



Co-op Employer Handbook

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Introduction

Welcome aboard as a co-op partner!

Thank you for your support of co-operative education at Mount Saint Vincent University (the Mount). Your contribution to the program is highly valued as the program could not succeed without the participation of employers such as you. We are confident that this partnership will be a mutually beneficial experience.

Each year the Co-op Team works to secure students in nearly 300 co-op positions where students apply their studies and knowledge to a workplace setting.

Co-operative education is a value-added component that blends classroom studies and workplace experiences. Your participation allows students to develop and grow as professionals.

Co-operative education brings together the employer, the student and the university. The three participants are each an integral part of the co-operative education experience.

This partnership has benefits for all parties involved:

- Employers get the latest theories and fresh ideas from the students and university, who in turn get practical input from the work-place.
- Students have the opportunity to experience the two as an integrated whole.

Now that you have completed the job posting process, conducted your interviews and a hiring decision has been made, a co-op student will be joining your team. We hope that you will find this handbook to be a useful tool in preparing for your co-op student's arrival and guide you through the process of having a co-op student with you for the term. We also hope you will be able to refer to this handbook to answer any questions.

Thank you once again for supporting our program, our students and the Mount. With more than 40 years of partnering with co-op employers, we are proud of our student's achievements and our many long-term relationships with employers.



What to expect

How can I expect the co-op term to unfold?

WEEK ONE

Take the co-op student through the organization's orientation and provide the appropriate information and training (e.g. review HR policies and procedures, computer programs, introductions to other staff, etc.).

WEEK THREE

Review and set the personal learning plan with the co-op student (see Appendix A).

WEEKS 6 TO 11

Prepare for the work site visit with a member of the Co-op Team. This evaluation is an important component of co-operative education as each co-op term is part of the student's academic program. You and the co-op student will be contacted by our office to arrange a time to complete the work site visit (see Appendix B for general questions asked during the visit).

WEEK 13

You should receive a link to the employer evaluation for the co-op term. For tourism students completing their summer work term until October, the evaluation form will be sent by week 18.

FINAL WEEK

Review the employer evaluation with the co-op student and submit the completed evaluation to the Co-op Office via Career Connects.



Roles

Your role as a co-op employer

IT IS YOUR RESPONSIBILITY TO

- Provide a learning environment where the student is assigned projects that provide a variety of experiences and a progression of skill development and responsibilities
- Be a key partner in the education process and provide ongoing supervision and feedback to the co-op student
- Make the student aware of company policies, provide an appropriate orientation, communicate expectations and give direction
- Advise the student of all issues of confidentiality in the workplace and ensure any non-disclosure agreements are signed prior to the student starting work
- Treat the student as a regular employee in terms of hiring and labour standard practices
- Provide the opportunity for the student to complete the minimum work term of 13 weeks at 35 hours per week
- Contact the Co-op Office as soon as possible should you have any issues or concerns related to the student's performance
- Notify the Co-op Office as early as possible of situations arising from labour negotiations or other possible work disruptions during the co-op term

The role of the university

IT IS OUR RESPONSIBILITY TO

- Monitor co-op terms and complete work site visits
- Provide support to employers and students during the co-op term
- Mediate between employers and students, when necessary
- Provide employer feedback to the respective academic department on the content and direction of the academic programs and employer needs
- Provide an on-going assessment of co-operative education programs
- Maintain the integrity of the co-op hiring process and abide by the national standards set by Co-operative Education and Work-Integrated Learning (CEWIL) Canada

The role of the co-op student

IT IS THE STUDENT'S RESPONSIBILITY TO

- Abide by the co-op policies and procedures outlined in the Terms & Conditions and Student Guide to Co-operative Education
- Ensure that employers are provided with accurate and appropriate information regarding their qualifications and interests
- Not provide information to employers on other students/employers
- Honour their acceptance of the work term as a contractual agreement with the employer
- Complete the minimum work term of 13 weeks at 35 hours per week

Orienting your co-op student

A mentor should

Be assigned to the student for an orientation session on their first day of work.

