



SCHOOL OF
TOURISM MANAGEMENT
CAPILANO UNIVERSITY

Co-operative Education Employer Handbook

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Association for
Co-operative Education
and Work-Integrated
Learning
BC/Yukon



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Capilano University
School of Tourism Management
Co-operative Education Program

Employer Handbook



Part I: Introduction to Co-operative Education

Welcome to the School of Tourism Management at Capilano University. This handbook is intended to provide co-op employers with detailed information about the Tourism Co-op.

What is Co-operative Education?

Co-operative education (co-op) is an integrated approach to higher education that enables motivated students to combine post-secondary studies with practical experience in their chosen field.

Students alternate periods of *full-time* study with periods of *full-time*, paid, productive employment in business, industry, government and the professions.

This approach to education relies upon a three-way partnership: the student, the institution and the employer. Success depends upon the combined efforts of each party.

Co-op is not new; co-operative education programs were first introduced to North America over 90 years ago. A select group of post-secondary institutions in BC offer programs based on the co-op model. These institutions work together to maintain program standards and to assess and meet employer needs.

Why Support Co-operative Education?

Students graduating from post-secondary programs are facing significant social, technological and economic change. Through co-op, employers and educators share the responsibility to prepare students for these rapidly changing conditions. Employers become co-educators, helping today's students become productive members of society.

Through co-op, employers have early access to highly motivated temporary employees for special projects, peak periods, or staff leaves. Our students are diverse, enthusiastic and hard working.

While the goal is to develop high caliber, well-trained graduates ready to assume productive careers in a dynamic and demanding work market, all parties benefit.

How Employers Benefit from Co-operative Education

There are many benefits to hiring a CapU tourism co-op student. National studies show that participation in co-op programs is a cost-effective way for employers to screen, evaluate, train, recruit, and hire career employees.

Reduced Recruitment and Hiring Costs

- There is minimal paperwork involved, posting a job is easy and there are no associated costs.
- The Co-op Office is easy to work with and happy to assist in arranging interviews.
- Employers select from a group of applicants who have already met program entrance requirements and have completed some post-secondary training and preparation for the workplace.
- Employers enjoy access to highly motivated and capable students eager to take on daily tasks, contribute to projects and bring fresh new ideas and energy to your team.
- Employers have a cost-effective means of evaluating future employees – an extended interview.

Effective Human Resource Management

- Tourism co-op students are available for full-time work during your busy summer months.
- Employers can meet short-term needs due to vacation schedules, transfers, promotions, training commitments, peak work loads or special projects by hiring co-op students.
- Employers have the ability to increase effective utilization of permanent employees and an opportunity for employee development in the area of (co-op student) supervision.
- Co-op students bring enthusiasm and a host of new ideas and approaches which can have a positive effect in the workplace.

Investing in Our Future

- Employers share in the training and development of our students to help them become productive members of society and potential leaders.
- Employers are considered co-educators as they provide learning opportunities beyond the classroom.
- Co-operative education provides the opportunity for employers to have direct input to the educational process; your suggestions on how to make curriculum more relevant or improve the pre-employment training are encouraged.



Employer Requirements & Responsibilities

Co-op employers do assume responsibilities as a co-educator. In order to increase the student's productivity and facilitate learning, consider the suggestions and clarifications below.

Employee Status

- Co-op students must be engaged in meaningful, productive, paid work.
- For the majority of placements, the co-op student becomes a regular seasonal employee and is treated as any other temporary employee regarding benefits and other legal entitlements (as recognized under the Employment Standards Act).
- Employers assume regular employer responsibilities for the period of the co-op work term and must adhere to all relevant labour laws.

Workplace Safety

- It is expected that co-op employers will foster a workplace safety culture and introduce students to the on-site safety representative at the start of the work term.
- Co-op employers must have a WorkSafeBC account in good standing.
- WorkSafe BC requires a mandatory safety orientation by the employer.

