

A stylized landscape illustration. In the foreground, there is a blue body of water. Behind it, a green hill rises, topped with several white buildings. To the left of the hill, there is a line of orange trees and a small orange house. The background is a light blue sky with soft, white clouds. The entire scene is reflected in the water below.

Information Technology Programmer Analyst

Applied Work Experience
Employer & Student Information

Table of Contents

Introduction.....	1
Welcome	1
Work Experience Objectives.....	1
Program Overview	1
Responsibilities of NBCC.....	2
Responsibilities of the Employer	2
Responsibilities of the Student	3
Attendance While on Practicum.....	4
Change of Practicum Site.....	4
Process for Unsatisfactory Performance During Practicum.....	4
Unacceptable Behaviour.....	4
Appendix A: Practicum Agreement.....	i
Appendix B: Confidentiality and Professional Practices Agreement.....	ii
Appendix C: Liability Statement.....	iii
Appendix D: Host Evaluation - Student Applied Workplace Experience.....	iv
Appendix E: Applied Work Experience Monitoring Report.....	v
Appendix F: Student Work Experience Evaluation	vi

Introduction

This manual serves as a guide to the work experience component of the Information Technology - Programmer Analyst program offered at NBCC Fredericton Campus. It contains information that will be useful to the student, to the College, and to the workplace providing the placement opportunity. Responsibilities of the participants are outlined, and evaluation instruments are included.

Welcome

This manual has been prepared by the Information Technology - Programmer Analyst program staff at NBCC in Fredericton. It will provide you with a clear explanation of the duties and responsibilities for our students, placement hosts and our staff.

To our work experience hosts, thank you very much for agreeing to participate in this training for our students. **You are an indispensable key to the success of the individual and the program.** Your guidance and support of our students is an incredible learning opportunity. For our department, your ongoing support through this placement ensures we continue to offer a first rate opportunity for learning.

Work Experience Objectives

The 2015 ITPA Practicum PROG1200 will take place from April 21, 2015—June 10, 2015.

The practicum is designed to help the student:

- Gain practical experience in the field of study.
- Put into practice the skills and knowledge acquired at school.
- Gradually enter the work force.
- Acquire new knowledge related to real working situations.
- Develop personal qualities necessary in a professional working environment, including
 - Initiative
 - Ability to follow directions and accomplish tasks
 - Good working methods and habits
 - Ability to work as part of a team

It is very effective for the student to spend some of his/her time in various areas so that he/she can get an overall view of the industry. Assigning the student to varied tasks helps to broaden his/her skill base and better prepare him/her for work as a programmer analyst and in the related environment.

Program Overview

The Information Technology - Programmer Analyst program is designed to provide a learning experience that includes information and business systems development and in-depth computer programming skills in a business-oriented environment. Students work in groups to develop a systems project that they later program in the final academic term. This systems project incorporates all of the programming and analysis skills that the students developed over the two years of training.

The practicum (work experience) provides the students an opportunity to work in any of the areas noted below.

Structured Programming in traditional, event-driven, and object-oriented environments, including:

- Visual C++™, Visual Basic.NET™, and Java™
- Web Page Design
- HTML5.0, Javascript, PHP 5.4
- Database Design and Implementation
- MSSQL 2008, Oracle 11g, MYSQL 5.5, Crystal Reports
- Object Oriented Analysis and Design with UML
- Basic Project Management Fundamentals
- Computer Hardware
- Operating Systems
- Windows 7
- Linux/Unix
- Networking Basics
- Microsoft Office™
- Written and Oral Communications

Responsibilities of NBCC

NBCC recognizes the importance of practical work experience to assist students to transition smoothly from the classroom to the workplace. NBCC has established an organized structure to support the administration and implementation of the workplace experience (practicum), recognizing their responsibility to:

- Approve the employer/host organizations.
- Communicate the process that students will follow when securing their own employer.
- Support students by coordinating placements, monitoring the practicum and assessing the student's applied workplace experience.
- Establish a minimum of three separate assessment tools that may include, *but are not limited to*: the Monitoring Report completed by faculty, the Host Evaluation Form completed by the employer, and the Student Evaluation Form.

