

Co-op Work Experience Agreement

This agreement is made between:
ISS Language and Career College of BC, of 601-333 Terminal Avenue, Vancouver, BC, V6A 4C1
and

Company name:		
Company mailing address:		Postal code:
Workplace supervisor: _____ (First name)	_____ (Last name)	_____ (Job title)
Supervisor's telephone:	Supervisor's email:	

and

Student name: _____ (First name)			_____ (Last name)			_____ (Preferred first name)		
Student's mailing address:						Postal code:		
Student's telephone:				Student's e-mail:				
Planned start date: (mm/dd/yyyy)			Planned end date: (mm/dd/yyyy)					
Proposed job title:				Wages:		Diploma program:		Related NOC:
Total maximum hours of work permitted under the Co-op Work Experience Agreement _____.								

This section **outlines activities that the student will undertake during the work experience component.** Students can choose to **provide a copy of their job description** in lieu of the work activities section.

Work activities include:

Integral skills that are used and developed in the co-op work placement.

Please check all that apply.

Holistic

- Building rapport in multicultural settings
- Communication skills
- Dealing with customer needs, issues, and demands
- Problem solving skills
- Handling conflicts between team members at all levels
- Able to suggest ways to improve service in problem cases
- Building trusting relationships with customers and colleagues

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Program Specific

Leadership Preparation Diploma

- ☐ Be able to articulate leadership goals and preferred styles.
- ☐ Have increased ability to make good business decisions.
- ☐ Recognize common problems within teams and have strategies for solving them.
- ☐ Be effective in communicating up and down a hierarchy.
- ☐ Learn strategies for supporting a team through times of change and crises.
- ☐ Understand motivational principles and provide mentoring and training.
- ☐ Work with a team to brainstorm new growth strategies.
- ☐ Chair meetings, clarify goals and roles, provide timely feedback.

Global Tourism

- ☐ Be aware of specific challenges in tourism-related businesses.
- ☐ Identify and plan for safety, risk management and mitigation of environmental impact of events.
- ☐ Develop strategies for increasing customer loyalty.
- ☐ Develop one's service and sales potential.
- ☐ Use successful sales and marketing methods to maintain customer relationships.
- ☐ Food and Beverage presentation and service.
- ☐ Demonstrate practical abilities related to event planning, tour guiding, promotion, and customer service.

Professional Communication and Marketing

- ☐ Write effective promotional materials and use social media for marketing.
- ☐ Learn to conduct product research and improve presentation skills.
- ☐ Communicate better and work smoothly with clients, bosses, and coworkers.
- ☐ Become more familiar with Canadian workplace cultures and values.
- ☐ Interact with customers to build a better customer experience.

International Business Management

- ☐ Make decisions to plan and manage a business more effectively.
- ☐ Demonstrate ability to consider various stakeholder groups in decision making.
- ☐ Assess and identify solutions to common risk factors.
- ☐ Discuss and plan for e-commerce activities.
- ☐ Demonstrate understanding of international business practices, payment methods and insurance.
- ☐ Become familiar with a variety of business structures, leadership styles and cultural business practices.
- ☐ Understand how to use metrics to judge business success.

Terms of agreement

Employer (Host)	Student (specified above)	ISS Language and Career College of BC
<p>Will sign the student's co-op timesheets every month during the work term and complete the work placement evaluation form at the end of the work experience component.</p> <p>Will contact LCC's Co-op Coordinator with any questions or issues regarding the student's placement.</p> <p>Has a Covid-19 safety plan/communicable disease plan posted on site.</p>	<p>Can work up to (but not more than) the hours specified above during co-op work term. Student understands that they are required and responsible for purchasing valid medical insurance for the entire duration of their co-op work term.</p> <p>Will submit all the required co-op documents, including monthly timesheets and progress reports to LCC or by email: coopwork@LCC.issbc.org.</p> <p>Will contact LCC's Co-op Coordinator with any questions or issues regarding their work placement.</p>	<p>Will support student and employer for a successful co-op work term.</p> <p>Will monitor the student's progress and ensure that the work experience includes activities directly related to the learning objectives of the program.</p> <p>Will contact the student or employer regarding any questions or issues raised.</p>

Name of school representative _____ Signature _____ Date _____

Name of student _____ Signature _____ Date _____

Name of host representative _____ Signature _____ Date _____