

Las Positas College
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Course Outline for BUSN 92

WORK FORCE DEVELOPMENT LAB

Effective: Fall

I. CATALOG DESCRIPTION:

BUSN 92 — WORK FORCE DEVELOPMENT LAB — 1.00 - 2.00 units

LapTechS (Las Positas Technical Support), an on-campus, on-the-job training lab simulating a workplace environment wherein students perform typical workplace functions in either business or technical applications. Technical applications include: hardware and operating system support, job shadowing tech support team, job skills preparation. Business applications include: data and information collection, storage and retrieval, document preparation, customer service, verbal and nonverbal communications, job skills preparation.

1.00 - 2.00 Units Lab

Grading Methods:

Letter or P/NP

Discipline:

	MIN	MAX
Lab Hours:	54.00	108.00
Total Hours:	54.00	108.00

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 3

III. PREREQUISITE AND/OR ADVISORY SKILLS:

IV. MEASURABLE OBJECTIVES:

Upon completion of this course, the student should be able to:

- Apply and interview for an on-campus position;
- Cope with change in establishing a work schedule, learning the tasks to be performed, and developing a working rapport with assigned college supervisor (s), who are selected college employees;
- Utilize human relation skills, technical skills, and knowledge foundation through work activities at on-campus work stations;
- Use prevalent learning style—visual, auditory, tactical—in order to facilitate memory storage and retrieval for work functions;
- Set realistic priorities for necessary activities and develop a time management schedule with college supervisor for completing assigned tasks;
- Apply classroom note taking strategies to workplace instruction taking and implementation;
- Manage situational, psychological, and biological stresses in dealing with the assigned workstation environment;
- Utilize critical thinking as it applies to the functions and activities in simulated workplace laboratory;
- Communicate verbally and nonverbally with supervisor, co-workers, and student clients.

V. CONTENT:

- Students are interviewed and assigned to different work stations according to the needs of the college and the skills of the student.
A student cannot receive pay for the experience gained through this course.
- Position application and interviewing.
- Acclimation to the job
 - Establishment an agreeable work schedule.
 - Learning tasks to be performed.
 - Development of a working repoire with the assigned supervisor.
 - Development of human interactive skills through visual, auditory, and tactical learning styles.
 - Setting of realistic priorities for necessary activities and review the time management schedule with assigned supervisor for completing assigned tasks.
 - Applications of classroom-taught strategies to workplace instruction taking and implementation.
 - Utilization of critical thinking as it applies to the functions and activities in simulated workplace laboratory.
 - Enhancement of verbal and nonverbal communications with supervisor, co-workers, and student clients.
 - Interconnection of classroom technical training with specifically assigned workplace functions
 - Data and information collection, storage and retrieval
 - Document preparation and duplication
 - Categorization and organization of materials and media
 - Recordkeeping and accounting
 - Technical support on computers
 - Communications: face-to-face and electronically

VI. METHODS OF INSTRUCTION:

- Performance of assigned and trained tasks

VII. TYPICAL ASSIGNMENTS:

A. Organizing documents B. Assisting with technical support information C. Inventory monitoring D. Communicating with supervisor and others

VIII. EVALUATION:

A. **Methods**

1. Other:

B. **Frequency**

IX. TYPICAL TEXTS:

X. OTHER MATERIALS REQUIRED OF STUDENTS: