



## **P1 Project: Workplace Practicum**

**Program: Airport Operations Diploma Program**

**Course Name: Workplace Practicum 3**

**Course Number: AVAO 3400**



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The Academic requirements for this course are:

- |                               |                              |                 |
|-------------------------------|------------------------------|-----------------|
| <input type="checkbox"/> P1a. | Notification of Practicum    | Due Date: _____ |
| <input type="checkbox"/> P1b. | Limitation of Liability Form | Due Date: _____ |
| <input type="checkbox"/> P1c. | Introductory Cover Letter    | Due Date: _____ |
| <input type="checkbox"/> P1d. | Resume                       | Due Date: _____ |
| <input type="checkbox"/> P1e. | Thank You Letter             | Due Date: _____ |
| <input type="checkbox"/> P1f. | Field Report                 | Due Date: _____ |
| <input type="checkbox"/> P1g. | Employer Host Evaluation     | Due Date: _____ |
| <input type="checkbox"/> P1h. | Attendance/Punctuality       | Due Date: _____ |

Refer to section **5.0** for more details.



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## **1.0 Purpose of Student Handbook**

### **1.1 Purpose and Scope**

The purpose of this handbook is to provide students with general procedural guidelines for the main operational issues within the workplace practicum courses for the Airport Operations Diploma Program at BCIT.

The guidelines outlined below shall pertain to all Airport Operations students participating in the workplace practicum at BCIT.

### **1.2 Involvement of Chief Instructors and Instructors**

The Chief Instructor and/or instructor(s)

- will facilitate the pairing of students with their practicum host(s);
- will ensure all reasonable efforts are made to approve work sites; and
- will monitor the student(s) learning progress and the quality of the work experience.

The Chief Instructor and/or instructor(s) will also meet with employers and students for mid-practicum visits to review the student's progress and discuss his or her learning objectives (telephone and email options may be used if an in-person meeting is not possible).

If you have any question about the evaluation criteria or the practicum, please contact the Chief Instructor or assigned instructor or Program Assistant.

### **1.3 Benefits of Completing Workplace Practicums**

The most immediate benefit of completing a practicum is, of course, the experience students gain from working in an aviation environment. When all the practicums are completed, students will have over 200 hours of industry-related experience.

While performing the workplace practicum, students will apply the knowledge and skills they have gained in the classroom to the real working world. They will also make new contacts in the aviation industry, which may benefit the students once they have completed their diploma and are ready to work full time.

## **2.0 Workplace Practicum**

### **2.1 Citizenship or Visa/Work Permit Status**

Students travelling outside of Canada (including United States) must have a valid passport. International students must ensure that their Student Visa is valid.

### **2.2 Student Workplace Practicum Placement Abroad**

Students wanting to complete their workplace practicum abroad (outside of Canada) must receive written permission from the Chief Instructor and their practicum host at least six weeks prior to their start date.

Students must also ensure they have met their host country's visa and/or work permit requirements. Please note that some countries require comprehensive documentation that must be completed prior to gaining entry into their country.

Students must complete an international Authority to Travel form that will be cleared by BCIT Safety & Security. See Appendix H for sample.

### **2.3 Workplace Practicum Coordination**

Students are accountable for organizing their own workplace practicum. To accomplish this, the student should utilize all available resources and contacts. Contacts should include professional and personal contacts in the aviation industry. The Chief Instructor will provide students with a list of possible placement hosts, but students are encouraged to make their own arrangements.

### **2.4 Workplace Practicum Components**

Students are required to complete a minimum number of workplace hours and academic components to meet the requirements of the workplace practicum. On-the-job performance is monitored and evaluated by the host and students will be graded on their workplace performance, attendance, and participation. A faculty member will grade the academic submissions.

### **2.5 Compensation**

Students will not accept compensation from their practicum host(s) as the workplace practicum is part of the developed curriculum for the Airport Operations Diploma Program. If the employer offers an honorarium or stipend students must advise the Chief Instructor or assigned instructor for guidance on accepting payment.

