

VGC WORK EXPERIENCE CO-OP PLACEMENT POLICY: DIPLOMA IN MANAGING CUSTOMER RELATIONSHIPS WITH CO-OP

INTRODUCTION

VGC International College (hereafter VGC) and its Co-Op Placement Partner (a professional and experienced company that specializes in work experience placements) have developed and built relationships with potential employers in major industries in British Columbia. VGC's Managing Customer Relationships Diploma with Co-Op program is designated as co-operative ("Co-Op") and is in accordance with PTIB Regulations and Canadian Immigration guidelines. The total number of hours for the Co-Op portion of the program is 540 hours.

POLICY, PROCEDURE AND EVALUATION

1. The Co-Op placement is a required part of the Diploma with Co-Op Program in which students obtain practical skills relevant to the learning objectives of the program.
2. The requirements for participation in the Co-Op placement are as follows:
 - a. Students must achieve 70% in all required courses, including Job Search, prior to receiving an official job confirmation.
 - b. Students must have a minimum attendance of 80% in all courses, including Job Search.
 - c. Students must have a Co-Op Work Permit and Study Permit for the dates of the program.
Note: students can add Co-Op to their program a maximum 2 months into the study portion of the program. This will also depend on IRCC processing times and the ability for the student to start the Co-Op on time
3. The Co-Op portion of the program must not exceed 50% of the total study hours of the program. The Co-Op must be related to the study portion of the program, be located in the Lower Mainland, cannot be a remote position and must receive written authorization from VGC in order to begin the Co-Op placement.
4. The process by which VGC prepares the Co-Op placement for students is as follows:
 - a. *Introduction:* On the first day of the program, the Co-Op Placement Partner introduces themselves and briefly explains who they are and when they will speak to the students again.
 - b. *Orientation:* After the student has completed a minimum of 2 courses successfully, the Co-Op Placement Partner will hold a mandatory meeting at VGC. The orientation includes a detailed explanation of the Co-Op placement process. Students will be able to schedule an individual consultation with the Co-Op Placement Partner.
 - i. *Withdrawal:* If students wish to withdraw from the Co-Op portion of the program after the orientation, they will be eligible for a full refund of the Co-Op Fee. Students must notify the Co-Op Coordinator in writing.
 - ii. *Dismissal:* The same applies if students are dismissed from the Diploma with Co-Op Program.
 - c. *Co-Op Consultation & Interview Preparation:*
 - i. During the consultation, the Co-Op Placement Partner will discuss and help the students in the following ways: interview coaching and preparation, resume feedback and revisions, Co-Op opportunities and communication, collection of Co-Op practicum descriptions, and interview arrangements.
 - ii. Students will sign the VGC Co-Op Placement Registration Form which includes Co-Op Placement Terms and Conditions.
 - iii. Once students are ready for the Co-Op placement, VGC, through its Co-Op Placement Partner will contact a host organization to discuss a possible
 - iv. placement, and training plan, and to arrange an interview.
 1. *Withdrawal:* If students have their first consultation with the Co-Op Placement Partner and choose to withdraw from the Co-Op portion of the program, they must withdraw immediately and in writing to the Co-Op Coordinator. Students will be refunded 80% of their Co-Op fee.

2. *Dismissal*: The same applies if students are dismissed from the Diploma Program.

5. **Self-Placement Process and Policy**: If a student wishes to find their own placement, they must inform the Co-Op Placement Partner. The student must find an acceptable self-placement for their entire Co-Op period and must have it approved by VGC at least 4 weeks prior to the expected start date of their Co-Op.
 - a. *If a student finds an appropriate Co-Op placement and it is approved by VGC*: The student and the host organization will be provided with the Co-Op Agreement & Training Plan. See point seven (7) for more information.
 - b. *If no placement is secured*: The Co-Op Placement Partner will assist the student in finding a placement to ensure that they can start their Co-Op on time.
 - c. *Withdrawal and Dismissal*: VGC follows the same policies stated in point four (4).
 - d. *If a student has their self-placement approved, but during the placement, VGC finds out that their job no longer meets the objectives of the program*: The student will be asked to find another job or will be dismissed from the Co-Op portion of the program with no refund.

