



SCHOOL OF  
TOURISM MANAGEMENT  
CAPILANO UNIVERSITY

# Co-operative Education Student Handbook

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Association for  
Co-operative Education  
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Learning  
BC/Yukon



## **Memberships:**

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

**Co-operative Education and Work-Integrated Learning Canada**

**This program is CEWIL accredited**

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## *Part 1: Co-operative Education Program Overview*



### ***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. Co-op is one of 9 types of work-integrated learning (WIL).

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.

### ***Benefits of Co-operative Education***

#### ***Benefits to the students...***

The co-op experience provides students with a superior, well-rounded education, enriched by the practical application of their skills. Students gain valuable *hands-on* experience and are able to realistically evaluate their interests and aptitudes. Confidence and competence are developed, and career goals are assessed. Professional contacts are made which will be useful in the future.

#### ***Benefits to the employer...***

Employers can use a co-op program to assist in building a work force that meets the short-term needs of their organization, (e.g. summer employment at peak season). Students can undertake special projects and provide relief for permanent staff. In the longer term, employers have a cost-effective means of evaluating potential future employees.

Because of their role as co-educators, employers have an opportunity to give direct, immediate feedback to the educational institute about the program and students.

#### ***Benefits to the institutions...***

Institutions receive important feedback on the quality and relevance of their programs and on the quality of student workplace performance. Co-op programs help institutions build contacts with the community.

## ***Co-operative Education Goals***

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.

Following are our co-op program goals.

1. To provide learning opportunities which emphasize the acquisition, accumulation, transfer and evaluation of knowledge necessary in a changing and expanding business environment.
2. To provide opportunities to develop problem solving abilities.
3. To provide academic experiences which encourage individual and group character development and the effective expression of ideas.
4. To provide an emphasis in individual courses on the ability of how to think (process) rather than what to think (content).
5. To provide life skills in coping with the stress of a changing world.
6. To foster instructional service support by making each student aware of the resources available at the University.
7. To provide a strong work ethic by encouraging excellence in assignments and in all presentation work.
8. To provide personal growth and professional development by creating a learning community in which another teacher (your employer/co-educator), in liaison with the course teacher, reviews and assists the learning process.
9. To provide high-level learning in the cognitive domain (i.e. judging, categorizing, applying).
10. To provide ample opportunity for the student to learn from others within and outside of the University.
11. To provide a network of business contacts through an extensive database.





## ***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 (online) employer evaluation is received by the Co-op Office. Ideally, students will discuss this evaluation with their employer. The evaluation form includes an area to confirm completed paid work hours.
- Students may complete a similar (online) form to evaluate their work term experience.
- Students engage in a co-op debrief activity. This debrief offers students the opportunity to reflect upon and share their work term experience and learning.

### ***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 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.
- Prepare co-op students with appropriate skills and attitudes for their work terms.
- Encourage students to consider a range of employing organizations during their co-op.
- Collaborate 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: Preparing for your Job Search*

### ***Preparation for Success***

Students are required to complete Tourism Career Management (TOUR133) offered one semester prior to the Tourism Co-op Work Term (TOUR140). The Tourism Career Management course helps students build skills required for success in both the job search and workplace.

Topics include the development of effective job search skills, interviewing skills, goal setting, career planning, personal branding, and professional workplace behaviours. Tourism Career Management is a mandatory pre-requisite to the co-op work term and is an important skill-building part of your participation in co-op.

International students will be provided a contact within the Centre for International Education to assist with applying for their co-op work permit. All international students must submit a copy of their valid co-op work permit to the Co-op Office in advance of their start date. A co-op work permit is different from other work permits. International students may not begin co-op work hours until this permit is submitted to the Co-op Office.



### ***Your Pro-Active Search***

Participation in co-op does not guarantee a position. **This is not a job-placement service.** However, the Co-op Office is committed to the success of every student and will assist every student who is actively participating in the program.

The most successful students apply for positions early in the semester, have a positive attitude, and display enthusiasm and initiative along with patience and perseverance.

To be successful in obtaining a co-op position that meets your learning and career goals, you will work closely with your co-op coordinator who is responsible for developing co-op employment opportunities and assisting students in developing their work search plan.