## 3.0 BCIT Practicum/Program Responsibilities

### 3.1 The Institute

BCIT recognizes that the workplace practicum is beneficial to the students as it provides a unique opportunity to combine classroom training with real work experience.

### 3.2 The Host

The employer must agree to help you to learn industry-related skills while completing work tasks on their job-site.

### 3.3 The Student

Students are required to maintain a passing grade in all their courses up to the start date of their workplace practicum.

During the practicum, students are required to honour their commitment to their host and they are also required to fulfill the academic obligations of the workplace practicum in a timely manner.

### 3.4 Insurance Coverage

Students must complete a limited liability form prior to commencing their workplace practicum.

## 4.0 Workplace Practicum Process

### 4.1 Host/Employer Recruitment

Each student has the ability to choose the practicum location and for most of the locations, personal contact is appropriate. However, practicum requests for Vancouver International Airport (YVR) must go through the Human Resources (HR) department. YVR HR will be notified of the date **four to six weeks** prior to the commencement of the practicum. HR will send a notice to all managers of each department, advising them that BCIT students are seeking host locations at YVRAA.

### 4.2 Job Descriptions

YVR managers interested in hosting a student will advise HR of the number of students required and will provide job descriptions. HR will advise the Chief Instructor, who will post all the positions on the bulletin board.

Managers from locations other than YVR may also provide job descriptions that would be posted on the bulletin board.

### 4.3 Interviews

The practicum hosts may require the student to attend an interview to determine suitability for the work. Always advise practicum hosts that you are seeking other opportunities so they are aware of your situation.

### 4.4 Letter of Acceptance

The practicum host will advise the student of acceptance either in person, or in writing email. Should the student not be accepted, (s)he will be required to search elsewhere for another location. For this reason, it is advisable to consider more than one location when seeking a practicum.

### 4.5 Notification of Practicum

As soon as a practicum is secured, student will complete a **Notification of Practicum** form and submit it to the Chief Instructor.

### 4.6 Students Without Practicum Placements

If a student is unable to secure a practicum location, (s)he must advise the Chief Instructor, who will work with the student to determine further options.

### 4.7 Site Visits

Time permitting and where practical, the Chief Instructor will visit students at the practicum locations to check on student's performance.

### 4.8 Special Cases

Occasionally, students may want to do a practicum at a location other than an airport. These locations must be approved by the Chief Instructor.

### 4.9 Withdrawal from Placements

If a student chooses to leave a practicum location before the agreed upon date, (s)he must consult with the Chief Instructor **prior** to leaving. If a host determines that the student proves to be unsuitable for the practicum, the student may be asked to leave and choose another location. Should this happen, the Chief Instructor must be notified. Failure by the student to do so, could result in an incomplete mark, or an involuntary withdrawal from the program.



## 5.0 Academic Requirements

### 5.1 Notification of Practicum

**DUE DATE:**

*Please complete the attached Notification Form and return to the Chief Instructor by the Friday prior to the practicum start date. If the form is incomplete, or not handed in, you will not receive any marks.*

### 5.2 Limitation of Liability Form

**DUE DATE:**

*Please complete the Limitation of Liability Form and return to the Chief Instructor prior to practicum start date, or on the first day of your practicum. If the form is incomplete, or not handed in, you will not receive any marks.*

### 5.3 Introductory Cover Letter

**DUE DATE:**

The cover letter is a one page document written in a business format and it is designed to introduce you to your potential host. It should always accompany your resume. Along with an introduction and conclusion, the letter should also outline your education, skills and abilities. In essence, what you can offer your potential host. Please see Appendix G for an example.

Business communications, including writing cover letters, resumes, and references, are covered in your communications course during the first term. Please refer to your business communications textbooks and handouts. Marks will be given for proper format, grammar, punctuation, spelling and content.

### 5.4 Resume and References

**DUE DATE:**

Each student must also submit an up-to-date, employer-ready resume and a list of references to the Chief Instructor or a designated instructor, prior to commencing the practicum. There are many formats and styles of resumes. Your education, skills, and experience will dictate in part, which style will be most effective in displaying your talents.

