



**VANCOUVER**

# **Service Excellence/Essentials for Business**

## **Program Syllabus**

***Disclaimer:** While all information in this syllabus is accurate at the time of publication, the contents of this document may be subject to updates as communicated by ILAC International College.*



## PROGRAM DESCRIPTIONS

The Service Excellence for Business Diploma, Service Excellence for Business Certificate, and Service Essentials for Business Diploma programs are aligned with the Canadian National Occupation Classification system that outlines necessary knowledge, skills, and attitudes for customer-centric occupations. Course learning outcomes reflect workplace culture and define the level of competence required for range of skills necessary for various entry-level service occupations.

## PROGRAMS OFFERED

**Program Name:** Service Excellence for Business Diploma

**Credential awarded upon completion:** Diploma

**Number of Weeks:** 48

**Total Hours:** 965

**Instructional Hours:** 485

**Work Experience Component:** 480

**Program Name:** Service Essentials for Business Diploma

**Credential awarded upon completion:** Diploma

**Number of Weeks:** 40

**Total Hours:** 805

**Instructional Hours:** 365

**Final Project:** 40

**Work Experience Component:** 400

**Program Name:** Service Excellence for Business Certificate

**Credential awarded upon completion:** Certificate

**Number of Weeks:** 26

**Total Hours:** 520

**Instructional Hours:** 480

**Final Project:** 40

**Work Experience Component:** N/A

## PROGRAM OUTCOMES

By the end of this program, students will be able to:

- Modify and develop service strategies to reflect current and developing trends in the customer service industry.
- Demonstrate occupational skills, roles, and responsibilities to create a positive customer service experience.
- Apply customer service strategies and models in service occupations to enhance the customer service experience.
- Demonstrate effective and professional oral and written communication in the workplace.
- Conduct oneself in a professional and ethical manner in changing environments by applying various personal and interpersonal frameworks.
- Explore various sectors of Canadian hospitality and tourism industries in order to determine appropriate career paths.
- Apply human resources management and leadership skills to enhance performance and to contribute to a healthy workplace culture.
- Conduct oneself within the confines of various workplace guidelines, regulations, and legislation.
- Perform administrative and project-based tasks required in the workplace.
- Manage the use of personal and organizational technology required in variety contexts.



## PROGRAM INFORMATION

### Admission Requirements

To be admitted into the Service Excellence/Essentials for Business programs, students must meet the following criteria, which are non-negotiable:

- High School diploma
- 18 years of age or older
- International Students: IELTS 4.5, TOEFL iBT 50, or equivalent
- Successful interview with an ILAC International College representative
- 25 hours work or volunteer experience in a Customer Service position recommended, but not required

### Start Dates

Students may be admitted into the Service Excellence for Business Diploma, Service Excellence for Business Certificate and Service Essentials for Business Diploma programs on fixed start dates. The program will begin with the pre-requisite foundation courses, and the remaining order of course order will depend on which start date is chosen. Refer to the ILAC International College website for more information: [www.ilacinternationalcollege.com](http://www.ilacinternationalcollege.com)

### Delivery of Instruction

Courses are delivered in English and on-site using ILAC International College classrooms. Instruction is provided through instructor-led, classroom-based lectures and in-class tasks, field trips, and guest speaker presentations. Topics and skills are revisited in multiple sessions throughout the courses to reflect our belief that knowledge is acquired through repetition and application in various contexts.

### Textbook and Resource Costs

Textbook and material costs can range from \$600-700 per program. Prices vary depending on publishing options selected by students in purchasing their materials from. Recommended textbooks and supplementary materials are listed throughout the course outlines attached. Course resources and materials have been selected to include foundation knowledge necessary to achieve overall program outcomes.

### Course Assessments

Students are expected to complete all assignments in the course. Program certification is achieved at:

- a pass (70-79%)
- high pass (80-89%), or
- distinction level (90-100%)

A total coursework score of 70% is required to pass this course. A minimum score of 60% must be achieved on all exams. Only one (1) rewrite is permitted per course for either an exam or assignment. More detailed descriptions of each assignment and instructions will be distributed during the course.