Students are responsible for actively participating in the work search process by:

- reviewing and considering all postings;
- submitting application materials on time;
- attending scheduled meetings, interviews and appointments; and
- keeping the Co-op Office informed of any changes in interests, eligibility status or studies that may affect their work search.

Students are encouraged to seek out their own co-op opportunities if they have particular learning goals, or interests/needs not met by the co-op postings. Self-secured co-op position must be approved by the Co-op Office.

To receive credit for a co-op work term, students are required to complete all of the criteria stated on the Tourism Co-op course outline (TOUR 140).



## *Part 3: Finding your Co-op Job*

### *Co-op Job Postings*

As job postings are received and approved by the Co-op Office, they are uploaded to the co-op portal/Orbis. Please click [here](#) to see the instruction on how to log-in to Orbis and apply to a posting.

It is your responsibility to check for co-op postings frequently during the posting period (January to May). Each posting will include an application deadline and details on how to apply.

Read each posting carefully. Consider all aspects of the opportunity. Ask yourself the following:



- Is it a good first step on your career path?
- Will the position give you opportunities to develop and practice essential skills?
- Will the position give you opportunities to develop a network in your field?
- Do you meet the required qualifications and skills to do the job?

Wages are established by the employer, sometimes in consultation with Co-op Office. Wages for each position are normally on the job posting.

When you find a posting of interest:

- Update your cover letter and resume.
- Follow application instructions.
- Some employers prefer that students send application materials directly to them, or through their company website.
- When sending a cover letter and resume, it is recommended that you combine the two documents into one .pdf file and name it appropriately before sending.
- If you apply to positions outside of the co-op portal/Orbis, inform your co-op coordinator.

### *Interviews*

After employers review applications, they will directly contact students they wish to interview. At times, employers will organize interviews through the Co-op Office, but most will communicate directly with the student.

Be sure to check the co-op portal/Orbis, your emails and phone messages regularly.

- Have an appropriate voicemail message recorded in advance.
- Professional handling of initial communication makes a positive impression.

Organize your interview at mutually convenient times.

- **Do not schedule interviews when you have class time.** Skipping class will leave a negative impression as it shows a lack of responsibility and integrity on the part of the student.

## *Offers of Employment*

Employers are encouraged to contact students directly to offer employment.

- Respond to the employer within 24-hours unless an exception has been arranged.
- Inform the Co-op Office immediately when you receive/accept a job offer.
- After accepting a job offer, complete the Student-Employer Work Term Agreement to confirm the arrangement and clarify your start and end dates.
- Complete your Co-op Student Record (on the co-op portal/Orbis).

Occasionally, after an interview, a student may find an offer unacceptable; however it is important to consider the following points.

- You should review a job posting carefully and only apply to positions you are qualified for and serious about.
- Once you have applied for a job, it is assumed that you will normally accept the position if it is offered.
- If you are considering rejecting an offer of employment, you must discuss it with your co-op coordinator prior to advising the employer.

Just as employers do not make tentative offers hoping to find someone better, do not tentatively accept an offer while waiting to find out about another position.

- This causes employers to question the maturity of our Capilano University students and could result in an employer no longer participating in co-op.
- While such practices may occur in an open job market, the co-op recruiting process occurs in a more structured and limited availability context which is to the students' advantage.

If you receive more than one offer at the same time, or have recently interviewed with another employer, contact your co-op coordinator to discuss how best to handle the situation. Your co-op coordinator can help to gather more information, communicate with the employer(s) and support you in making your decision.

Once you have accepted a co-op job offer, your job search is complete. Cancel future interviews right away – this is respectful to employers.



## *Summary*

### *Before Applying*

- Clarify the skills you have already developed and can apply immediately in the workplace.
- Determine the skills and learning you *hope to gain* during your work experience.
- Determine the sector(s) in which you would like to work.
- Consider specific companies/organizations and positions within your sectors of interest you.

### *Applying for Jobs*

- Check the co-op portal/Orbis regularly to review job postings.
- Determine several postings of interest.
- Submit your application materials before the posting deadline.