Business communications, including writing cover letters, resumes, and references, are covered in your communications course during the first term. Please refer to your business communications textbooks and handouts. Marks will be given for proper format, grammar, punctuation, spelling and content.

### 5.5 Thank You Letter to Host/Employer

**DUE DATE:**

Please prepare and send a one-page letter to the employer that hosted your workplace practicum (and anyone else you may wish to thank). State the value of your experience and what it means to you as a student in the Airport Operations program. This should be done on the last day of your practicum. Attach a copy of the letter(s) to your journal and report. Please use guidelines/checklists from AVAO 1185. Marks will be given for proper format, grammar, punctuation, spelling and content.

### 5.6 Field Report

**DUE DATE:**

- Refer to the technical writing materials presented in AIRC 1001, as well as the handout H4: Reporting a Field Assignment.
- Utilize the recommended format(s) to prepare a brief report (500-700 words, double spaced) summarizing your experience while on the workplace practicum.
- Your report **must** include the following:
  - ✓ A description of the organization/department to whom you were assigned;
  - ✓ The names and positions of the person(s) that you reported to during the practicum;
  - ✓ The job description and the type of work you observed and/or performed;
  - ✓ Your most rewarding experience and how the airport operations courses from the past terms helped you in your workplace practicum. **Please indicate specific course numbers.**
  - ✓ Please include a copy of any work you completed (unless there is an issue of confidentiality). For example, reports, surveys, presentations.
  - ✓ Marks will be given for proper format, grammar, punctuation, spelling and content.

### 5.7 Employer/Host Evaluation

**DUE DATE:**

Ask your host manager to complete the Host Evaluation prior to your last day and ask them to email the evaluation to the Chief Instructor or assigned instructor by the due date. If the evaluation is not received by that date, it is your responsibility to remind the host manager to send it.

## 5.8 Punctuality/Attendance

### DUE DATE:

Full marks will be given for 100% attendance in the workplace practicum. If students show up late for their shift, marks will be deducted. Please record start and end times on the time log sheet and be sure to get the supervisor/manager's initials to verify each entry. Marks will be deducted accordingly, if they are not initialled.

Attach the log sheet to your final report. **Please note:** *You have the ability to be flexible with how you may complete your practicum assignment. You are required to complete a minimum of 90-120 hours of practicum experience to get your credits. You may be flexible with the dates and additional hours as long as it is mutually agreeable between you and the host manager and the assignment.*

**Note:** The limitation of liability coverage will continue as long as you have adjusted the dates on the form.

## 5.9 Submission of Assignments

All assignments must be completed and submitted by the due dates. Late submissions will be penalized.

## 6.0 Practicum Tips and Techniques

### 6.1 Presenting Yourself

#### Dress Standards

First impressions count. Appearing professional in your dress and grooming can help you gain acceptance from colleagues and clients. Some organizations encourage professional business attire, and even organizations that allow casual business attire may frown upon jeans and shorts, so it is best to seek clarification. If in doubt, on the first day wear your airport operations golf shirt and dress slacks/trousers/skirt.

#### Effective Work Habits

Earn your supervisor's high regard by establishing effective, professional work habits. Don't assume that you are eligible for overtime, flexible hours and other benefits. You may be evaluated on the following work habits:

- Attendance
- Punctuality
- Enthusiasm for Work
- Initiative
- Dependability

## 6.2 Establishing Collegial Relationships

### Meeting and Greeting

Making the effort to introduce yourself to your new colleagues can help you take the lead in establishing effective working relationships. It is polite to rise as you meet a person for the first time, and offering a firm handshake can help you make contact in a confident manner. Until someone invites you to address them by their first name, it is best to use a formal title like Mr. or Ms. Confirm the positive first impression you made by continuing to greet your colleagues warmly and respectfully each day.

### Team Work

Offering your assistance and support to colleagues helps you build relationships. When participating on team projects, do your best to help achieve consensus on goals, keep team-mates informed of your progress and follow through on your commitments. When writing reports or making presentations, acknowledge any colleagues who have assisted you.