Learning Environment & Evaluation

- Provide the student with an orientation to the workplace, including an overview of the organization (e.g., mission statement, products, etc.), physical layout, relevant personnel, safety practices, and the duties or tasks expected during the work term.
- Assign a supervisor who will oversee the student's work and discuss expectations for the work term and, on a regular basis, give the student feedback on how he/she is doing, including areas of strength and areas which require improvement.
- Assist students to set realistic learning objectives and provide relevant learning opportunities.
- Acquaint the student with relevant resources and materials.
- Discuss all issues of confidentiality in the workplace and ensure that non-disclosure agreements are signed prior to the commencement of work.
- Participate in the interim and follow-up measures by the institution to assess the student's progress and performance (site-visit).
- Complete and share a final evaluation of the student's work term performance.
- Discuss with the student the content of the work term report and, as necessary, information considered confidential.



How Students Benefit from Co-operative Education

When graduating, students who engage in a formal co-op program report higher confidence about their future. Co-op programs increase student opportunities on many levels.

- Co-ops help provide a well-rounded education; classroom learning plus practical application.
- Students gain employment skills and realistic expectations of the work force before graduation.
- Students build self-esteem and confidence while better understanding career options.
- Financial remuneration helps to defray educational costs.
- Graduates have documented experience, a resume, job search skills and a network of contacts.

Co-op Student Requirements & Responsibilities

While on a co-op work term, students have responsibilities associated with their co-op course, their program area and the University as a whole.



Requirements

- Students complete a co-op pre-employment course prior to their work term. The course covers topics such as co-op program objectives and expectations, job seeking skills, transferring skills to the workplace, workplace conduct, learning goals, and job performance.
- Students complete a written report of their summer work term experience. The report is an assignment distributed by the co-op coordinator and is used to evaluate the success of the work term, as recognized on the student's transcript. Students should discuss their work term report with their employer and uphold confidentiality agreements.
- On work term completion, students must ensure that their employer evaluation is received by the Co-op Office. Ideally, students will discuss this evaluation with their supervisor/employer. The evaluation form includes an area to confirm paid work hours completed.
- Students attend a co-op debrief workshop in late-September. This workshop offers students the opportunity to share their work term experience and learning with classmates and faculty.

Expectations

- Adhere to all the conditions and rules that apply to employees in the company/organization including participation in training and orientation specific to job duties and workplace safety.
- Work safely and report hazards and injuries to their immediate supervisor and to the institution.
- Exercise ethical workplace conduct.
- Set goals for learning - work on enhancing their academic, professional and personal skills.
- Maintain employer confidentiality.
- Accept feedback and suggestions for improvement in a positive manner.
- Participate in work-site visits.
- Resolve any problems or issues that may arise in a prompt, professional manner.
- Advise the employer and the Co-op Office of any concerns or problems with their work assignment or environment as soon as an issue arises.

How Institutions Benefit from Co-operative Education

Significant resources are allocated to the Tourism Co-operative Education Program. Faculty in the School of Tourism Management acknowledge the tremendous benefits of offering students real-world training, and acknowledge responsibilities to making the program successful.

Co-op Institution Benefits

- Increased enrollment as co-op programs attract top quality, superior, well-motivated students.
- Co-op students who enrich the general educational community of the campus upon returning from work terms.
- Well-qualified graduates who are prepared to assume a productive role in society.
- Enhanced visibility and reputation through interactions with the community.
- Feedback from employers on the quality and relevance of program curriculum.
- Information on current research and development in employer sectors, with opportunities for collaborative projects.



Co-op Institute Requirements & Responsibilities

Institution Requirements

- Maintain the integrity of the Co-operative Education Program.
- Develop and maintain relevant curricula reflecting employer needs.
- Provide relevant guidance for students in their chosen career field.
- Provide adequate resources to the Co-op Program.
- Develop Co-op Programs which meet the needs of employers.

Co-op Office Responsibilities

- Manage co-op opportunities relevant to the program area.
- Ensure fair and equitable treatment of students and employers through the placement process.
- Assist employers through all aspects of the co-op process.
- Encourage students to consider a range of employing organizations during their co-op.
- Prepare co-op students with appropriate skills and attitudes for their work terms.
- Work with employers and students in monitoring and evaluating the students' work terms.
- Monitor placements ensuring that both the employer's and the student's needs are being met.
- Assess and evaluate the work term and the student's work term report.
- Conduct a post-employment debrief interview/activity with students.