Responsibilities of the Employer

To participate as a work experience host, the employer must agree to the following responsibilities:

- Prepare in advance for the student's arrival.
- Provide the student with the regulations of the workplace.
- Acquaint the student with the workplace's philosophy and programs (this may be accomplished by providing access to resources and materials, such as books, pamphlets, films, and charts used in the administration of programs).
- Plan appropriate learning experiences for the student.
- Induct the student gradually into the experiences, beginning with an observation period and progressing from small to greater responsibilities as the student's ability and the workplace regulations permit.
- Meet regularly with the student to answer questions, give feedback on the student's strengths and weaknesses, review expectations for performance, and assess the experience gained.
- Provide challenging experiences, constructive criticism, and high standards.
- Inform the College Designate of any absenteeism.
- Inform the College Designate of the student's progress.

- Meet with the student and the College Designate to discuss any problems that may develop during the work experience. Complete the Work Experience Student Evaluation form and review it with the student.
- Give the Work Experience Student Evaluation form to the student in a sealed envelope to be delivered to the College Designate or send the evaluation by email to the NBCC Designate (please ensure that the completed evaluation is sent no later than the last day of practicum).

Responsibilities of the Student

Students play a key role in the success of the workplace experience course. Student responsibilities are as follows:

- Meet the prerequisites as per NBCC-1119 (under Definitions):
Students will have successfully completed all required program courses that have been attempted prior to the Practicum. They must also be carrying a passing grade in all courses currently registered in, and be in good financial standing with the College.
- Follow the work schedule of the employer with regard to holidays and work hours. If the employer's hours of work are 8:30 am to 5:00 pm, these are the hours the student is expected to work.
- Advise both the employer and the instructor at the college of any absences. The host employer has the same expectation of the practicum student as they do of an employee. Any absences from work should be communicated to the employer and the college designate before the beginning of the scheduled work shift.
- Follow confidentiality and professional practices of the host.
- Adhere to the provisions noted in Policy/Procedure 1119 – Applied Workplace Experience (see www.nbcc.ca for the complete policy):

2.4 Student

- 2.4.1 Students required to secure their own work experience will be encouraged to research and locate a suitable host employer. This will require the students to contact prospective hosts to speak with managers, discuss their program and outcomes, and take an active role in locating a suitable placement. The process will be monitored and reviewed to ensure compatibility with program outcomes.
- 2.4.2 The student is to notify the NBCC Designate of the proposed Host Employer for approval.
- 2.4.3 Prior to commencing the Workplace Experience, the student will sign off on the appropriate documentation as provided by the Designate or Employer.
- 2.4.4 The student must notify the NBCC Designate and the Employer regarding missed time.
- 2.4.5 Students may be asked to provide the following documentation, depending on the employers requirements:
 - Proof of immunizations including the Influenza Vaccination, Hepatitis B immunization, Tuberculin Skin Test, and/or criminal record check.
- 2.4.6 The student will comply with all Workplace Policies and Procedures as described by the employer, including but not limited to:
 - Workplace Safety Practices
 - Hours of Work
 - Code of Conduct
- 2.4.7 The student will complete and submit a Student Workplace Experience form upon completion of the Practicum to be used as one portion of the overall evaluation of the practicum.

Attendance While on Practicum

Students shall accumulate sick leave credits at the rate of one and one-quarter (1 ¼) days per month for each calendar month of continuous practicum (workplace) experience. These sick days will not need to be rescheduled. Students who, for legitimate reasons, are unable to report to the practicum at the prearranged time must call the practicum host before the start of his/her workday to explain the absence. The student must also call the College Designate and specify the reason for the absence. Any absences beyond the maximum will be dealt with according to the guidelines outlined within NBCC 1115 Student Assessment and Appeal.

Change of Practicum Site

When the Student, Host Representative, and College Designate feel that the practicum experience being provided is not beneficial to the student, or the host, the student will be removed and may or may not be placed in another site. The College Designate is responsible to make the final decision on changing a practicum site.

Process for Unsatisfactory Performance During Practicum

When the Host Representative feels a student's performance is below an acceptable level, but is prepared to continue the placement if improvement is seen, the following procedure will be followed:

- Step 1.** The Host Representative alerts the College Representative to the situation and provides details.
- Step 2.** The College Representative documents the issue on the Monitoring Report and discusses with the student the performance or events causing concern. The College Representative indicates what action is expected of the student. The Host Representative may attend this meeting, but is not required to do so. A copy of the assessment will be provided to the College Representative, Host Representative, and the student. All actions should align with NBCC policies.
- Step 3.** The College Representative will contact the Host Representative late in the next scheduled workday; if the situation has not improved to the standards expected by the workplace, the student will be removed from the practicum.