### Social Functions

You may be invited to attend social functions organized by your employer which provide an enjoyable forum for enhancing your relationships with colleagues. You can be less formal on these occasions than in the workplace, as long as you remain professional.

## 6.3 Ethics

### Maintain Confidentiality

Some employers, especially those in health and social service, require you to sign an oath of confidentiality in order to protect the rights of their clients. However, even if your employer does not require a signed declaration, however, it is a good practice to avoid discussing your organization's business, clients and competitors, outside the workplace.

### Stick to Business

- If you are allowed to make personal calls, it is advisable to use this privilege sparingly. Be sure to repay the company for any long distance calls,
- Use the company's letterhead for approved business only,
- Don't take office supplies home for your own use,
- Don't send personal information via the company's email or internet

### Honour Your Commitments

Not only is it ethical to honour your commitment to your employer to begin and end your work term on specific dates, most co-op programs also have an official policy requiring you to do so. Deliver on any promises you make to customers, and if you run into difficulties, consult your supervisor to determine whether alternative services can be provided to appease the customer.

### **Take the Moral High Ground**

- Even if your colleagues engage in unethical or offensive practices, it is wrong for you to be involved. Furthermore, you may be judged more harshly than a permanent employee,
- Avoid making offensive jokes or using offensive language,
- Avoid getting involved in gossip and office politics,
- Remain honest.

### **Declare Conflicts of Interest**

If you are in a position to bring profit to a friend or relative through your work, please declare a conflict of interest and refrain from participating.

## **6.4 Effective Communication**

Communicating effectively is vital in maintaining good relationships and providing good customer service.

### **Consulting With Your Supervisor**

Communicating openly with your supervisor will enhance your work term by ensuring you both have the same expectations for your performance. Meet with your supervisor at the beginning of your work term to discuss your assignments. Schedule regular meetings with your supervisor so you can report on your progress, seek clarification on further goals and discuss any pertinent issues. Between meetings, communicate via memos or e-mail messages so your supervisor can respond at his or her convenience.

### **Communicating in Person**

The following suggestions may be useful in communicating effectively with individual colleagues, clients and customers:

- Remain patient, courteous and calm
- Use direct eye contact
- Listen carefully and take notes
- Ensure you understand by asking questions and paraphrasing answers

### **E-Mail and Internet Communication**

Observe your employer's policies regarding e-mail and internet use. Even if no policies exist, you should use the company's e-mail and internet strictly for business and transmit nothing of a personal nature electronically.

### **When using the internet:**

- Always include a subject
- Keep e-mail messages short, concise and clear
- Check your spelling and grammar before sending
- Review the message to ensure it carries the meaning and tone you intended
- Determine whether you need to respond to the sender only or all participants

- Before sending attachments, check whether your recipients have the necessary software
- Include your title, company name and phone number at the end of each e-mail

### Telephone Communication

#### When making calls:

- Identify yourself and state the reason for your call
- Speak clearly and concisely
- Determine whether there is a need for action by either party
- Summarize the next steps
- Close with thanks, if applicable

#### When answering calls:

- Identify your name and company
- Return message promptly so the caller feels valued
- It is usually preferable to take a message than to put someone on hold, but if you must do so, thank them for waiting; if they are waiting for someone else, check back frequently to verify whether they want to continue holding
- Before passing on a message, verify the spelling of the caller's name and take their phone number
- Wait for the caller to say goodbye before hanging up
- Request permission before putting a call on the speakerphone
- Learn how to transfer calls when you begin your new job

### Resolving Problems and Conflict

It is not uncommon to find yourself facing problems or conflicts occasionally. Make sure you inform your supervisor of any problems as early as possible, and feel free to ask for advice on resolving the issues. Remember to use the feedback models introduced in previous classes, when necessary.

#### Potential Problems

*What if I find my work is not challenging enough?*

Let your supervisor know that you are willing to complete your assignments but that you would welcome additional assignments that are more challenging. Be proactive; suggest some projects you would like to tackle.