### *Securing an Interview*

- Inform your co-op coordinator when you have scheduled an interview.
- Prepare and practice your answers for typical interview questions, research the company/organization and make sure you understand the job posting well.
- Attend your interview; dress in a professional manner and bring a spare resume, cover letter, list of references and note paper.
- After the interview, send references if requested and follow-up your interview with a short note of thanks.

### *Accepting a Job*

- Accept the position verbally and alert the Co-op Office.
- Complete and submit the Student-Employer Work Term Agreement (Appendix A - sample).
- Make sure the Co-op Office has verified your job description. Upload a copy.
- The Co-op Office will send a letter of confirmation to the employer.
- Your co-op employer confirmation letter, work term agreement, and job description make up your co-op file. Later your learning objectives will be added.
- **International students** must submit a copy of their valid work permit to the Co-op office in advance of their start date.

## *Part 4: On the Job*

Your co-op experience is an opportunity to show that you are a capable and motivated employee, eager to build a career in tourism and hospitality. Use these weeks to demonstrate your skills, knowledge, initiative, attitude, and your willingness to learn from co-workers and supervisors.

You are also an ambassador for Capilano University and for the students who follow you. The best advertising for CapU co-op is a happy employer who wants to hire a co-op student just like their last.

A faculty member will contact your workplace at least once during the work term through your site visit. A member of the Co-op Office is available to assist with any placement questions or challenges throughout your summer work term.

*Following are areas you may have questions about.*

### ***Pay and Benefits***

While on a co-op placement, the student becomes a regular (seasonal) employee of the firm. All benefits and insurance coverage etc. are the responsibility of the employer and must be provided under the terms of the Employment Standards Act (ESA). Salaries are generally set by the employer within the salary structure of that organization.

### ***Transportation & Accommodation***

Transportation to and from the workplace and arrangements for living accommodation are normally the student's responsibility.

### ***Safety in the Workplace***

Students will have completed 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.

- Students are responsible to attend their on-site work safety orientation. \*Be sure that you are aware of your workplace COVID safety policies and procedures.
- Students are expected to identify and communicate with their workplace safety representative.
- Students are expected to work safely and to report any injuries or hazards to the employer. If a report is filed to the employer, it is imperative that the student contact their site visit coordinator to report the incident.
- For workplace safety purposes, students should not participate in any activity that they have not been trained for.



## ***Work Term Objectives – Your Learning Plan***

Your co-op work term is a vital part of your education; it is your opportunity to exercise the practical applications of the knowledge and skills you have acquired in the classroom.

Additionally, your co-op work term is your opportunity to acquire further knowledge and skills to apply to your next level of study. Therefore, it is important to remain focused on gaining experience, practicing and developing your skills, and continuing to learn, rather than thinking of your work term only as a job you are doing during a break from school.

Setting a learning plan (objectives) for your work terms will help both you and your employer focus on what *you hope to achieve* as a result of your participation in co-op.

- What do you hope to accomplish during your work term?
- What skills do you want to apply and practice on the job?
- What new skills or knowledge do you hope to acquire?

Within the first two weeks of your work term you are expected to share your learning plan with your supervisor. Your plan must be discussed with your supervisor and then submitted to your co-op field instructor by the due date listed in your TOUR140 course outline.



## ***On-Site Visits***

Approximately half-way through your work term, your site visit instructor will meet with both you and your supervisor (in person, via phone or video). The goal of the visit is to gain insight on your performance to date, to review your co-op learning goals, and to offer support and encouragement. This is an opportunity for you and your supervisor to examine areas of excellence, and any areas needing improvement.

In some cases, e.g. international or distant placements, it is not possible to have a face-to-face visit with your site visit instructor. In such situations discussions will be conducted by telephone or online through a video conference.

## ***Failure to Report***

After accepting a co-op job, any student failing to report to the employer to commence work will be excluded from the work term and will need to withdraw from TOUR 140. It is the student's responsibility to withdraw before penalties apply.

## ***Misconduct***

Student misconduct on a work term is reviewed by the co-op coordinator. Misconduct may result in disciplinary action and/or termination of employment, and a No/Credit grade for the co-op work term (TOUR 140).

### ***Time Off – due to significant illness***

Should you become ill and have to miss significant time at work, you must notify your co-op coordinator immediately. It is recommended that you discuss the process for reporting illness in advance with your employer. Absences of more than three days from your work term position must be reported to your co-op field instructor, as an extended absence could jeopardize successful completion of the work term.