## METHOD OF EVALUATION

Courses	Length	Assessments	Weighting	Number of Assessments
Customer Service Skills	6 Weeks	Participation	10%	2 (5% each)
Canadian Workplace Essentials		In-Class Tasks	15%	3 (5% each)
Food and Beverage Service		Major Assignments	50%	2 (25% each)
Event Planning		Final exam	25%	1
Front Desk Services				
Sales Fundamentals				
Leadership				
Human Resources Fundamentals				

### Final Project

Length	Required Coursework and Assessments	Weighting
2 Weeks	Participation	20%
	Phases	30%
	Final Project	50%



## Work Experience Placement Course

Length	Required Coursework and Assessments	Weighting
5 Hours	Participation, based on active contributions to: <ul style="list-style-type: none"> <li>• Pre-Placement Orientation</li> <li>• Pre-Placement Job Research</li> <li>• Pre-Placement Meetings</li> <li>• Initial Evaluation with student and host</li> <li>• Placement Tracking for hours worked and notification of changes</li> </ul>	50%
	Final Evaluation with Host <ul style="list-style-type: none"> <li>• Conducted by member of Placement Department using Final Evaluation page</li> </ul>	10%
	Placement Assignment <ul style="list-style-type: none"> <li>• Record of Hours</li> <li>• Questionnaire</li> <li>• Reflective essay</li> </ul>	40%

## COURSE ASSESSMENT DETAILS

### Participation

Students are expected to attend all classes and participate in class by completing homework assignments, and contributing to class discussions and all other class activities. Active preparation for classes and participation is encouraged. Participation will be evaluated at the mid-point and final point of the course using a standard rubric.

### In-Class Tasks

Students will be required to complete small in-class tasks as determined by their instructors. Each is designed to measure knowledge through a practical hands-on task, a quiz, a seminar style discussion, or an analysis of a situation. Tasks are not limited to the above and will be evaluated using a standard rubric.

### Major Assignments

Students will complete major assignments of varying types and topics throughout the course. Each will be graded using a standard rubric. Types of assignments include, but are not limited to the following:

- Written Assignments (reports, essays, questionnaires, etc.)
- Spoken Assignments (short presentations, oral reports, oral critiques, etc.)
- Critical Responses (based on readings, lectures, field trips, etc.)
- Digital Projects (infographics, videos, podcasts, etc.)

### Final Exam

Students will be given an exam based on all content covered in each class. The exam will last 90 minutes. Exam formats include, but are not limited to, true/false, multiple-choice, and short and long scenario-based responses.

## FINAL PROJECT DETAILS

During the final project, Service Excellence for Business Diploma students excluded, students are required to actively apply their customer service knowledge and experience in several ways. This includes, but is not limited to, visiting retail outlets, making telephone inquiries, and visiting company websites. Their research will support an analysis of Canadian customer service in action. The final project deliverable will be a choice of the options below:

Formal research based report to be published on a personal blog created by the students which includes posts about the following:

- A discussion about which customer service strategies are most effective and why based on principles learned in class supported by additional research
- A post or digital presentation deconstructing of one (1) real-time service moment with your analysis supported by research and visuals
- A proposed list of practical improvements for aspects of the customer service experience you have deconstructed



- A post, or infographic about the Components of a Model for Improvement supported with research
- A discussion about proposed improvements for aspects of the customer service experience for a minimum of three (3) additional companies you have researched following the components of your Model for Improvement post
- A reflection of where you would most likely work in the future and why referring to the company specifically
- A reflection about how your understanding of customer service has changed through your experience of taking this program in comparison to your initial beliefs and common practices in your country.