Part 2: Hiring a Co-op Student

Your Capilano University co-op coordinator is a trained professional teaching in the tourism program. Support is ongoing - it is easy to hire a co-op student.

- Tourism Management co-op students are available for full time work from May to early September. Depending on course load, some students may be available in April.
- Students must complete 500-paid work hours before returning to classes (approx. 35/hrs week).
- For best results, send job postings late-January to mid-March.

Prepare a Job Posting that Stands Out

A well designed job description attracts attention. Include the following on your posting:

- Detailed information about the position and a catchy job title to increase student interest.
- An application deadline and to whom the materials (cover letter/resume) should be addressed.
- General information on when and how (telephone/Skype/in-person) interviews will take place.

Visit the Tourism Co-op/Practicum Portal

Upload your job posting for circulation to our group of co-op students through the CapU Tourism Co-op/Practicum Portal.

- Access the portal at: experience.capilanou.ca
- Create an employer profile and navigate to the Tourism Co-op/Practicum site
- Select the Tourism Co-op Program
- Upload your job posting and choose how you would like to receive student applications (individually, or bundled).
- Applications are sent directly through the employer's portal for screening and interview selection.



Student Applications & Interviews

Students interested and qualified will apply as per your posting instructions

- Contact students you wish to interview, and interview as you would for a regular seasonal hire.
- On-campus interviews can be arranged on request.
- Skype/telephone interviews are popular for employers outside of the lower mainland.

Hire a Co-op Student

If you hire a co-op student, you will complete a short co-op contract (Student-Employer Work Term Agreement) which sets out the terms of the co-op.

- A copy of your job posting and the co-op contract is kept in the student file.
- A letter of confirmation will be sent to your attention.
- During the work term, the co-op coordinator will contact you to discuss student performance, and arrange a site visit.
- At the end of the work term, you are asked to submit an (online) student evaluation and confirm hours worked. Paperwork is kept at a minimum.

Part 3: During the Work Term

Before your co-op student's first day of work, it helps to finalize what the student will do, and how he or she will fit into your company/organization. You can expect to meet a motivated student, eager to contribute in a meaningful way.

Following is a set of guidelines for consideration.

The First Week

Employers find that spending time clarifying the student's role, providing a thorough orientation, and welcoming the student to your team is rewarding in both the student's performance and loyalty.

- Prepare the student's co-workers and other staff for the arrival of the student.
- Provide an orientation to the workplace, including an overview of the organization (e.g., mission statement, products, etc.), physical layout, relevant personnel, safety practices, and the duties or tasks expected during the work term.
- Explain reporting responsibilities (your chain of command).
- Introduce the student to your on-site safety representative.
- Explain all office policies, including general work hours, breaks, dress code and rules about personal electronics.
- Discuss confidentiality in the workplace and ensure that any non-disclosure agreements are signed.
- Provide a supervisor for the co-op student who will oversee the student's work, discuss expectations for the work term and, on a regular basis, give the student feedback on how he/she is doing, including areas of strength and areas which require improvement.
- Acquaint the student with resources and materials relevant to their job.
- Consider assigning a mentor (or buddy) who can serve as a sounding board for the student and offer support and guidance throughout the work term.
- If the student is new to the area, consider offering information and advice on housing, public transportation and local events.

The First Month

As the work environment becomes more comfortable, consider meeting informally with your students to offer support and encouragement.

- If possible, invite the student to attend department staff meetings and other activities.
- Encourage your student to bring questions, problems, or concerns that he or she may encounter, within reason.
- Set aside a meeting time to review your student's work term learning objectives - support them in clarifying and meeting their identified goals.



Throughout the Work Term

As the summer gets busy, we recommend scheduling regular check-ins with your student.

- Set short meetings to review performance and progress on your student's work term learning goals, set early in the season. Provide updates, revisions, opportunities and suggestions as appropriate.
- Participate in the interim site-visit by the institution to assess the student's progress and performance.



End of the Work Term

Students appreciate meeting near the end of their employment to discuss their performance. While this is a busy time, employer insight is highly valued.

