placements. Instead, reflect on what aspects you like or dislike about the working environment. When applying for future jobs you can reflect on what requirements you are looking for in a business.

JOB ETIQUETTE

In your WBL experience, you are representing your personal brand and PCC. It is important to leave a good impression so you can use them as a reference for job applications, and the school can use that placement for future students. If you do not represent the school well, you may be removed from your placement.

ABSENCES

You are required to complete the necessary hours despite sickness or personal emergencies. It is important to avoid missing work because you may not be able to make up for the missed hours. If you must call out for sickness or a personal emergency, you should inform your supervisor and your instructor at least one hour before your scheduled work time.

PROFESSIONAL ATTIRE SUGGESTIONS

Please adhere to the dress code requirements according to company policies.

- Blouses or collared shirts
- dress pants, dresses, or skirts
- closed toe shoes
- clean and groomed hair and nails
- light makeup and jewelry

ATTITUDE

This is your chance to grow professionally and personally. Your employer has been instructed to give constructive criticism to help you enhance your skills. Try to strive to have a teachable spirit when receiving constructive criticism, remaining open to the information, and reflecting on the experience so you can grow personally and professionally. Always seek opportunities to volunteer for duties that may not be assigned to you, showing your employer that you are willing to go above and beyond!

Helpful Hints:

Ask questions! You are there to learn and asking questions will help you understand even more. If you do not understand a task do not be afraid to ask for clarification.

Do not complain. Nobody wants to hear someone complain. It shows that you have a poor attitude and focus on unimportant things. If you are frustrated by an aspect of the job, take these steps: Reflect, why am I frustrated? Reach out, talk with your instructor or WBL coordinator about the issue, Adjust, find ways to work around the frustration.

No task is too small. You are there to learn about all aspects of a job. Be willing to take on any responsibility the supervisor assigns.

Take Notes. You should bring a notebook and pen with you to take notes. You may receive a lot of instruction and or information at one time. Having a quick note to reference will help you later.

Be personable. Your supervisor is there to help, but it is easier to help someone who is friendly. Companies want employees who are personable and leave a good impression on their customers.

Admit your mistakes. Mistakes are chances for you to learn. When you make a mistake own up to it and ask for help on how to fix it. This shows you want to learn so you do not repeat the mistake.

Say *Thank You*. A thank you is the easiest way to impress your supervisor. Thank someone when they help you or answer questions.

Ask for references. At the end of your placement, you should ask for references. When you apply for employment, they usually want at least three references. It is important to be specific, ask if they will give you a good reference. If they say no, thank them for their time.

TECHNOLOGY / SOCIAL MEDIA

Personal phone calls or text messages should not be answered during work hours, except if it is an emergency. Accessing social media or playing mobile games during work hours is prohibited and could result in immediate termination. Employers look at their future employees' social media accounts to determine if they are a potential candidate. Be aware of what you post to public accounts.

TIME MANAGEMENT

Being punctual is one of the most important qualities of a professional. Try to arrive at least five minutes early so you have time to get settled. Always meet deadlines assigned by your supervisor. Complete tasks quickly and completely and do not make your supervisors or coworkers wait for tasks.

STAY ORGANIZED

If you work in an office space, you will be responsible for a lot of paperwork. Find a way to stay organized so you do not misplace documents. Keep your area clean. Clean up trash and food daily.