*What if my supervisor refuses to give me more challenging work?*

Try to get some more feedback. Perhaps your supervisor needs you to complete an undemanding yet important project before you tackle new ones, or perhaps your supervisor thinks you need training in some area first. If, after obtaining feedback, you still feel your talents are being underused, ask your chief instructor for guidance.



## APPENDICES

### Appendix A: Workplace Practicum Checklist

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- Notification of Practicum
- Limitation of Liability form completed
- Introductory Cover Letter
- Resume
- Thank You Letter
- Field Report
- Host Evaluation
- Attendance/Punctuality



## Appendix B: Notification of Practicum Form

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### WORKPLACE PRACTICUM NOTIFICATION

Student Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Host Company/Department: \_\_\_\_\_

Practicum Location: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Practicum Key Contact: \_\_\_\_\_

Practicum Contact #: \_\_\_\_\_

Start Date: \_\_\_\_\_

End Date: \_\_\_\_\_

*Special Instructions:*

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Please complete and submit this form to the Chief Instructor prior to your practicum start date.





## Appendix C: Limitation of Liability Form



### INDUSTRY PRACTICUM PROJECT APPROVAL AND LIABILITY INSURANCE COVERAGE FOR STUDENTS

#### PART A Practicum Project Description

The practicum project is an integral part of BCIT's curriculum required for course and program completion and graduation.

Student Name		Student No.	Date
Course Name		Course No.	Practicum Dates From                      To
School and Program	Instructor Name		Instructor Phone No.
Practicum Project Industry Name and Address			
Project Description			

#### PART B Insurance Coverage and Practicum Project Approval

BCIT students, while engaged in the above approved and supervised activity at the industry premises, will be covered under:

- i. BCIT's public liability coverage
- ii. Worker's Compensation (only applicable when the Practicum is performed in the Province of BC)

BCIT students are covered under the B.C. College/Institutes Student Accident Insurance Program while travelling directly to or from a BCIT approved or organized activity. Detailed information about insurance coverage may be found on BCIT's public website.

I understand the insurance and liability coverage for this industry project practicum as outlined above. I agree to abide by BCIT's policies and procedures and industry work site rules during the practicum.

Note: Out-of-province Worker's Compensation is not covered unless a separate agreement is developed.

Student signature	Date
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#### School/Program Project Approvals

Instructor	Date
Associate Dean (where required)	Date

#### PART C Industry Acknowledgement

Name of person supervising student	Position
Manager	Department

I agree to allow the student to perform the activity outlined above on the understanding that the student is covered for public liability and Worker's Compensation as indicated.

Name	Position	Date
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BCIT Directory of Records Classification 7030-15. Retain in BCIT location and for time period specified in Directory.

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## Appendix D: Sample Introductory Cover Letter to Host

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(Company Name)  
(Department)  
(Address)  
(City, State/Province)  
(Country, Postal Code)

(Date)

RE: Request for BCIT Airport Operations student practicum position

Dear (Name or Sir or Madam):

I am a student currently enrolled in the Airport Operations Diploma Program at BCIT.  
*(Tell your potential host something about the program – for example, This program is supported and approved by the British Columbia Aviation Council. Tell them how long the program is, where you are in the program – term 1 or 2 or 3 – and why you are in the program)*

One requirement of the program is the completion of two workplace practicums.  
*(Describe how the practicum works for you and the employer – for example, you volunteer your services and in return, you receive the benefits of real work experience in an airport operations environment and you are covered under BCIT's Limitation of Liability). We are expected to complete 90 hours of work from April 3<sup>rd</sup> to April 21<sup>st</sup> 2006. I am hoping that you would consider giving me the opportunity to work in your organization.*

*(Tell them what you have studied and how it will benefit their company)*

Thank you for considering my request and I look forward to hearing from you.

Sincerely,

Name  
Address  
Postal Code  
Etc.