Unacceptable Behaviour

If a student's behaviour is unacceptable to the host workplace during the practicum, the student will be removed from the practicum without going through the above steps. There will be no opportunity for the student to complete the practicum in that academic year. Examples of situations when this could occur include failure of the student to abide by workplace policies and/or regulations, breach of confidentiality, and any other form of unethical behaviour that is in violation of NBCC 1112 Student Code of Conduct.

APPENDIX



NBCC
COLLEGEWORKS

Appendix A: Practicum Agreement

Information Technology - Programmer Analyst

Practicum Dates: April 21 – June 10, 2015

Host's Name: _____

Contact Name: _____

Student's Name: _____

The Host Agrees To:

- Provide training and work experience to the student in relation to the student's area of study.
- Provide a safe and supervised environment for the student and inform the student of relevant health and safety practices within the work environment.
- Report any health and safety incident involving the student to the College.
- Ensure that equipment used by the student is safe and in good working order and supervise the student to prevent damage to the host's equipment.
- Allow periodic visits by New Brunswick Community College, Fredericton Campus faculty/staff for the purpose of monitoring progress.
- Report any unauthorized absences, irregularity, changes to the stated objectives, or concerns to the NBCC faculty/staff. Concerns will be addressed according to NBCC Fredericton's academic policies and regulations.
- Provide a written evaluation on the performance of the student and on the practicum evaluation to the College.

New Brunswick Community College Fredericton Campus Agrees To:

- Coordinate the work practicum.
- Obtain written agreement from the student regarding confidentiality and responsibilities relating to the work attachment.
- Visit the work site, in consultation with the employer, to monitor the progress of the student(s). In extenuating circumstances, where an on-site visit is not possible, contact will be made with the student and employer via phone or e-mail.
- Assess if the objectives of the work attachment were met.
- Ensure evaluation/feedback is received from both the employer and the student.
- Provide WorkSafe New Brunswick coverage while the student is in good standing regarding tuition.

It is understood that the work practicum may be terminated by either the employer or NBCC Fredericton Campus in consultation with each other.

Instructor: _____

Telephone: _____

Host: _____

Telephone: _____

Appendix B: Confidentiality and Professional Practices Agreement

All NBCC students on work experience are required to sign the form below. This completed form will be provided to you prior to the start of the work experience period.

Sample Only: Student Confidentiality and Professional Practice Agreement

While on a practicum (ex. workplace practicum, clinical, preceptorship, co-op placements), students are responsible for demonstrating professional behaviour and attitude appropriate to the workplace; adhering to company or agency policies, acting in an ethical manner and demonstrating the required essential and occupational skills .

As a student in the _____ program, you are required to respect the confidentiality of company, client and/or patient information, interactions, and practices that occur either on the New Brunswick Community College premises or during practicum at an affiliated work placement site.

Concerns regarding clients, patients, and/or company practices are to be brought to the attention of the faculty designated so that they may be resolved collaboratively. Such concerns are not to be raised publically either verbally, in writing, or in electronic forums. These matters are to be addressed through established program communication pathways.

The student agrees that the information, data and research materials collected and prepared for work related projects and assignments are the property of the company/agency. Students must consult with the company/agency on the proprietary nature of any information used in their work related projects or assignments. Written authorization by the company/agency is required for the release of proprietary information.

Failure to comply with this agreement may result in academic, disciplinary or legal action up to and including termination from the practicum; suspension or termination from the program.

My signature indicates that I have read and understand the Student Confidentiality and Professional Practice Agreement, and agree to respect the confidentiality of company/patient/client information, and practicum practices.

Student Name: _____ Student ID: _____
(Please Print)

Student Signature: _____ Date: _____

Many host employers will require students to sign documents relating to their confidentiality and professional practices. Please provide these documents to the student or designate at your convenience.

Appendix C: Liability Statement

Date: January 8, 2015

Dear Sir or Madam:

RE: Liability Coverage – Workers’ Compensation

When a training place host accepts one of our students for a practicum, the college will continue to provide overall supervision of the training arrangements.

