

A stylized landscape illustration. On the left, there is an orange silhouette of a shoreline with trees and a small house. To the right, a green silhouette of a hill or island features several buildings and a small boat on the water. The background consists of light blue and white wavy shapes representing the sky and water. The entire scene is reflected in the water below.

# Information Technology Business Analysis

Applied Work Experience  
Employer & Student Information

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# Introduction

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This manual serves as a guide to the work experience component of the Information Technology - Business Analysis 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

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This manual has been prepared by the Information Technology - Business Analysis 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

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**The 2015 ITBA Practicum DECI1006 will take place from April 20, 2015 to June 12, 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 their time in various areas so they can get an overall view of the world business. Assigning the students to varied tasks helps to broaden their skill base and better prepare them for work in a business environment.

## Program Overview

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The Information Technology: Business Analysis program is designed to bridge the gap between the business and information technology (IT) operations within an organization. It equips graduates with the skills to analyze, identify, and document business and stakeholder requirements as well as plan, manage, and monitor the proposed solution(s). It prepares graduates with the ability to model data, processes and use case. It enables the learner to assess the organization's readiness for change and plan a strategy to manage change.

Areas of study in the Business Analysis program include:

- Business Analysis Fundamentals
- Modeling (Business Process, Data, & Use Case)
- Quality Assurance
- Business Case Development
- Project Management
- Risk and Change Management
- Facilitation, Negotiation, and Decision-Making Skills
- Data Analysis and Presentations
- Fundamentals of Information Technology and Systems
- User Interface Design

## Responsibilities of NBCC

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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

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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

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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](http://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

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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

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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

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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

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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

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Information Technology – Business Analysis

Practicum Dates: April 20 – June 12, 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

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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:	_____

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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

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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: Amy Astles  
[amy.astles@nbcc.ca](mailto:amy.astles@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"> <li>Company Policy</li> <li>Provincial Regulations</li> <li>Skills Application</li> </ul>				
Student exhibits dependability regarding: <ul style="list-style-type: none"> <li>Attendance</li> <li>Punctuality</li> <li>Ability to follow instructions</li> </ul>				
Student fosters good working relations with: <ul style="list-style-type: none"> <li>Supervisors</li> <li>Colleagues</li> <li>Juniors</li> </ul>				
Student shows competence in: <ul style="list-style-type: none"> <li>Level of job knowledge</li> <li>Adaptability to change</li> <li>Organizational ability</li> <li>Problem solving</li> </ul>				
Student uses good communication skills: <ul style="list-style-type: none"> <li>Verbal</li> <li>Written</li> <li>Listening</li> </ul>				

\_\_\_\_\_  
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

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Date of Contact: \_\_\_\_\_ Program Name: \_\_\_\_\_

Student Name: \_\_\_\_\_ Work Term Dates \_\_\_\_\_

Work Term Employer: \_\_\_\_\_

Supervisor's Name/Title: \_\_\_\_\_

Description of Work Situation:

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Comments/Concerns of Employer:

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Comments/Concerns of Student:

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Comments/Concerns/Recommendations of Monitor:

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\_\_\_\_\_  
Signature of Monitor

# Appendix F:

## Student Work Experience Evaluation

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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

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Amy Astles, Instructor:	(506) 453-6926	<a href="mailto:amy.astles@nbcc.ca">amy.astles@nbcc.ca</a>
Dan Crabbe, Instructor:	(506) 453-6926	<a href="mailto:dan.crabbe@nbcc.ca">dan.crabbe@nbcc.ca</a>
Karen Campbell, Coordinating Instructor:	(506) 453-5857	<a href="mailto:karen.campbell@nbcc.ca">karen.campbell@nbcc.ca</a>

## Other Contact Information

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Pat Tower, Department Head:	(506) 444-3318	<a href="mailto:pat.tower@nbcc.ca">pat.tower@nbcc.ca</a>
NBCC Main Phone Line:	(506) 453-3641	<a href="mailto:fredericton@nbcc.ca">fredericton@nbcc.ca</a>

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

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