



Work Experience Agreement

SELC College
100 & 120, 1155 West Pender St.
Vancouver, BC

College Name and Location

Laura Lopez

Placement Coordinator's Name

Host Organization

Host Supervisor's Name

Student's Name

Student Number

Medical Office Assistant

Program Name

Work Experience Duration

Hours: 480

Work Experience Start Date:

Work Experience End Date:

Position title:



Work Experience Agreement

PARTIES IN AGREEMENT

This agreement is being entered into on this _____ day of _____, _____
Month *Year*

BETWEEN:

Name: SELC College
Address: 100 & 120, 1155 West Pender St. Vancouver BC
Telephone: 604-282-0988
E-mail: Co-op@selcedu.com

(Hereafter referred to as "Placement Coordinator")

AND:

Name: _____
Company: _____
Address: _____
Telephone: _____
E-mail: _____

(Hereafter referred to as "Host Supervisor")

AND:

Name: _____
Student #: _____
Address: _____
Telephone: _____
E-mail: _____

(Hereafter referred to as "Student Trainee")

Agreement

The institution, the host and the student have agreed as follows:

- The student will attend the training place within the hours outlined by the host.
- The host will familiarize the student with the policies and procedures that are in place at the work experience site and will ensure that the student is supervised at all times while completing the work experience placement.
- The institution will contact the host at least every month to discuss the student's progress.
- The institution will contact the host and the student to evaluate the student's performance during the work experience placement.
- The host will maintain a record of the student's attendance at the work experience site and will immediately report any concerns to the institution.
- The student will maintain a record of tasks completed during the work experience placement and submit monthly reports and will immediately report any concerns to the institution.
- The institution will immediately address any concerns reported by the host or the student.

It is understood that the host organization agrees to accept the student trainee (named above) in a work experience for the period of training indicated above; therefore, the parties agree to the following:

HOST ORGANIZATION

The organization, and Host Supervisor, undertakes to:

1. Offer the student trainee a work experience for which the objectives and evaluation have been agreed to (*Work Experience Training Plan*, *Joint Evaluation*, and *Summative Evaluation*).
2. Provide the student trainee with a safe working environment for the duration of the training.
3. Designate a person ("Host Supervisor" named above) within the organization to be in charge of supervising the student trainee.
4. Release the student trainee, if required, to allow them to participate in activities outside the workplace (e.g. job interviews, seminars) planned by the college.
5. Allow the Placement Coordinator to contact the Host Supervisor to evaluate the progress of the student in their work experience.
6. Immediately notify the Placement Coordinator of any absence of longer than two days on the part of the student trainee and of any issues that may arise concerning the training session.
7. Provide the Placement Coordinator with a written *Summative Evaluation*, using the form provided, as well as collaborate and complete the *Joint Evaluation* for the student trainee within the prescribed time.
8. Allow the student trainee to present and/or discuss his/her work experience with his/her instructors.
9. The host organization agrees to remunerate the student trainee for any Co-op placement and agrees that any practicum, clinical or preceptorship placements are Not to remunerated.
10. The host organization certifies that the presence of the student trainee will not lead to the dismissal of a paid employee, and that the student trainee will not replace a worker who is absent owing to a work stoppage or a labour dispute.
11. The host organization shall maintain a current insurance policy covering losses and/or damages that may be caused by the trainee, as well as any claims the student trainee may make against the host organization.
12. The host organization hereby waives its right to initiate a legal action, claim, or application of any nature whatsoever in respect of any injuries and/or damages arising out of the performance of this agreement.



13. The host organization agrees that the Placement Coordinator may terminate the work experience at any time.
14. The Host Supervisor may terminate this agreement at any time by sending written notification to this effect to the Placement Coordinator.

STUDENT TRAINEE

The student trainee undertakes to:

1. Follow the guidelines and instructions that will, from time to time during the training session, be given to them by the Placement Coordinator regarding their work and progress.
2. Not copy the host organization's software, nor take possession of any property of the host organization's during the work experience.
3. Return all projects and materials used during the work experience (if applicable), to the host organization, if the host requests.
4. Work on projects and tasks defined during any interview with the host organization and as outlined in the *Work Experience Training Plan*.
5. Abide by the rules and policies of the host organization (working hours, confidentiality, business ethics and expediency, etc.)
6. Carry out planned tasks and other duties that may be asked of them.
7. Notify their Host Supervisor and Placement Coordinator of any problems or issues that arise during the work experience.
8. Notify their Host Supervisor if they must be absent for any part of the work experience.
9. Complete and submit all required documents (e.g. *Student Evaluation*) and any applicable assignments/projects that are part of the training plan and contained within the *Work Experience Guide*.