### ***Time Off – for vacation***

A student requesting vacation time must have the approval of the employer in advance, typically while interviewing/acceptance of the position.

### ***Strikes***

Whether you should cross a picket line or observe a picket line is a decision you must make. The responsibility of the co-op office in this situation is to inform you of the potential results of either decision. Your employer may also offer guidance.

### ***Leaving a Job***

It is expected that you will continue working in your co-op position until the date specified by the employer when the job offer was made (and noted on the Student-Employer Work Term Agreement). If it is necessary for you to leave before the end of your work term, you must consult the Co-op Office beforehand. Breaking your co-op work term contract means that you did not complete your obligations and you may not receive credit for TOUR 140.

### ***Termination***

If your work term is terminated by your co-op employer, you must notify the Co-op Office immediately. The situation will be reviewed with you and your employer. Termination typically results in an ‘Incomplete’ grade, which is a temporary grade assignment for the work term. Unless termination was for reasons of misconduct, students may consult with the Co-op Office to make arrangements to complete the work term requirements.



## *Part 5: Tips for Success in the Workplace*

It is normal to be nervous when starting a new job. Spend some time thinking about how you can quickly become a valued part of your team.

### *The First Week*

The first week is usually a busy one. Remember to ask questions and take notes.

- Prepare to introduce yourself to co-workers and other staff. Think about what you will say about yourself in advance. Create a short 'intro' that is positive and demonstrates your excitement in starting a new job.
- Attend all orientation sessions, office tours and work safety training. Be sure to meet your on-site safety representative.
- Ask about your reporting responsibilities (your chain of command).
- Gain clarity on all office policies, including general work hours, breaks, dress code and rules about personal electronics.
- Find out about confidentiality in the workplace, especially if you are unsure about what information is public, and what is not.
- Confirm your assigned supervisor for the duration of your co-op work term. Discuss expectations for the work term and ask for regular feedback on how you are doing.
- See if your workplace has a mentorship (or buddy) program in place. Having someone to act as a sounding board is a great way to gain extra support and guidance.
- If you are new to the area, ask for advice on housing, public transportation and local events.

### *The First Month*

As the work environment becomes more comfortable, consider meeting informally with others.

- Ask if you may attend department staff meetings and other activities.
- Bring questions, problems or concerns to your supervisor – don't let them build up.
- Set aside a meeting time to review your work term learning objectives with your supervisor. Ask for his/her support in editing, clarifying and meeting your identified goals.



### *Throughout the Work Term*

As the summer gets busy, keep scheduled check-ins with your supervisor.

- Set short meetings to review performance and progress on your work term learning goals.
- Communicate with your co-op instructor and participate in the site visit – we are available to support you throughout the summer.

## *Part 6: After the Work Term*

### ***Employer Evaluations***

Near the completion of the work term, your employer will complete an (online) evaluation of your performance and discuss it with you before you return to school. This meeting is an excellent opportunity for you to reflect on your work experience and to set some direction for future employment. (Appendix B: Employer Evaluation of the Co-op Student – sample content)

You must receive a satisfactory evaluation in order to receive credit for your work term (see TOUR 140 course outline). TOUR 140 is CR/NCR, and 6 credits.

### ***Co-op Work Term Report***

Following your work term, you are required to submit a work term report. The assignment will be evaluated by the co-op coordinator and must be of “C” quality to pass (see TOUR 140 course outline).



Be sure to consider confidential material and clarify any questions you might have regarding confidentiality with your supervisor/employer.

### ***End of Work Term Debrief***

Near the end of your work experience, you will engage in a mandatory debrief session/meeting focused on reviewing learning that occurred in your work term.

Update your resume and LinkedIn profile immediately – while the knowledge and skills you developed during co-op are fresh in your mind. You will likely be dealing with a full course load in September and it helps to have your resume up-to-date.

### ***Incomplete Co-ops***

If the work term is *incomplete*, a meeting will be held to develop an action plan outlining steps supporting completion. It is the responsibility of the student to communicate with the Co-op Office so that assistance may be offered in meeting all requirements.

### ***Summary for Competing your Co-op***

Your co-op work term – TOUR140 - is complete when 500 paid hours of work placement are completed, and the following key criteria are met:

- ✓ Student Learning Objectives: submitted and meets “C” or better
- ✓ Employer Evaluation: submitted and meets “C” or better
- ✓ Work Term Report: submitted and meets “C” or better
- ✓ Debrief Session: attendance/active participation



## *Part 7: Co-op Rules, Regulations, Policies and Procedures*

### **Capilano University - Co-op Policies and Procedures**

1. Capilano University sets the standards for the co-op work experience and the University reserves the right to decide on the suitability of the work experience.
2. The Co-op Office will assist students to find suitable employment.
3. Students are encouraged to find their own placements. However, the Co-op Office should be advised before a student approaches a prospective co-op employer.
4. The Co-op Office should be informed immediately when the student obtains a co-op placement job offer.
5. A placement is not secured until it has been approved by the Co-op Office and the student/employer has signed and returned the Student-Employer Work Term Agreement. (Appendix A: Student-Employer Work Term Agreement)
6. A student must secure a co-op work experience of 500 paid work hours during the established work term.
7. Full-time work means approximately 35 hours of work per week.
8. If a student takes an out-of-province co-op placement, if possible a suitable instructor will be found at a recognized post-secondary institution in close proximity to the employer. The student is required to obtain medical and health care coverage suitable to meet their personal needs. (Appendix E: Out of Province Health Care Benefit Coverage Letter)
9. If a student accepts a co-op work term outside of Canada, the student is advised that they may not be afforded the same protections in regards to human rights, employment, and privacy as a co-op placement in Canada.
10. Capilano University and its employees will not be responsible for any violations of the nature mentioned in point #9 above.
11. Students (while during their work term) must notify the University as soon as possible of any potential or current violations.
12. In the event of such violations, the University/Program where applicable, will endeavor to assist the student in finding an alternative co-op work term placement.
13. Any student who is dismissed from his/her co-op employment must notify the Co-op Office immediately. Failure to do so within a reasonable amount of time may result in an "N/CR" (no credit) grade.

14. International co-op students studying in Canada must secure a valid co-op work authorization permit through Citizenship and Immigration Canada in order to engage in a co-op work term. The student must provide the Co-op Office with a copy of the work permit before starting their work term. International students must also have valid medical coverage.
15. Employment with a co-op employer is binding for the period of the work term and a student may not seek other employment nor accept subsequent offers of employment without the prior approval of the Co-op Office for the duration of the work term.
16. The student enters into a normal employer-employee relationship once the work term begins. Any difficulties encountered while working are normally reported to the appropriate work supervisor; however, in the event of unusual circumstances contact the Co-op Office.
17. Upon the expiry and/or termination of the co-op work term, if the student continues to work for the same employer or continues work in the designate country, Capilano University no longer has any involvement in the employment relationship whatsoever. The student shall be required to enter into further agreements on terms with the employer directly.
18. All students will be treated equally and given the same opportunities.
19. Students are responsible for conducting themselves in a reasonable manner and in accordance with the following Capilano University policies as set out in the University calendar/website: <https://www.capilanou.ca/about-capu/governance/policies/>



## ***National Recruiting Ethical Guidelines – CEWIL***

The Co-op Office has included the following Recruiting Ethical Guidelines set out by the 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

## ***Work Term Provisions (Termination)***

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.

## Part 8: Appendices

### Appendix A: Student-Employer Work Term Agreement – sample only

**This is a sample copy of the Student-Employer Work Term Agreement (WTA) that both student and employer will complete before a co-op placement is approved. See the course eLearn site for a copy of this document.**

This contract is intended to be an agreement of good faith outlining co-op work term conditions for a Capilano University Tourism Management co-op student. It is anticipated that the student and employer will complete an additional workplace-specific employment contract. A separate job description is required for all placements.

#### Student Information:

Student Name	
CapU Student Number	
Student Address (include city & postal code)	
Student Telephone	
Student CapU Email	
Student Alternate Email	

#### Employer Information:

Company Name	
Company Address (include city & postal code)	
Company Telephone	
Student Supervisors' Name	
Supervisors' Position (Title)	
Supervisors' Email Address	

#### Job Details:

Students' Job Title	
Salary	
Hours per Week	
Work term start date:	
Work term end date:	
Date that workplace safety training will occur:	

Please complete, sign page 2 of this form and return to the Tourism Co-op Office.