6. **Interviews Organized by the Co-Op Placement Partner**: The Co-Op Placement Partner will provide an interview for all Co-Op students that did not secure a Co-Op position through self-placement at least 4 weeks prior to their Co-Op start date.
 - a. If a student is successful at the interview: The Co-Op Placement Partner advises the Co-Op Coordinator at VGC of the placement dates and prepares the Co-Op Agreement & Training Plan. See point seven (7) for more information.
 - b. A student starts interviewing and accepts a job offer from a host organization and withdraws in writing from the Co-Op program: The Co-Op placement will be cancelled.
 - i. The student will not be eligible for a refund of the Co-Op Fee.
 - ii. The student will receive a Diploma Certificate for the study portion of their program.
 - c. A student fails a course during the interview process or once they have accepted a job offer: The Co-Op placement will be cancelled.
 - i. The student will not be eligible for a refund of the Co-Op fee.
 - ii. The student will not receive a Diploma Certificate for the study portion of their program. The student may be eligible to receive a certificate(s) for the course(s) the student already completed.
 - d. If a student
 - does not show up to a scheduled interview, cancels, or fails the interview due to negligence OR
 - a student is hired after an interview but rejects the Co-Op placement/Job Offer arranged by the Co-Op Placement Partner OR
 - a student starts the Co-Op Placement and is terminated by the host organization due to just cause:
No additional interviews will be arranged by the Co-Op Placement Partner.
 - i. The student will not be eligible for a refund of the Co-Op Fee.
 - ii. The student will be invited to a meeting with VGC Co-Op Coordinator and may be given an option to do self-placement within a specified period of time.
 - iii. If the student decides not to do self-placement or if the student is not successful in finding an appropriate position, the student will be withdrawn from the Co-Op Program.
 - iv. The student will receive a Diploma Certificate for the study portion of their program.

7. **Co-Op Agreement and Training Plan**: The Co-Op Placement Partner will prepare the agreement once the student has accepted a job offer that fulfills the program requirements. The agreement will detail the responsibilities the host and the student will undertake during the Co-Op placement. The agreement will take effect once it is signed by the host organization, the student and the Co-Op Coordinator. Copies of the documents are placed in the student's file and the student is given the original documents to deliver to the host organization.

8. **Following up during the Co-Op placement**: Once the student has started the Co-Op, VGC, through the Co-Op Placement Partner, plans a contact schedule with the student and the host. It will include monthly reports that a student must fill out via an online reporting system and via phone calls to the placement host every other month throughout the Co-Op

(results to be documented). The student will be provided with at least one written evaluation in relation to the Co-Op placement. VGC will monitor the student during the work experience by reviewing:

- a. On the last business day of each month whether or not the student is attending the Co-Op, the number of hours they have worked, and any issues related to the placement. This monitoring is done via an online report.
 - b. On the last business day of each month, whether or not the student is meeting the learning objectives of the program via an online report.
 - c. Mid-way through the Co-Op placement, VGC will check in with the host to check the student's progress. At this point VGC, through the Co-Op Placement Partner, will verify the number of hours per week the student is working and confirm that the student is meeting the learning objectives of the program. This monitoring is done via phone call(s) or in person visit(s) if necessary.
9. **End of Assessment:** At the end of the Co-Op placement, VGC, through its Co-Op Placement Partner, contacts the placement host and the student to conduct an assessment of the student's performance throughout the Co-Op placement. The assessment is designed to evaluate the student's performance at the placement site, and the skills learned after the completion of the study portion of the program. The completed assessment and a Co-Op Placement Joint Evaluation Form are signed by the Co-Op Coordinator and the Co-Op placement host. A copy of the assessment is given to the Co-Op placement host and the student. The original assessment is saved in the student's file.
10. **Attendance Expectation:** The attendance expectation during the Co-Op placement is from 80% to 100%. If the student is unable to attend work due to personal reasons, they must notify their placement host and follow the guidelines provided by them.
11. **Communication:** Your Work Permit and Study Permit are reliant on being a VGC student and we expect you to answer all communication by email within 24 hours to either VGC or the Co-Op Work Placement Partner. Failure to communicate can have serious repercussions on your program and may lead to dismissal from the program.
12. **Minimum Passing Mark:** The student needs to collect a minimum of 80% of the total duration of 540 hours in order to complete Co-Op.
13. **Insurance:** All students must have the necessary insurance coverage while completing the Co-Op placement.
14. **Work Accidents:** As per Work Safe BC guidelines, all work-related accidents or accidents at the place of employment have to be reported to Work Safe BC within 72 hours of occurrence and proper documents need to be completed by the student.
 - a. *Documentation:* Co-Op students should inform the Co-Op Coordinator or the Co-Op Placement Partner immediately of any accident at the work place however minor it may seem. A copy of Work Safe BC documents should be filed with the Co-Op placement paperwork.
15. **Vacations and Leaves of Absence:** Students are expected to start their Co-Op within one week after completion of their study portion of the program. Vacations are not permitted during the entirety of the Co-Op placement, unless in the event of a personal or family emergency. In the event of an emergency, the student must provide the Co-Op Placement Partner with well-documented evidence that would allow VGC to evaluate the situation.