The final task will be to summarize all posts into a formal written report referencing all research to publish on the blog

Formal business plan for a virtual product, company, or service of your creation to be published on a personal blog which includes the following posts:

- Mission statement and/or vision statement so you articulate what you're trying to create;
- A post or digital presentation description of your company and product or service and how your product or service is different from competitors;
- Market analysis, supported by research and presented visually, that discusses the market you're trying to enter, your competitors, and where you fit;
- A description of your management team, including the experience of key team members and previous successes;
- An explanation of how you plan to market the product or service supported by research;
- An analysis of your company's possible strengths, and weaknesses supported by research
- Revenue projections in the form of an infographic;
- A summary/conclusion that wraps everything together (this also could be an executive summary at the beginning of the plan); and
- A reflection of how the service excellence techniques learned throughout the program will help ensure the success of the company.

The final task will be to combine all posts into a formal written business plan referencing all research to publish on the blog.

## WORK EXPERIENCE COMPONENT AND PLACEMENT DETAILS

### Coursework and Assessments

To complete the 5-hour Placement Course students must have a total coursework score of 70%. The components of the course may be completed on the phone, on-site in person, or through electronic communication depending on student and Host availability, and employment location.

To complete and pass the work experience portion of the program, students must complete, and not exceed, all of the required placement hours of their program.

Detailed information about participation, evaluations, and assignments for the Placement Course can be found in the Work Experience and Placement course outline.

## ACADEMIC STANDARDS POLICIES

It is expected that students will complete all examinations, assessments, placement (if applicable) and assignments as described in the Program Admission Requirements and Program Syllabus for this program of study as outlined.

### Attendance Expectations

- ILAC International College keeps a record of your class attendance on a daily basis. Students are required to attend a minimum of 70% of the classes in each course.
- Failure to meet the attendance requirements will result in students repeating the course in question, or potentially having work and study permits removed. It is the students' responsibility to speak with instructors regarding any missed readings, assignments, class work etc.
- If there are any extenuating circumstances concerning a student's absence, the instructor should be notified as soon as possible. It is the student's own responsibility to stay current with the course material and course curriculum and to "catch up" on any missed classes regardless of the reason for absence. By way of example, skipping or missing a class where a test or an in-class assignment was announced will not excuse a student from that test or assignment.



- Regular attendance is taken for each class and both absenteeism and lateness will be recorded on the attendance sheet and forwarded to the Administration Office. While the Institute will seek to be consistent and reasonable in its approach to deciding what constitutes a valid reason for an absence, the Student Services Manager will have decision-making discretion in this process. The Institute will seek to balance the validity of the student's excuse with the importance of the course material missed.
- The Student Services Manager's remedies will be governed by the requirements of provincial regulatory bodies and any other regulatory requirements, to which the Institute is bound, as well as The Institute's "Discipline Policy" and best practices in the circumstances.

## Coursework

- Students must successfully complete the required coursework for admittance into the work experience component of the program.
- Students must complete all courses with a minimum grade of 70%. In the event a student fails a course, s/he may repeat the course once.

## Make-up Exams, Late Assignments

- Make-up tests, in lieu of tests missed due to illness or other permissible circumstances may be arranged. Any student who is unable to write a test at the scheduled time must make this request a minimum of three (3) days prior to the examination date. Student may be asked to provide documentation to support the absence (i.e. doctor's notes for illness). Unexcused absences from tests and exams may result in a score of zero (0).
- The instructors may use their discretion to determine if extensions on assignments will be granted. Assignments will be deducted 10% for every 24 hours they are late unless prior arrangements have been made three (3) days prior to the due date of the assignment by the student in writing.

## Plagiarism

- Plagiarism is the act of submitting work that is, in whole or in substantial part, someone else's work, and representing it to be your own. Examples include, but are not limited to, the following:
  - copying previously published work;
  - copying another student's work;
  - reviewing materials or works from mailboxes, printers, faculty desks or other sources, and adopting those works as your own; and
- Using paid or unpaid services or other people to complete one's assignments.
- Students are expected to acknowledge the sources of ideas and expressions they use in essays, reports, assignments etc. Failure to do so constitutes plagiarism and is subject to academic penalty. Students who knowingly loan work to be copied, in whole or in part, by another student, for which a grade is assigned, are equally at fault in cases where plagiarism has occurred, and may also be open to academic sanction.

