

COURSE IMPLEMENTATION DATE: January 2009  
 COURSE REVISED IMPLEMENTATION DATE: \_\_\_\_\_  
 COURSE TO BE REVIEWED: December 2012  
*(four years after UPAC approval)* *(month, year)*

**OFFICIAL UNDERGRADUATE COURSE OUTLINE INFORMATION**

Students are advised to keep course outlines in personal files for future use.  
 Shaded headings are subject to change at the discretion of the department – see course syllabus available from instructor

ECP 065	Upgrading and University Preparation	1.5
COURSE NAME/NUMBER	FACULTY/DEPARTMENT	UCFV CREDITS
Workplace Success and Oral Communications		
COURSE DESCRIPTIVE TITLE		

**CALENDAR DESCRIPTION:**

This course introduces students to employer expectations, employer rights, and employee rights as described in the Canadian Human Rights Act and the Employment Standards Act. Personal and interpersonal skills covered in this course include time management, organization, team building, and essential speaking and listening skills.

PREREQUISITES: UUP Department permission  
 COREQUISITES:  
 PRE or COREQUISITES:

**SYNONYMOUS COURSE(S):**

- (a) Replaces: \_\_\_\_\_
- (b) Cross-listed with: \_\_\_\_\_
- (c) Cannot take: \_\_\_\_\_ for further credit.

**SERVICE COURSE TO:** *(department/program)*

**TOTAL HOURS PER TERM:** 45

**STRUCTURE OF HOURS:**

Lectures: 10 Hrs  
 Seminar: 35 Hrs  
 Laboratory: \_\_\_\_\_ Hrs  
 Field experience: \_\_\_\_\_ Hrs  
 Student directed learning: \_\_\_\_\_ Hrs  
 Other (specify): \_\_\_\_\_ Hrs

**TRAINING DAY-BASED INSTRUCTION:**

Length of course: \_\_\_\_\_  
 Hours per day: \_\_\_\_\_

**OTHER:**

Maximum enrolment: 24  
 Expected frequency of course offerings: Once per year  
*(every semester, annually, every other year, etc.)*

**WILL TRANSFER CREDIT BE REQUESTED? (lower-level courses only)**

Yes  No

**WILL TRANSFER CREDIT BE REQUESTED? (upper-level requested by department)**

Yes  No

**TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE:**

Yes  No

Course designer(s): Julia Dodge, Allyson Seale, Greg St.Hillaire, Jan Oosterhof-Contant, Trudy Archie, Barb Stirskey, Darlene Carson

Department Head: Sue Brigden Date approved: November 2008

Supporting area consultation (UPACA1) Date of meeting: November 28, 2008

Curriculum Committee chair: \_\_\_\_\_ Date approved: December 2008

Dean/Associate VP: \_\_\_\_\_ Date approved: December 2008

Undergraduate Program Advisory Committee (UPAC) approval Date of meeting: December 19, 2008

**LEARNING OUTCOMES:**

Upon successful completion of this course, students will be able to:

1. ask appropriate questions about the workplace
2. identify employment-related issues under the Human Rights Act
3. describe rights and responsibilities under the Employment Standards Act
4. listen and record information with limited personal interaction
5. clarify information, practicing good listening skills
6. recognize and practice good listening skills during work-related tasks
7. give and receive constructive feedback for self and others during work related tasks
8. recognize non-verbal cues
9. recognize and differentiate between different tones of voice
10. recognize appropriateness of tone of voice with place and task
11. demonstrate appropriate first steps to building collegiality in the workplace
12. communicate instructions effectively to peers
13. communicate information effectively to superiors
14. assist peers in a cooperative manner
15. delegate tasks to peers
16. complete tasks when delegated by others
17. prepare a personal time-management chart for a given set of tasks
18. prepare an alternate time management plan
19. recite a selection of appropriate greetings and closings for telephone and counter reception
20. give and receive clear ordering information via telephone and in person
21. demonstrate appropriate responses in difficult customer situations
22. contribute to problem-solving discussions arising from workplace issues.
23. obtain information by asking appropriate questions
24. lead informal discussions
25. provide comfort, when required, to co-worker or client

**METHODS:** *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Methods may vary by instructor but will focus on instructor-assigned group and individual problem solving of specific tasks followed by whole group discussion and strategy planning.

**METHODS OF OBTAINING PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR):**

Examination(s)                       Portfolio assessment                       Interview(s)

Other (specify):

PLAR cannot be awarded for this course for the following reason(s):

**STUDENT EVALUATION:**

*[An example of student evaluation for this course might be:]*

Course assignments	50%
Quizzes	20%
Final assignment	30%

This is a credit/no credit course. Activities and assignments incorporate HRSDC's Workplace Essential Skills content, self-assessment, and guidelines.

**COURSE CONTENT:**

*[Course content varies by instructor. An example of course content might be:]*

- Introduction to the Canadian Human Rights Act
- Introduction to the Employment Standards Act
- Communication in the workplace
- Time management
- Problem solving in the workplace