Capilano University  
School of Tourism  
2055 Purcell Way  
North Vancouver, BC V7J 3H5

Christy Dodds: Tourism Co-op Coordinator  
Email: [cdodds@capilanou.ca](mailto:cdodds@capilanou.ca)

Student: upload this completed document to eLearn  
Both parties should keep a copy of this agreement

**(Co-op WTA - Continued)**

**Terms and Conditions**

1. Co-op students and employers must complete and sign this form. Work Term weeks are not counted until this form is returned to the Co-op Office.
2. Co-op students and employers are expected to review student Learning Objectives early in the Work Term.
3. Co-op students are required to submit a Work Term Report and participate in a Work Term Debrief at the end of their Work Term. Failure to complete these components may result in an unsatisfactory Work Term grade.
4. Employers are expected to complete an Evaluation of student work term performance. A student who receives an unsatisfactory Employer Evaluation may be assigned an unsatisfactory Work Term grade.
5. Students and employers must abide by the Capilano University Co-operative Education Program policies and responsibilities as outlined in the Student and Employer Co-op Handbooks.
6. Co-op employers are expected to abide by regional and national workplace safety and employment standards, thereby ensuring that co-op students are provided a fair and safe workplace. Co-op students are expected to follow workplace safety policies and procedures when at their workplace and must report any workplace safety issues to their supervisor/employer and the co-op instructor.

**All Co-op Students:**

*I have received the Capilano University Tourism Co-op Student Handbook and I have read the above terms and conditions associated with the program. I agree to abide by the terms and conditions during my participation in the program. I understand that failure to honor these commitments may result in an unsatisfactory Work Term grade.*

*I understand my employment with this employer is binding for the period of the work term specified and that I may not seek other co-op employment nor accept subsequent co-op offers of employment without the prior approval of the Tourism Co-op Office for the duration of this contract.*

*I hereby certify that I am eligible for placement as a Co-operative Education student and am I committed to my academic studies and professional development.*

<b>Student Signature</b>	<b>Print/Type Name</b>	<b>Date</b>
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**International Students on a Co-op Work Term:**

*Immigration, Refugees and Citizenship Canada (IRCC) requires that international students hold a valid co-op work permit at the time of commencing working in a co-op position (and for the duration of the position). A copy of the student's co-op work permit must be submitted to the Tourism Co-op Office before a work term will be approved.*

*I have submitted a valid co-op work permit to the Tourism Co-op Office and may legally begin working for the stated employer as a co-op student on the stated date.*

<b>Student Signature</b>	<b>Print/Type Name</b>	<b>Date</b>
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**Employer:**

*I hereby confirm that I am hiring a Co-operative Education student and I am committed to fostering a safe and positive working relationship between student and employer during the co-op work term. Furthermore, I have read the above terms and I agree to the terms and conditions as set out in the Capilano University Co-operative Education Employer Handbook and as set out herein.*

<b>Employer Signature</b>	<b>Company Name</b>	<b>Date</b>
---------------------------	---------------------	-------------

**Appendix B: Employer (online) Evaluation of the Co-op Student – sample only**

- This form is completed by employers online through the co-op portal/Orbis.
- A copy is provided here for students to see areas being evaluated.
- Students will have access to their employer evaluation once it has been received and reviewed by the co-op instructor.

**Company Name:**

**Student Name:**

**Evaluator’s Name:**

**Position:**

**Phone Number:**

**Start Date:**

This evaluation is an important part of the co-op learning process. The form should be completed by the individual best positioned to evaluate the students’ work performance. Please discuss your comments with your student, and return this form to the University at the end of the work term. Thank you for the important role you have played in your students’ personal and professional development.

Please use the following scale and provide additional comments as appropriate:

**1 = Unsatisfactory   2 = Satisfactory   3 = Good   4 = Very Good   5 = Outstanding   N/A**

**COMMUNICATION**

Verbal: expresses thoughts clearly and effectively	1	2	3	4	5	N/A
Written: expresses thoughts clearly and effectively	1	2	3	4	5	N/A
Interacts and communicates well with guests/clients	1	2	3	4	5	N/A
Additional Comments:						

**INDEPENDENT WORK & JUDGEMENT**

Demonstrates effective decision making	1	2	3	4	5	N/A
Consults with others when necessary	1	2	3	4	5	N/A
Accomplishes tasks with minimal supervision	1	2	3	4	5	N/A
Additional Comments:						

**CRITICAL THINKING & LEARNING**

Learns quickly	1	2	3	4	5	N/A
Thinks logically through a situation	1	2	3	4	5	N/A
Manages multiple responsibilities effectively and concurrently	1	2	3	4	5	N/A
Additional Comments:						

**APPROACH & DEDICATION**

Demonstrates a positive outlook and enthusiasm	1	2	3	4	5	N/A
Takes direction well	1	2	3	4	5	N/A
Pays close attention to detail and works with accuracy	1	2	3	4	5	N/A
Additional Comments:						

**Employer's Evaluation of Co-op Placement Student (continued)**

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**ADAPTABILITY & INITIATIVE**

Demonstrates willingness to alter plans to match changing needs	1	2	3	4	5	N/A
Identifies what needs to be done; is pro-active	1	2	3	4	5	N/A
Open to and supportive of ideas and opinions	1	2	3	4	5	N/A
Additional Comments:						

**INTERPERSONAL & TEAM SKILLS**

Gets along well with different personalities/ages/cultures	1	2	3	4	5	N/A
Manages and resolves conflict appropriately	1	2	3	4	5	N/A
Celebrates personal and team successes	1	2	3	4	5	N/A
Additional Comments:						

**ORGANIZATIONAL AWARENESS & PERCEPTIVENESS**

Understands how the organization functions and how he/she fits in	1	2	3	4	5	N/A
Shows willingness to seek input and challenge his/her perspectives	1	2	3	4	5	N/A
Realizes his/her strengths and challenges	1	2	3	4	5	N/A
Additional Comments:						

**PROFESSIONALISM**

Is well groomed and appropriately dressed for work	1	2	3	4	5	N/A
Arrives on-time for work	1	2	3	4	5	N/A
Demonstrates consistent attendance	1	2	3	4	5	N/A
Additional Comments:						

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**OVERALL PERFORMANCE**

Based on your ratings and comments above, and considering your expectation of the contribution and employability skills of your student, rate the student's overall performance in this co-op work term:

- Unsatisfactory       Satisfactory       Good       Very Good       Outstanding
- 

**Would you hire this student again?**       Yes       No       Maybe  
**Has this evaluation been discussed with the student?**       Yes       No

The total number of employment hours that the student requires is 500. Please state the number of paid work hours completed by the student:  **hours completed.**

Evaluator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Thank you for participating in the education and training of a future tourism professional.*



**Appendix C: Student Consent Form – sample only**

<b>Student Initials</b>	<b>Participation in Capilano University Work Integrated Learning (WIL) program activities requires consent.</b>
	I give my consent to the Co-op/WIL program area to review and approve my resume, cover letter, references and other job search related materials prior to being approved to share these materials with potential work term employers.
	I give my consent to the Co-op/WIL program area to share my work term report(s) as an example to other students in the program, and to other CapU faculty after completion of my work term. I will notify WIL program faculty in writing if the work term report is to be kept confidential.
	I give my consent to the Co-op/WIL program area to use any comments written by me about my work term experience for the purpose of promoting WIL to students and employers through traditional marketing channels or via social media.
	I give my consent to the Co-op/WIL program practitioners to contact my employer during my work term to receive information regarding: my performance during my work term; my attendance, punctuality, and adherence to deadlines; my communication skills; my interpersonal skills; other information directly relevant to my participation in my work term.
<b>Student Initials</b>	<b>Participation in Co-op/WIL at CapU requires understanding and agreement to the following:</b>
	I understand that Co-op/WIL students must successfully complete pre-requisite courses and minimum course credits prior to beginning their work term.
	I understand that Co-op/WIL students are required to pay course tuition fees through registering for their co-op or practicum course prior to the start of the work term.
	I understand that students are expected to actively participate in their work placement search. Although Co-op/WIL faculty and staff will assist in this process, I understand that job placement is not guaranteed.
	I will represent the Co-op/WIL program area and CapU in a professional manner at all times during my involvement with Co-op/WIL activities and understand that I could fail my work term course and be removed from the program if my conduct is inappropriate or unprofessional. Student conduct is guided by CapU policies as set out in the University Calendar/website and is further outlined in the student work term handbook (Tourism Co-op Student Handbook).
	I agree to notify my Co-op/WIL practitioner of any change in plans, emergencies or information that will affect my participation in the co-op program.
	I understand that accepting a work term is a commitment to a single employer for the dates and hours set out in the hiring contract (Student-Employer Work Term Agreement).
	I acknowledge the importance of workplace safety and agree to participate fully in course/ workshop activities – both on and off campus - offering workplace safety education and training. I agree to immediately report any unsafe workplace activities and hazards.
	I understand that personal information is being collected pursuant to section 26 of the Freedom of Information and Protection and Privacy Act, R.S.B.C. 1996. C. 165 and consent to this collection.
	As a student engaged in a Co-op or Practicum at Capilano University, I understand the role and duties of the Co-op/WIL program area, the Co-op/WIL practitioners, and myself - as explained in the Student Handbook associated with my program area. I acknowledge receipt of the handbook. I agree to carry out my responsibilities to the best of my ability.
	<b>International Students Only:</b> Before I accept a work term position, I understand that it is my responsibility to obtain and maintain a valid Study Permit and valid Co-op Work Permit through Citizenship and Immigration Canada and to have valid medical coverage.

**Appendix D: Out of Province Health Care Benefit Coverage – sample only**  
**Important information for students working outside of BC**

<<Date>>

<<Student Name >>

<<Address>>

<<City, Province>>

<<Postal Code>>

**Re: Out of Province Health Care Benefit Coverage**

Dear <<Student>>:

Congratulations on your recent co-op work placement with << .....>>. As your work placement is located outside the province, we strongly encourage you to contact the Medical Services Plan of British Columbia (MSP), **before you leave BC**, to gain a clear understanding of their policies on health care services and costs. MSP will explain insurance options available to ensure that you and your family members will have proper coverage to meet your personal needs while you are out of the province.

**Medical Services Plan of BC (MSP)**

**Vancouver** (604) 683-7151  
**Other BC locations** (1-800) 663-7100

[www.hibc.gov.bc.ca](http://www.hibc.gov.bc.ca)

Should you require extended medical coverage and/or health benefits, we strongly urge you to discuss this with a private insurance broker. Medical coverage is crucial regardless of the kind of work you undertake. May we remind you as we previously advised you, that Capilano University is not responsible for any injuries or illnesses that you may sustain nor are we responsible for any medical expenses that you may incur.

If you have any questions, please do not hesitate to contact our office.

Sincerely,

Coordinator,  
Co-operative Education

Students may find interesting summer positions through the [Federal Student Work Experience Program](#).

The screenshot shows the Government of Canada website. At the top, there is a navigation bar with the Canadian flag, the text "Government of Canada" and "Gouvernement du Canada", a search bar with "Search Canada.ca" and a magnifying glass icon, and a language selector for "Français". Below the navigation bar is a "MENU" dropdown. The main content area features a breadcrumb trail: "Home > Public Service Commission > Public service recruitment programs > Public service student recruitment programs". The title "Federal Student Work Experience Program" is prominently displayed. Below the title is a banner image showing a group of diverse young people smiling. The text below the banner reads: "Get valuable and meaningful experience working for the top student employer in Canada! Explore hundreds of career paths and thousands of jobs that the Government of Canada has to offer across the country. [Find out about rates of pay.](#) Work in English, French or both, depending on the job!". There are three expandable sections: "Eligibility", "Diversity — Count yourself in!", and "Students with disabilities: request support". Below these is a section titled "Job inventories" with the text "Apply to more than one inventory to increase your chances of being matched to a job opportunity." and a sub-section "Ongoing Student Recruitment Inventory" with the text "Our largest inventory is open year-round, and available to all departments and agencies. It offers full-time and part-time positions." The Windows taskbar is visible at the bottom of the screenshot, showing the time as 10:56 AM on 12/12/2019.