## Appendix E: Sample Letter to Host from C.I.

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(Date)

The bearer of this letter is a second-term student in BCIT's Airport Operations Diploma program. The two-year program, supported and approved by the aviation industry, provides students with a comprehensive, interdisciplinary program of study. Graduates are prepared for a wide range of entry-level positions at airports and airport businesses.

As part of the second term curriculum, students are required to seek and complete a 90-hour workplace practicum. Please consider hosting this student at your location. For them, it is an opportunity to utilize the skills and knowledge that they have learned and to relate it to the real world. For you, it is an opportunity to tap into an educated source of free labour and to get a first hand glimpse of someone who could potentially become your future employee.

I have attached an overview of the program and the curriculum which may help you with your decision. Thank you for your consideration and support.

Sincerely,

Cheryl Cahill  
Chief Instructor, Aviation Operations programs  
Phone: 604-419-3736  
Email: [cheryl\\_cahill@bcit.ca](mailto:cheryl_cahill@bcit.ca)



## Appendix F: Host Evaluation Form

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### Host Evaluation of Practicum Student

#### BCIT Airport Operations

Student Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Host Company/Department: \_\_\_\_\_

Manager completing this evaluation: \_\_\_\_\_

Contact #: \_\_\_\_\_

Date: \_\_\_\_\_

The purpose of this evaluation is threefold. First, BCIT wishes to know how the student performed to your expectations. Second, the students can enhance their work experience by receiving honest feedback from their host companies/departments. Third, BCIT can incorporate your comments and suggestions into future programs.

Please answer the following questions as honestly as possible. The rating scale being used is: (1) = lowest rating to (3) = highest.

#### Circle the most appropriate rating for each question below:

**1. The student’s attendance and punctuality was:**

(1) poor                      (2) acceptable                      (3) very good

**2. The student’s overall appearance was:**

(1) poor                      (2) acceptable                      (3) very good

**3. The student’s workplace attitude was:**

(1) poor                      (2) acceptable                      (3) very good

**4. The student’s ability to follow direction was:**

(1) poor                      (2) acceptable                      (3) very good

**5. The student’s ability to learn new tasks or techniques was:**

(1) poor                      (2) acceptable                      (3) very good

**6. The student’s level of effort in completing any assigned tasks/duties was:**

(1) poor                      (2) acceptable                      (3) very good

**7. The student’s level of effort in getting along with others was:**

(1) poor                      (2) acceptable                      (3) very good

Total:                      /21



Comments on student's overall performance:

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Comments or suggestions for improving the program:

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**Please complete and forward to the Chief Instructor of the Aviation Operations program.  
Thank you!**





Appendix H: Sample Authorization to Travel Form

Budget Printing 904-255-5510

01-9910 (Rev.)

ADV

**BCIT** REQUEST FOR AUTHORITY TO TRAVEL/ADVANCE PAYMENT 003416

Staff ID Number		Date Submitted	
Name	Position	Department Name	Local
Destination		Dates of Travel From: To:	
Social Insurance Number	FUND	ORG.	ACCT PROG

  

ESTIMATED EXPENSES	\$
Accommodation	
Meals	
Transportation	
Registration	
Other	
<b>TOTAL</b>	

  

ADVANCE REQUESTED:  Yes  No

Travel Advance Requested	\$
1164	

Advances will be issued only for requests over \$200.00

FSA Professional Development Pool Advance Requested	\$
1162	

  

Employee Signature*	\$
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\*Should I fail to account for the above advance within 30 days of completion of travel, I hereby authorize BCIT to make the necessary deductions from my pay.

PURPOSE

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**APPROVALS (Refer to Policy)**  
**\*\* (PLEASE PRINT NAME UNDERNEATH SIGNATURE)**

Signature**	President***	Date
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\*\*\*All requests for out-of-country travel MUST have the President's approval.

N.B. PLEASE REFER TO PROCEDURES LISTED ON REVERSE SIDE OF THIS FORM. FORWARD THE TOP THREE COPIES TO THE FINANCE DEPARTMENT; RETAIN THE FOURTH COPY FOR YOUR RECORDS.

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FIN-23 (R 01:05) FINANCE Pg. 1