During the entire period of the practicum, the trainee remains listed as a registered student of the New Brunswick Community College. As a registered student, a trainee is covered by the regulations of WORKSAFE NB. Workers’ Compensation is provided to students in the same manner as it is applied to employees of the college.

RE: Liability Coverage – General Commercial Liability

When a training place host accepts one of our students for a practicum, the college will continue to provide overall supervision of the training arrangements.

During the entire period of the practicum, the trainee remains listed as a registered student of the New Brunswick Community College. As a registered student, a trainee is covered under NBCC’s Commercial General Liability coverage.

NBCC Contact: Bruce McClary
Bruce.mcclary@nbcc.ca

Appendix D:

Host Evaluation - Student Applied Workplace Experience

VERY IMPORTANT: Please return near the end of the student's work attachment to NBCC Designate.

Student's Name: _____ Student ID: _____ Program: _____

Start Date: _____ End Date: _____

Work Attachment Host: _____

Work Attachment Coordinator: _____

Phone No.: _____ E-Mail: _____

Evaluation Criteria	Rating	Comments	Evaluator Initials	Student Initials
Student demonstrates Safety knowledge & compliance re: <ul style="list-style-type: none"> Company Policy Provincial Regulations Skills Application 				
Student exhibits dependability regarding: <ul style="list-style-type: none"> Attendance Punctuality Ability to follow instructions 				
Student fosters good working relations with: <ul style="list-style-type: none"> Supervisors Colleagues Juniors 				
Student shows competence in: <ul style="list-style-type: none"> Level of job knowledge Adaptability to change Organizational ability Problem solving 				
Student uses good communication skills: <ul style="list-style-type: none"> Verbal Written Listening 				

Evaluator's Name & Position (Print)

Evaluator's Signature

Date

PERFORMANCE DEFINITIONS

- 5 **Outstanding** – performance consistently and greatly exceeds the requirements of the job
- 4 **Above expected** – performs at a level beyond what is required for the job
- 3 **Expected** – consistently performs at an acceptable level required for the job
- 2 **Needs Improvement/Developing** – often fails to meet needs of job **or** inexperienced on job but is developing skills satisfactorily
- 1 **Unsatisfactory** – consistently fails to meet the requirements of the job

Appendix E: Applied Work Experience Monitoring Report

Date of Contact: _____ Program Name: _____

Student Name: _____ Work Term Dates _____

Work Term Employer: _____

Supervisor's Name/Title: _____

Description of Work Situation:

Comments/Concerns of Employer:

Comments/Concerns of Student:

Comments/Concerns/Recommendations of Monitor:

Signature of Monitor

Appendix F:

Student Work Experience Evaluation

Instructor's Name: _____
Course Title: _____
Course Code: _____
Supervisor's Name: _____
Work Site Name & Location: _____

In order to maintain and improve the quality of our courses, we need your feedback.
Please complete the following questionnaire.

Strongly Agree	1
Agree	2
Disagree	3
Strongly Disagree	4
Not Applicable	5

A. Work Experience

1. The course outline provided an accurate description of the work experience. _____
2. The learning objectives were clarified at the start of the work experience. _____
3. The work experience provided an atmosphere that encouraged learning. _____
4. The work experience provided an opportunity to apply relevant skills and knowledge _____
5. The work experience was organized and positive. _____
6. I began this work experience with the necessary skills and knowledge to succeed. _____
7. I was able to carry out the tasks I was expected to perform _____
8. I was very satisfied with this work practicum/work site experience. _____
9. I would recommend this work experience to others. _____

B. Self-evaluation

10. I am presently doing well in this work experience. _____
11. I made every attempt to succeed in this work experience. _____
12. I accepted responsibility for my own learning during this work experience. _____
13. I contributed as a team member _____

C. Self-reflection

14. These are the skills and knowledge that I would like to improve on to improve my work performance:

15. These are ways I gained a new perspective on my career from this **experience**:

Faculty Designates

Bruce McClary, Instructor:	(506) 444-3234	bruce.mcclary@nbcc.ca
Karen Campbell, Coordinating Instructor:	(506) 453-5857	karen.campbell@nbcc.ca

Other Contact Information

Pat Tower, Department Head:	(506) 444-3318	pat.tower@nbcc.ca
NBCC Main Phone Line:	(506) 453-3641	fredericton@nbcc.ca

This manual will be revised from time to time. Please forward suggestions for revision to:

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