## Cheating

- Cheating is defined as any deliberate attempt to obtain credit through the use of deceit or dishonest methods. Examples of such behavior include, but are not limited to, the following:
  - passing exam papers/solutions to another student;
  - repeatedly looking at other students' papers;
  - discussing or whispering of answers during a test;
  - submitting research reports in which no research took place; and
  - writing answers on a desktop.
- Collaboration where collaboration is expressly prohibited, whether or not that collaboration occurs online or otherwise (and despite the fact that collaboration will generally be encouraged by ILAC International College, in order to foster learning).
- Cheating offences are subject to academic penalty.

## Academic Penalty

Academic penalties often begin with the awarding of a zero (0) on the assignment/project/test for the first offence and a notification from the Student Services Manager, in writing, of the offence. This notification is kept on file in the Institute's offices. A subsequent offence may result in removal from the course and the possibility of complete dismissal/expulsion from the program.



## Dismissal/Expulsion

- Without limitation, a student may be dismissed/expelled from a program after review by the Student Services Manager for one of the following reasons:
  - failing or not completing all core courses (determined by program) in which the student is registered;
  - failing any course two (2) or more times; and/or
  - showing a consistent pattern over two (2) or more courses of failing to meet the program's standards or failure to meet expectations as determined in this syllabus. The Institute will seek to apply its policy of graduated discipline consistently, and in accordance with its "Discipline Policy".
- A student is considered to have withdrawn from his/her program of study if the student:
  - has advised the Institute that he/she has withdrawn from the program by completing the Institute's Withdrawal Form and/or
  - has not complied with the Institute's Academic Standards Policy or terms outlined in Enrolment Contract.

## Grading Disagreements

- Where a student disagrees with a grade received or any decision resulting from application of the rules, policies, and regulations referenced in this syllabus in its entirety, the student shall discuss the matter with their instructor, or Student Services Manager in an attempt to resolve the problem.
- Both individual and/or group complaints should be handled as outlined above. Most complaints are resolved informally with the instructor or faculty member responsible for grading that student/group of students. Faculty members endeavor to be open and fair in dealing with students' concerns, thus students are encouraged to speak with the faculty member(s) involved in the matter.

## Appeals

A student who feels there have been extenuating circumstances that adversely affected his/her academic outcome/progress may appeal to the Student Services Manager. A student who is dissatisfied with the decision of first instance may appeal to the Institute's Academic Manager.

## Graduation Policy

- In order to complete the requirements for graduation, and receive ILAC International College Diploma or Certificate, successful graduates must have:
  - passed all course requirements (including work placement) with the required minimum grade,
  - passed all course examinations, and
  - met program attendance requirements.
- Upon completion of all course components and submission of work placement review documents, students will receive a transcript, and certificate or diploma. These take three to five (3-5) business days to prepare. Please contact the Student Services Manager for any early document requests.

## PROGRAM ORGANIZATION

Below is a list of the courses offered in the Service Excellence/Essentials for Business programs to show a scope and sequence of subject matter sufficient to achieve the learning outcomes. Course outlines will be distributed on the first day of each course. These outlines will include the core course outcomes and sub-outcomes (teaching and learning points), and required texts and resources



## CANADIAN WORKPLACE ESSENTIALS

**Course Description:** This course establishes a foundation for the development and practice of the values, attitudes, and skills necessary for entry-level employees, new Canadians, and immigrants to transition into Canadian workplace culture. Students will create resumes, learn interviewing skills, and practice skills essential for effective business communication. Through the exploration of their aptitudes, students will learn how transferable skills lead to success in their chosen profession.

**Pre-Requisites:** None

**Total Hours:** 60

**Number of Weeks:** 6

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered on-site at ILAC International College through instructor-led, classroom-based lectures and discussions, in-class tasks, guest speaker presentations, and supervised field trips.

### Textbooks and Equipment

- Business Communication: Polishing Your Professional Presence (3<sup>rd</sup> Edition) - Barbara G. Shwom
- Business Communication Today (13<sup>th</sup> Edition) - Courtland L. Bovee, John B. Thill, et al.
- Fundamentals of Organizational Behaviour (5<sup>th</sup> Edition) – Nancy Langton, et al.
- Professionalism: Skills for Workplace Success (4<sup>th</sup> Edition) – Lydia E. Anderson

## CUSTOMER SERVICE SKILLS

**Course Description:** This course explores the core competencies and best practices that enhance excellent customer service solutions. Students will learn how to exceed customer expectations through the understanding of moments of truth, the anticipation of customer needs, and the use of the service recovery process securing a competitive advantage.

**Pre-Requisites:** None

**Total Hours:** 60

**Number of Weeks:** 6

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered on-site at ILAC International College through instructor-led, classroom-based lectures and discussions, in-class tasks, guest speaker presentations, and supervised field trips.

### Textbooks and Equipment

- Customer Service: Career Success Through Customer Loyalty (6<sup>th</sup> Edition) – Paul R. Timm
- Unleashing Excellence: The Complete Guide to Ultimate Customer Service (2<sup>nd</sup> Edition) – Dennis Snow & Teri Yanovitch
- Customer Service: A Practical Approach (6<sup>th</sup> Edition) – Elaine K. Harris





## FOOD AND BEVERAGE SERVICE

**Course Description:** This course is designed to prepare students for an entry-level position in one of the most in-demand industries – food and beverage. Topics include the roles and responsibilities of a food and beverage worker, including the purpose of safety in the workplace, Food Safe, and Serving it Right or Smart Serve. Topics include the hospitality industry, food and beverage types, and effective table service.

**Pre-Requisites:** Canadian Workplace Essentials and Customer Service Skills

**Number of Weeks:** 6

**Total Hours:** 60

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered on-site at ILAC International College through instructor-led, classroom-based lectures and discussions, in-class tasks, guest speaker presentations, and supervised field trips.

### Textbooks and Equipment

- Tourism: The Business of Hospitality and Travel (5th Edition) – Roy A. Cook, et al.
- The Professional Server: A Training Manual (2nd Edition) – Ronald C. Wilkinson, et al.
- Exploring the Hospitality Industry (3rd Edition) – John R. Walker
- Food and Beverage Service - John Cousins, Dennis Lillicrap and Suzanne Weeks

## EVENT PLANNING

**Course Description:** Through the planning and execution of a small-scale event, students will examine the process of conceptualizing, planning, developing, marketing, and staging events of various types. Students explore practical subjects such as financial planning, project managerial and administrative tasks, negotiation, and other roles and responsibilities of Conference and Event Coordinators.

**Pre-Requisites:** Canadian Workplace Essentials and Customer Service Skills

**Number of Weeks:** 6

**Total Hours:** 60

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered on-site at ILAC International College through instructor-led, classroom-based lectures and discussions, in-class tasks, guest speaker presentations, and supervised field trips.

### Textbooks and Equipment

- Meetings, Expositions, Events, and Conventions: An Introduction to the Industry (4<sup>th</sup> Edition) – George G. Fenich
- Planning and Management of Meetings, Expositions, Events, and Conventions – George Fenich



## FRONT DESK SERVICES

**Course Description:** This course prepares students for an entry-level front desk position by providing an overview of the roles and responsibilities of front line representatives in various industries. Topics will include key administrative tasks for hotel front desk, office reception, service providers and beyond.

**Pre-Requisites:** Canadian Workplace Essentials and Customer Service Skills

**Number of Weeks:** 6

**Total Hours:** 60

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered on-site at ILAC International College through instructor-led, classroom-based lectures and discussions, in-class tasks, guest speaker presentations, and supervised field trips.

### Textbooks and Equipment

- Administrative Procedures for the Canadian Office (9<sup>th</sup> Edition) – Lauralee Kigour
- Check in and Check Out: Managing Hotel Operations (9<sup>th</sup> Edition) - Gary K. Vallen
- Customer Service Skills for the Service Desk Professional (4<sup>th</sup> Edition) – Donna Knapp
- Retail Management: A Strategic Approach (12<sup>th</sup> Edition) - Barry R. Berman
- Pitman Office Handbook, Eight Edition (8<sup>th</sup> Edition) Joan I. Campbell

## SALES FUNDAMENTALS

**Course Description:** This course focuses on the transferrable skills applicable for wide range of sales environments and the principles of providing exceptional service. Students will study proven techniques for the phases of the sales cycle including product-selling strategies and solutions, partnership building, and buyer behavior.

**Pre-Requisites:** Canadian Workplace Essentials and Customer Service Skills

**Number of Weeks:** 6

**Total Hours:** 60

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered on-site at ILAC International College through instructor-led, classroom-based lectures and discussions, in-class tasks, guest speaker presentations, and supervised field trips.

### Textbooks and Equipment

- Selling Today: Creating Customer Value (7<sup>th</sup> Canadian Edition) – Gerald L. Manning
- Retail Management: A Strategic Approach (12<sup>th</sup> Edition) – Barry Berman
- Customer Service: A Practical Approach (6<sup>th</sup> Edition) – Elaine Harris



## LEADERSHIP

**Course Description:** This course will help students develop the confidence, capacity, and competence to effectively lead in dynamic business environments. Students will learn leadership skills through the analysis of personal strengths and weaknesses and communication strategies required for successful leadership. Topics will include defining leadership in various roles, working in teams using motivation techniques, and resolving conflict.

**Pre-Requisites:** Canadian Workplace Essentials and Customer Service Skills

**Number of Weeks:** 6

**Total Hours:** 60

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered on-site at ILAC International College through instructor-led, classroom-based lectures and discussions, in-class tasks, guest speaker presentations, and supervised field trips.

### Textbooks and Equipment

- Fundamentals of Organizational Behaviour (Fifth Canadian Edition) - Langton
- Management (14th Edition) - Stephen P. Robbins and Mary A. Coulter
- Human Relations: Interpersonal Job-Oriented Skills (12th Edition) - Andrew J. DuBrin
- Organizational Behaviour: Concepts, Controversies, Applications (7<sup>th</sup> Edition) - Nancy Langton, et al

## HUMAN RESOURCES FUNDAMENTALS

**Course Description:** This course will provide learners with the knowledge of how human resources management increases company performance. Students will explore topics of, recruiting and selection, training and retention, employee relations, and health and safety from a management level perspective.

**Pre-Requisites:** Canadian Workplace Essentials and Customer Service Skills

**Number of Weeks:** 6

**Total Hours:** 60

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered on-site at ILAC International College through instructor-led, classroom-based lectures and discussions, in-class tasks, guest speaker presentations, and supervised field trips.

### Textbooks and Equipment

- Fundamentals of Human Resource Management (4<sup>th</sup> Edition) – Gary Dessler
- Managing Human Resources (8<sup>th</sup> Edition) – Luis R. Gomez Mejia
- Management of Human Resources: The Essentials (4<sup>th</sup> Canadian Edition) – Gary Dessler, et al



## FINAL PROJECT

**Course Description:** During the final project, Service Excellence for Business Diploma students excluded, students are required to actively apply their customer service knowledge and experience in several ways. This includes, but is not limited to, visiting retail outlets, making telephone inquiries, and visiting company websites. Their research will support an analysis of Canadian customer service in action.

**Pre-Requisites Service Essentials for Business Certificate:** Customer Service Skills, Canadian Workplace Essentials, Food and Beverage Service, Event Planning, Front Desk Services, Sales Fundamentals, Leadership, and Human Resources Fundamentals

**Pre-Requisites Service Essentials for Business Diploma:** Customer Service Skills, Canadian Workplace Essentials, and 4 of the 6 remaining courses (Food and Beverage Service, Event Planning, Front Desk Services, Sales Fundamentals, Leadership, and/or Human Resources Fundamentals)

**Number of Weeks:** 2      **Textbooks and Equipment** materials provided by instructor. Personal laptop recommended.  
**Total Hours:** 40      **Homework:** 2-4 Hours on Average

### Delivery and Instructional Methods

This course is delivered on-site at ILAC International College through instructor-led, classroom-based lectures and discussions, in-class tasks, guest speaker presentations, and supervised field trips.

## PLACEMENT COURSE

**Course Description:** This course is designed to for Service Excellence for Business Diploma and Service Excellence for Business Essentials Diploma students to prepare students for and assess the program outcomes through a work experience component.

**Pre-Requisites:** Canadian Workplace Essentials and Customer Service Skills

**Number of Weeks:** N/A      **Total Hours:** 5

### Delivery and Instructional Methods

This course could take place on the phone, on-site in person, or through electronic communication depending on student and Host availability, and employment location.

**Textbooks and Equipment:** N/A

**Homework:** 2-4 Hours on Average

## WORK EXPERIENCE COMPONENT

**Course Description:** This course is designed to for Service Excellence for Business Diploma and Service Excellence for Business Essentials Diploma students to apply the program outcomes through a work experience component.

### Pre-Requisites:

Canadian Workplace Essentials, Customer Service Skills, Front Desk Services, Sales Fundamentals, Event Planning, Food and Beverage Service, Leadership, Human Resources, and Final Project in accordance with program registration.

<b>Number of Weeks:</b>		<b>Total Hours:</b>	
Service Essentials for Business Diploma	20	Service Essentials for Business Diploma	400
Service Excellence for Business Diploma	24	Service Excellence for Business Diploma	480

### Delivery and Instructional Methods

This portion of the program takes place at the location of the Host organization.

**Textbooks and Equipment:** N/A

**Homework:** N/A



## WORK EXPERIENCE INFORMATION

### OVERVIEW WORK EXPERIENCE COMPONENT

Below is a general description of the work experience component. Detailed information will be provided in the Placement Course outline prior to the start date of the work experience component of the program. Students must complete each pre-requisite course with a minimum grade of 70% for admittance into the work experience portion of their program. In the event a student fails a course, s/he may repeat the course. Applicable course and transfer fees may apply. A student is permitted to retake a failed course once, time remaining on visas permitting.

Students will conduct their placements in businesses operating in the locale as stated on their work visa. Placements will be arranged by the Placement Department in any business, tourism or hospitality field for the purposes of applying the knowledge and skills learned in class. The work placement duration will not exceed 50% of the entire program. Students are required to maintain their attendance as per their employment contract. Placements will be monitored and tracked by the Placement Department.

If students wish to select their own placement, ILAC International College must approve any placement in order to be sure that it is appropriate to the program of study. In the event a student fails a placement, s/he may repeat the placement, but the student is responsible for securing her/his own placement; all placements must be approved by the Placement Department. Applicable course and transfer fees may apply. A student is allowed to retake a failed placement once and must have valid work permit.

### OVERVIEW PLACEMENT COURSE

Below is a general description of the Placement Course. Detailed information will be provided in the Placement Course outline prior to the start date of the work experience component of the program. To complete and pass the work experience portion of the program, students must complete the 5-hour Placement Course with

- A total coursework score of 70%; and
- completing 100% of the required work experience hours needed to successfully pass.

The components of the course may be completed on the phone, on-site in person, or through electronic communication depending on student and Host availability, and employment location.

## METHOD OF EVALUATION

Below is a general description of how the Placement Course will be monitored and assessed. Detailed information will be provided in the Placement Course outline prior to the start date of the work experience component of the program.

Required Coursework	Weighting	Grading Scale
<ul style="list-style-type: none"> <li>• Participation, based on active contributions to:                             <ul style="list-style-type: none"> <li>○ Pre-Placement Job Research</li> <li>○ Pre-Placement Meetings</li> <li>○ Pre-Placement Orientation</li> </ul> </li> </ul>	50%	Pass 70-79%
<ul style="list-style-type: none"> <li>• Initial Evaluation with student and host</li> <li>• Placement Tracking for hours worked and notification of changes</li> <li>• Final Evaluation with Host                             <ul style="list-style-type: none"> <li>○ Conducted by member of Placement Department using Final Evaluation page</li> </ul> </li> </ul>	10%	High Pass 80-89%
<ul style="list-style-type: none"> <li>• Placement Assignment, which includes submission of:                             <ul style="list-style-type: none"> <li>○ Record of Hours</li> <li>○ Questionnaire</li> <li>○ Reflective essay</li> </ul> </li> </ul>	40%	Distinction 90-100%