The student trainee also agrees that:

- The work experience may terminate at any time at the Placement Coordinator's discretion.
- All work experience Co-op placements are to be remunerated, work experience practicums, clinicals or preceptorships placements are Not to be remunerated.
- The procedures for participating in the work experience have been explained to them in detail and they are thoroughly understood.

The student trainee further undertakes to complete their work experience at one, and only one, host organization as this agreement stipulates. If the student trainee withdraws from the work experience before the scheduled term has been completed, they must notify the Placement Coordinator and Host Supervisor in writing. They must then contribute to finding another host organization and submit the proposed site for approval by the Placement Coordinator; in any case, a new agreement would need to be entered, terms agreed upon, and with full understanding that the student's program end date and successful completion may be impacted: this understanding would be expected after discussion with the college's campus director and/or placement coordinator.

The student trainee understands that the passing mark is based on the results of the evaluation tools in the *Work Experience Guide*, completion of any assignments provided by the college (if applicable), and minimum attendance requirements outlined in the guide.

The student trainee hereby waives his/her right to initiate a legal action, claim, or application of any nature whatsoever against the Placement Coordinator (college) in respect of any injury and/or damages arising out of the performance of this agreement.



Work Experience Duty List

TYPE OF ORGANIZATION	TYPICAL DUTIES REQUIRED
	<ul style="list-style-type: none">• Reception Duties:<ul style="list-style-type: none">○ Greet patients and visitors, ensuring a welcoming environment.○ Manage the front desk, including handling inquiries and scheduling appointments.• Patient Check-In/Check-Out:<ul style="list-style-type: none">○ Assist in the patient registration process, including verifying information and updating records.○ Facilitate the check-out process by scheduling follow-up appointments and providing necessary documentation.• Medical Records Management:<ul style="list-style-type: none">○ Organize and maintain patient files, ensuring confidentiality and compliance with regulations.○ Assist in the preparation and scanning of documents into electronic health records (EHR) systems.• Administrative Tasks:<ul style="list-style-type: none">○ Perform clerical duties such as filing, faxing, and photocopying documents.○ Assist in preparing correspondence and managing office mail.• Billing and Insurance:<ul style="list-style-type: none">○ Help prepare and process patient billing and insurance claims.○ Assist in verifying insurance coverage and resolving billing issues.• Appointment Scheduling:<ul style="list-style-type: none">○ Schedule patient appointments and manage the appointment calendar.○ Confirm appointments and follow up on cancellations and rescheduling.• Communication:<ul style="list-style-type: none">○ Answer phones, route calls, and take messages for medical staff.○ Communicate effectively with patients, providing information and instructions.• Data Entry:<ul style="list-style-type: none">○ Enter patient information into the practice management system.○ Update and maintain accurate patient records.

	<ul style="list-style-type: none"> • Clinical Support: <ul style="list-style-type: none"> ○ Prepare examination rooms by cleaning and setting up equipment. ○ Assist in preparing patients for examinations and procedures, if required. • Inventory and Supplies: <ul style="list-style-type: none"> ○ Monitor office and medical supplies, ensuring stock levels are maintained. ○ Assist in ordering and restocking supplies as needed. • Patient Forms and Documentation: <ul style="list-style-type: none"> ○ Help patients complete necessary forms and documentation. ○ Ensure that all forms are properly filled out and filed. • Compliance and Confidentiality: <ul style="list-style-type: none"> ○ Maintain patient confidentiality in compliance with HIPAA and other regulations. ○ Follow office protocols for data security and privacy. • Support for Office Events: <ul style="list-style-type: none"> ○ Assist in organizing office meetings, training sessions, and patient education events. ○ Prepare materials and handle logistics for office activities. • Technical Assistance: <ul style="list-style-type: none"> ○ Provide basic support for office equipment such as printers, copiers, and computers. ○ Assist with troubleshooting common technical issues. • Patient Follow-Up: <ul style="list-style-type: none"> ○ Make follow-up calls to patients regarding appointments, test results, and other inquiries. ○ Provide patients with instructions or additional information as needed. •
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Work Experience Agreement

ALL PARTIES ARE IN AGREEMENT EVIDENCE BY THEIR SIGNATURE BELOW.

Placement Coordinator

Date

Host Supervisor

Date

Student Trainee

Date

DISTRIBUTE COPIES OF THIS AGREEMENT TO ALL PARTIES