

## 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

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

and

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

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. <b>Student understands that they are required and responsible for purchasing valid medical insurance for the entire duration of their co-op work term.</b></p> <p>Will submit all the required co-op documents, including monthly timesheets and progress reports to LCC or by email: <a href="mailto:coopwork@LCC.issbc.org">coopwork@LCC.issbc.org</a>.</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 \_\_\_\_\_