- Invite the student to review/reflect on the entire work term. Discuss their end of term report, offer support as needed and clarify any concerns regarding confidentiality.
- Consider sharing your thoughts on 'next-steps' for the student as they prepare to return to classes and ponder career path options.
- If the student has performed well and you would like to offer them future employment, make that invitation clear. Course loads vary and your student may be able to continue working part time after the co-op work term is completed.
- Finally, complete the (online) final evaluation of the student's performance – discuss your feedback with the student before signing and submitting the evaluation. Constructive feedback to the student on both their learning goals and job performance is highly valued.

Part 4: Workplace Matters

Salaries and Benefits

- Salaries are generally set by the employer within the salary structure of that company or organization.
- Benefits are the responsibility of the employer and must be provided under the terms of the Employment Standards Act.

Evaluation of the Work Term

- All students and their employers are contacted and (in most cases) visited at least once during the work term.
- At the end of each work term the supervisor is asked to complete an (online) evaluation of the students' performance.
- Students complete a similar (online) evaluation of their work term experience.
- Students will complete and submit a final work term report.

Confidentiality

- Confidentiality issues should be discussed and agreed to prior to the job offer and acceptance. Student employees must comply with their employer's policies regarding confidentially and recognize that the information they work with, including the results of any research undertaken, belong to the employer.

Problems in the Workplace

- Should any unusual circumstances arise during the work term, e.g. behaviour problems or medical emergencies, employers should contact the co-op coordinator who will help to facilitate a resolution.
- Should employers consider dismissing a co-op student, they are urged to consult with the co-op coordinator as early as possible to discuss their concerns.

Safety in the Workplace

- In spring 2020 students will complete the Foundations of Workplace Safety online program (go2HR) prior to securing their co-op.
- Students are expected to work safely and report any injuries or hazards to both the employer and the institution.
- Employers are expected to introduce students to their on-site safety representative.

Lay-offs and Strikes

- If employers foresee a lay-off or strike that will directly affect the co-op student, they should notify the Co-op Office as soon as possible.

Part 5: Contact Information

Thank you for supporting Capilano University tourism co-op students. If you have any questions or concerns, please contact:

**Tourism Management
Co-op Program**

Faculty of Global & Community
Studies: School of Tourism Mgmt.
Capilano University – CE318
2055 Purcell Way
North Vancouver, BC V7J 3H5

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Faculty**
(604) 990-7828
cdodds@capilanou.ca

**Joanna Jagger
Program Convenor,
Faculty**
(604) 986-1911 (x 2512)
swells@capilanou.ca

Appendix A: Co-operative Education Policies and Procedures

The Co-op Office has included the following Recruiting Ethical Guidelines set out by Co-operative Education and Work-Integrated Learning Canada (CEWIL Canada)

STUDENT'S ETHICS

It is the student's responsibility to:

1. abide by the Co-op policies and procedures of their institution
2. ensure that employers are provided with accurate and appropriate requested information regarding their qualifications and interests
3. apply only for the jobs in which they have a genuine interest in
4. notify the Co-op Office, well in advance, if interviews must be rescheduled or cancelled
5. be well prepared for interviews
6. not discuss/mislead employers about their ranking/job offer intentions
7. not provide information to employers on other students/employers
8. honour their acceptance of the placement as a contractual agreement with the employer
9. honour their employer's relocation policy (if applicable)
10. respect the policies of employers regarding confidentiality/proprietary information
11. attempts should be made to resolve violations of recruiting ethics at the local level

EMPLOYER'S ETHICS

It is the employer's responsibility to:

1. respect the institutions, schedules regarding job postings, interview arrangements, job offers etc.
2. provide institutions with up-to-date corporate literature and provide accurate job posting information including salary and relocation
3. provide reasonable notice of candidates to be interviewed and of interview cancellations
4. not discuss job offers/rankings with candidates before, during, or following an interview
5. not seek a candidate's assessment of another candidate
6. provide rankings/offers (where applicable) in accordance with institutions, published schedules
7. not submit/make multiple job rankings/offers unless prepared to accept multiple acceptances
8. honour all job/student matches (where applicable) and not renege accepted offers nor rescind offers of employment
9. confirm all job postings in writing
10. comply with all provincial and federal Freedom of Information, Human Rights, and Employment legislation
11. attempts should be made to resolve violations of recruiting ethics at the local level