## PLACEMENT HOSTS

Below is a list of possible placement host organizations. These organizations are subject to change in accordance with students' experience, preferences, and availability. Notice will be given to students of any changes to this list, and students are required to notify the Placement department 2 weeks before beginning their employment with any host not on the approved list. Please see Work Experience and Placement Course Outline for more information.

### Vancouver

A&W Waterfront	Loblaws City Market
Able English	London Drugs
Acacia	Lugaro Jewellers
Arrow Equipment Ltd	McDonalds
Bean around the world	Meridian Valet
Bella Gellateria	Michaels West Van
Body and Bath	Nesters Market
Broadband TV	Panne Rizo
Burton Mouldings	Pink Elephant Thai
Café Artigiano	Pizza Garden
Canadian Import Center	Potato Planet Restaurant
Cartems Donuterie	Proximis Digital INC.
CHINTZ and COMPANY	Renshaw Travel
Cora Breakfast and Lunch	Rosewood Hotel Georgia
Corinex Communications	Safeway
ECO Action Recycling	Sierra Systems
Eco Service Canada	Stage 18 Badminton
Executive Plaza Hotel Coquitlam	Starbucks
Fairmont Hotel	T&T SupermarketTaco Del Mar
Fairmont Pacific Rim	Telford Financial
Fatburger Waterfront	Tervita Corp
Gyudonya	Thai House restaurant
Hays Recruiting	The Blackbird
Holiday Inn	The Nosherie
ILAC International College	Three Brits
International Language Academy of Canada	Tim Hortons
Independent Grocers	Truck Foods
Joe Fresh	Uvanu International
Karibe Enterprises (Sweet Monkey)	Vancouver Aquarium
L'epicerie Gourmande	Victoria's Secret
Lions Gate Marina LTD	Western Canadian Properties

## PLACEMENT POLICIES

Students must follow policies, procedures and practices of ILAC International College before being represented/promoted by ILAC International College. In addition to the above-mentioned, the following policies and procedures apply:

- Students must complete and not exceed required hours of the work experience component of the program
- Students must follow policies, procedures and practices of the Host organization and behave as responsible professionals at all times
- If a student does not actively participate in the monitoring of the work placement component, ILAC International College will give the student a written warning. On the second warning, ILAC International College will also notify the Host organization of the potential violation. On the third warning ILAC International College will report the student's violation of their work permit to IRCC in writing and the student will be considered to have not completed the work experience component of the Program
- Students may also be dismissed at any time for CAUSE including
  - Poor performance



- Misrepresentation of skills/education
- Lack of punctuality
- Unwarranted absences
- Inability to perform required tasks
- If students are dismissed for CAUSE or transgressing any ILAC International College, the Host or policies they will not be placed elsewhere because of damages to ILAC International College's reputation among partners and professional Canadian organizations
- ILAC International College may cancel any student's placement if they believe the student has broken laws or for misconduct; the student will be assigned a grade of Fail for the placement and will not be eligible to repeat the work experience component
- If a student is dismissed from the work experience component, or fails, and, in the judgment of ILAC International College has sufficient time remaining to be replaced with a new Host organization, ILAC International College will make its best efforts to facilitate this
- In the event a student fails a placement, s/he may repeat the placement, but the student is responsible for securing her/his own placement; all placements must be approved by the Placement Department. Applicable course and transfer fees may apply. A student is allowed to retake a failed placement a total of one time and must have valid work permit
- If the student quits, or otherwise fails to complete the work placement component, ILAC International College will not issue the student a graduation certificate for the Program

For a full and detailed description of all ILAC International College policies, please visit the website [www.ilacinternationalcollege.com](http://www.ilacinternationalcollege.com)