This would include:

- Discussing expectations for the co-op term
- Reviewing the position description
- Assigning the first project/task

Acquaint the student with the practices and policies of the company, on topics ranging from:

- Dress code
- Hours of work
- Safety procedures
- Confidential/proprietary information
- HR/Payroll information and any forms which are to be completed
- Be able to answer, or find the answer to any questions

A student should

- Be given a tour of the premises and an introduction to other staff members
- Be assigned a work station, which is adequately furnished and supplied with the items they will need for their job
- Be familiarized with the equipment they are to use and given the appropriate instructions where necessary

The evaluation process

The employer's role

- To assist the student in setting a personal learning plan for the co-op term (see Appendix A)
- To participate in the mid-term work site visit with a member of the Co-op Team (in person, via video conferencing or by phone - see Appendix B)
- To provide the student with ongoing supervision and feedback on performance and to prepare a final evaluation (employer evaluation) to be reviewed with the student before they complete the work term

The university's role

- To monitor the student's progress mid-term through a work site visit (in person, online or by phone)
- To hold debriefing sessions at the end of the co-op term to assist in evaluating the learning experience
- To evaluate the student's work term project
- To assess a grade of "Pass" or "Fail" for the co-op term

The student's role

- To set a personal learning plan with the help of the employer and to review this with a member of the Co-op Team at specified times
- To participate in the mid-term work site visit with a member of the Co-op Team
- To complete a work term project as outlined by the student's academic department
- To meet with their supervisor to review the employer evaluation at the end of the work term

Frequently asked questions

WHAT IS A WORK SITE VISIT AND HOW LONG WILL IT TAKE?

The work site visit will provide the employer, student and a member of the Co-op Team the opportunity to meet mid-way through the co-op term. The work site visit may be completed in-person, online or by telephone. Meetings such as these provide an opportunity for a frank exchange of views on all aspects of the co-op position, the student's performance, as well as the curriculum. It also allows the university to build relationships with employers and identify new learning opportunities for future co-op terms. The student's personal learning plan and work term project will be discussed. Please see Appendix B for general questions that will be asked during the work site visit. A member of the Co-op Team will meet with the student for approximately 30-45 minutes and meet with the supervisor for an additional 30 minutes.

CAN I RE-HIRE THE CO-OP STUDENT?

Students can be re-hired to complete an additional co-op term with the same employer. In order to re-hire a co-op student, a new job description must be submitted which expands on the student's previous duties or includes new projects. The new job description must be approved by the Co-op Office before the student can accept the position to ensure the student will be receiving a new learning experience.

HOW DO I HANDLE ABSENTEEISM OR IF I HAVE ISSUES/CONCERNS ABOUT THE STUDENT'S PERFORMANCE?

Students should not be missing time. If they are, this should be treated according to your organization's policies and procedures. If you have issues about the student's performance, you should contact the Co-op Office immediately and we will work with you to help resolve any issues. Co-operative education is a learning experience for the student and we are here to facilitate the process.

IS A STUDENT ENTITLED TO VACATION DURING THEIR WORK TERM?

Students are not entitled to time off during their work term. However, if students have a commitment that they are aware of and will require a few days off during the work term, it is the student's responsibility to discuss this during the interview process. If this is not discussed during the interview, the employer has no obligation to consent to time off once the work term starts.

WHAT SHOULD I DO IF THE POSITION REQUIREMENTS CHANGE AFTER THE CO-OP TERM STARTS?

Please notify the Co-op Office as soon as possible should the position change after the co-op term has begun. The Co-op Office must be notified in order to ensure that the new duties are still considered suitable for a co-op position.

Course Summary

Public Relations summary

BROAD BASIS FOR PR

- Microeconomics
- Sociology
- Women's Studies
- Psychology
- Statistics
- Business Administration
- English

COMMUNICATIONS AND PR

- Communication Theory
- Public Speaking
- Crisis Communications Management
- Mass Media & Public Opinion
- Advanced PR Management

PROFESSIONAL ELECTIVES INCLUDE

- PR & Gender
- PR in Not-for-Profit Sector
- PR in Health Organizations
- Employee Relations

PRACTICAL ORIENTATION TO PR

- Persuasive PR Writing
- PR Writing: Theory & Practice
- Advanced PR Writing
- Intro to Social Media
- Digital Media
- Audiovisual Communication
- Visual Communication & Culture
- Communication Design
- Media Relations
- Employee Relations

THEORETICAL ORIENTATION TO PR

- Foundations of PR
- Managing Organizational PR
- Research Methods
- Ethics in Public Communication

CO-OPERATIVE EDUCATION

- WORK EXPERIENCE
- Three co-op work terms (13-18 weeks each)

Business Administration summary

ACCOUNTING

- Introductory Accounting I and II
- Managerial Accounting
- Intermediate Accounting: Assets
- Intermediate Accounting: Equities
- Auditing
- Taxation
- Spreadsheet Applications

MANAGEMENT

- Organizational Behavior
- Introduction to Entrepreneurship
- Small Business Management
- International Business Management
- Human Resource Management
- Communication & Self-Management Skills
- Organizational Topics
- Labour Relations
- Managing Diversity

Business Administration summary cont.