INSTITUTION'S ETHICS

It is the institution's responsibility to:

1. inform students, employers, and other interested parties of their Policies and Procedures
2. provide equal services to all students and employers
3. accommodate employers reasonable requests for job posting, interview space and presentation facilities
4. provide students with accurate and approved information (including promotional materials and salary/benefits), on all recruiting employers
5. follow ethical and legal guidelines in providing student information to employers
6. notify the employer of any hiring limitations prior to them conducting interviews
7. comply with all provincial and federal Freedom of Information, Human Rights, and Employment legislation
8. attempts should be made to resolve violations of recruiting ethics at the local levels

Appendix B: Work Term Provisions

The following provisions list the rights and responsibilities of the respective parties should a Co-op work term placement be terminated early:

Early Termination due to Student's improper conduct:

1. A Student's improper conduct may include but not be limited to behaviour such as intoxication, tardiness, insubordination, harassment of other employees, professional misconduct, theft, unlawful conduct, chronic behavioural problems, misuse or abuse of employer's property.
2. The Employer has the right to terminate the Student due to her/his improper conduct.
3. The Program has the authority to terminate the Student from the program due to her/his improper conduct.
4. The Program is no longer obligated to find the Student a replacement Co-op work term.
5. If the Student has been terminated from their Co-op work term placement but has not been terminated from the Program and wishes to continue their work term requirement, the Student is obligated to locate another suitable placement and have it approved by the Program.

Early Termination due to Employer's improper conduct:

1. An Employer's improper conduct leading to termination of a Student's work term placement may include but not be limited to reasons such as layoffs due to downsizing, wrongful dismissal, constructive dismissal, corporate reorganization and any kind of misconduct on the Employer's part in violation of the *Freedom of Information and Protection of Privacy Act* ("FOIPPA"), *Employment Standards Act*, ("ESA"), *Human Rights Act* ("HRA"), and *Workers' Compensation Act* ("WCA"), or any other Acts not mentioned herein.
2. The Student may receive credit for a portion of the work term placement completed at the discretion of the Co-op Coordinator provided that the majority of the work term has already been completed.
3. The Student must notify the Co-op Coordinator immediately of any irregularities in the Co-op work term or if they have been terminated from the Co-op work term.
4. If the Student intends to file or lodge a complaint with the proper authorities, including complaints of a nature falling within the provisions of the Criminal Code, FOIPPA, ESA, HRA, and WCA, it is the Student's sole responsibility to file and lodge such complaints and to independently seek legal counsel to safeguard their legal rights and remedies. Capilano University shall not be responsible for providing any assistance in any manner whatsoever in this regard.
5. Capilano University is neither responsible nor liable for taking any legal action on behalf of the student.
6. If the student does take legal action, the student must report regularly regarding any legal action taken that involves their Co-op work term to the Co-op Coordinator.
7. Wherever possible and appropriate, the Co-op Office will assist in obtaining another work term placement in order for the Student to complete her/his Co-op work term.

Capilano University

Work Integrated Learning

There are a number of areas within the School of Tourism Management and the School of Outdoor Recreation Management at Capilano University which include student work experience programs.

If you would like to support a tourism or outdoor recreation student, but are not able to work within the parameters of the Tourism Management Co-op Program, consider the following programs.

Outdoor Recreation Management Diploma

Summer Practicum

Contact: Catherine Boniface

cbonifac@capilanou.ca

Tourism Management Diploma for International Students

Summer Practicum

Contact: Tania Loken

taniaoken@capilanou.ca

Post Baccalaureate Diploma in Global Hospitality & Tourism

Summer Practicum

Contact: Mohna Baichoo

mohnabaichoo@capilanou.ca

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Funding is available to qualifying co-op employers.

Find out more through the
Association for Co-operative Education and Work-Integrated Learning BC/Yukon
website

<https://co-op.bc.ca/employers/funding-resources/>