MARKETING

- Consumer Behaviour
- Advertising
- Marketing Research
- Marketing Strategy and Management
- Personal Selling and Sales Management
- Direct Marketing

NONPROFIT LEADERSHIP

- Introduction to the Nonprofit Sector
- Nonprofit Leadership: People Management
- Nonprofit Leadership: Governance and Strategy
- Nonprofit Financial Management
- Not-for-Profit Marketing
- Public Speaking

STRATEGIC HUMAN RESOURCE MANAGEMENT

- Human Resource Management
- Labour Relations
- Managing Diversity: Gender and Other Issues
- Strategic Compensation
- Recruitment and Selection
- Strategic Human Resource Development

CO-OPERATIVE EDUCATION WORK EXPERIENCE

Three co-op work terms (13-18 weeks each)

Tourism & Hospitality Management summary

CORE COURSES

- Introduction to Tourism and Hospitality
- Hotel Management
- Intro to Food Service Management
- Planning of Food Service Operations
- Research Methods for Tourism and Hospitality
- Public Speaking
- Accounting I and II
- Principals and Applied Marketing
- Communications Management
- Legal Aspects of Business
- Human Resource Management
- Business Policy
- Economics
- Statistics

CO-OPERATIVE EDUCATION WORK EXPERIENCE

Three co-op work terms (13-18 weeks each)

HOSPITALITY MANAGEMENT

- Hospitality Management Accounting
- Beverage Management
- Managing in the Service Environment
- Accommodations and Leisure Operations
- Event & Meeting Management
- New Venture Creation

TOURISM DEVELOPMENT

- Alternate Forms of Tourism
- Geography for Tourism and Business
- International Travel & Tourism
- Destination Planning
- Design Management
- Sustainable Tourism: A Global Perspective
- Small Business Management
- International Business



Celebrating success

Mount Co-op Student of the Year Award

As a co-op employer, you may nominate your co-op student for the Mount Co-op Student of the Year Award. A call for nominations is sent out in late October/early November.

The Mount Co-op Student of the Year Award was instituted in 1999 in recognition of the Mount's 20th Anniversary of Co-operative Education. Annually, we continue to recognize one student, from each discipline, who is chosen based on the nominations received from employers.

Mount Co-op Employer of the Year Award

In 2009 we instituted the Mount Co-op Employer of the Year Award in recognition of the 30th Anniversary of Co-operative Education at the Mount. This award acknowledges employers who have displayed commitment, excellence and longstanding support of the Mount's Co-op program. These partnerships are critical for the success of our program. An employer from the Business Administration, Public Relations, and Tourism & Hospitality Management programs is selected based on the nominations received from students.

Appendix A

Personal learning plan

Learning Goal I want to learn...	Strategy I will learn by...	Evidence of Success I will know I am successful when... (provide specific work examples)	Target Date	Evaluation of Objective (Exceeded Expectations, Met Expectations or Did Not Meet Expectations)	Supervisor's Comments

Co-op Student's Name

Supervisor's Name

Date

Appendix B

Work site visit report

A CO-OP REPRESENTATIVE WILL MEET WITH YOU AND ASK THE FOLLOWING QUESTIONS

1. What is your opinion of the student's communication skills? (Could include writing, verbal and listening skills.)
2. What is your opinion of the student's interpersonal skills and professionalism? Are there any issues with attendance or punctuality?
3. Has the student had the opportunity to show initiative in their work? If so can you provide examples?
4. What are the student's major strengths? (Both hard/technical and soft/personality skills.)
5. What is the overall quality of the work that the student has completed so far? (Under, meeting, or exceeding expectations?)
6. Has the student improved in their work since they first started? If so, how?
7. Are there any major concerns with the student's performance or personality?
8. What areas would you like to see the student grow or improve in between now and the end of their work term?
9. What are your thoughts regarding the student's progress with their personal learning plan?
10. Are there any ways in which you think the university could better prepare our students to go out on work terms?
11. Have you considered your co-op needs for the next semester?
12. What are the major points from our discussion that you would like me to share with the student?



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Co-operative
education and
work-integrated
learning

