

HASKAYNE

SCHOOL OF BUSINESS

Co-operative Education Program Student Handbook



UNIVERSITY OF CALGARY
HASKAYNE SCHOOL OF BUSINESS



WELCOME TO CO-OP

Congratulations on your admission to the BComm Co-operative Education Program. To make the most of your experience, get involved in all of the orientation activities and use the resources offered at the Career Centre.

With Co-op you will:

- gain practical experience
- develop a network of contacts
- build your communication skills and professionalism
- understand careers in your field of interest
- earn a salary while you are completing your degree

When you complete a minimum of twelve months of work experience, the Co-operative Education designation will appear on your academic transcript and degree parchment.

RESOURCES

Your Support Team

Career advisors at the Haskayne Career Centre will support and assist you during your job search and during your Co-op work-terms. You are encouraged to have your application materials reviewed, discuss the job search process, prepare for interviews, and connect for workplace advice or concerns.

Who do I talk to?

- Contact the Haskayne Career Centre and we will connect you with your assigned career advisor or the academic Co-op program coordinator
 - Phone: [403-220-6743](tel:403-220-6743)
 - E-mail: co-op@haskayne.ucalgary.ca
 - Website: HireHaskayne.ca

FEES

Registration Fee

Once admitted to the Co-op Program, you will need to pay a one-time Co-op registration fee through your My UofC account.

While on a work-term, you are considered a full-time student and pay an academic course fee to the University of Calgary. Course fees are assessed for each Co-operative Education course at the time that the course is registered - see the University Calendar for fee deadlines. Please note that visa students will be required to pay the Co-op course fee plus a visa differential.



- Once the work-term has been registered, Co-operative Education course fees are non-refundable and are due even if you withdraw from the work-term
- A full-time Students' Union fee will be charged
- Fees are payable for a maximum of three work-terms/ courses; a fourth work-term is optional and there is no course fee (Students' Union fees still apply)

UPASS

Co-op students must opt in to the UPass program with Enrolment Services by phone or in person if they are not also enrolled in an on-campus course. After opting in, it takes 24-48 hours to be reflected in the UPass system.

Other Fees to Budget for

- You may opt out of health and dental insurance in the Fall and Winter sessions with proof of alternate coverage.
- Refer to the fees section of the University Calendar for more information

Student Loans and Scholarships

If you are a scholarship recipient, please confirm the status of your scholarship, with the Student Awards Office before accepting a work

QUICK TIPS

- Work-terms are four month positions starting in January, May or September; you need three four month work-terms to complete your Co-op designation
 - Eight month positions count as two work-terms
 - A fourth work-term is optional
 - Meet with your career advisor to go over your résumé, cover letter, and to prepare for interviews.
 - Contact the Career Centre at: 403-220-6743 or e-mail hscentre@haskayne.ucalgary.ca and get started!
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AWARDS

Employer Awards

Each year the Haskayne School of Business presents awards to Co-op supervisors at the annual Co-operative Education Appreciation event. Students are invited to nominate supervisors whom they feel have been exceptional mentors/supervisors by providing outstanding direction, feedback and encouragement throughout the work-term. Nomination forms are available on D2L.

Student Awards

There are three different scholarships available to Co-op students:

1. Haskayne School of Business Co-op Student Achievement Award

The Haskayne School of Business selects three students each year who have completed the Co-op program. The criteria for selection includes outstanding grades on work-term reports, exceptional performance at the work site as determined by employer performance evaluations, the career advisor's site visit reports, and supervisor nomination input. Value of the awards are \$500 each

2. Chartered Professional Accountants of Alberta (CPA Alberta) Co-op Award

Students who have completed a minimum of two accounting positions in industry (not CPA articling positions) are considered for this scholarship. To qualify, students require outstanding grades on work-term reports, exceptional performance at the work site as determined by employer performance evaluations, the career advisor's site visit reports, and an employer letter of recommendation. Value of the awards are \$500

3. Apache Canada Ltd. Undergraduate Scholarship

Offered annually to a continuing undergraduate student, who has completed the Co-op program, in the Haskayne School of Business, Bachelor of Commerce Program for academic merit. Based on the employers' letters of recommendation and outstanding marks on their performance evaluations and work term reports. The student must be continuing full-time in the specified field of study for the upcoming fall term. Value of the scholarship is \$1800

Interested students should consult the Co-op website and the Awards and Financial Assistance section of the University of Calgary Calendar.



PREPARE FOR A WORK TERM

Courses and Requirements

Required Courses

Students pursuing the Co-operative Education designation will complete the following work-term courses (in addition to your regular academic requirements):

- Co-operative Education (COOP) 523.01
- COOP 523.02
- COOP 523.03

The Academic Co-op Program Coordinator will register you in the corresponding Co-op work-term course after you have received an offer of employment, and entered your work term information into CareerLink. If you decide to complete a fourth work-term, you will be registered in COOP 523.04.

You are required to complete particular course requirements before you begin your first work-term. Please check the undergraduate website for your concentration specific course listing:

haskayne.ucalgary.ca/haskayneundergrad/coop/reqcourses

Not sure which concentration is for you?

Are you a finance major who would like to give a marketing job a try? No problem! Co-op students are not restricted to positions within their concentration. As long as you have the minimum course requirements, you can apply for Co-op jobs in any concentration. That is one of the great things about the Co-op Program - it gives you an opportunity to test the waters before jumping in.

Keep your Concentration Current

Career advisors communicate with students and approach employers for opportunities based on concentration. If you change your concentration, please inform the academic Co-op program coordinator and your career advisor.

International Student Requirements

All international students MUST apply for their work visa as soon as they are admitted into the Co-op Program. Visit Citizenship and Immigration Canada (www.cic.gc.ca) for details and visit your academic Co-op program coordinator who will provide you with the letter that you require.

New Co-op Student Orientation Sessions

Students must attend orientation sessions before starting the job search process. Schedule time to work on your job search and stay committed to your plan. Remember to start early as regular Co-op employers advertise early to ensure a good



selection of candidates.

1. All Co-op students admitted to the Co-op Program will be invited to a New Co-op Student Orientation that will provide you with an overview of the Co-op Program and the process for securing a work-term.
2. Set up a one-on-one meeting with your career advisor within two weeks of your orientation to discuss your goals and plan your job search strategy.
3. Attend a practice interview at the end of September/January to polish your interview skills.

What to Include on Your Résumé

When applying for Co-op terms, you will need to note your Co-op status and availability to employers. Add a line to your résumé that indicates your availability. You need to update your résumé and transcripts each term to include the additional skills and knowledge you are gaining as you progress through your academic semesters and work-terms. A sample of how to include this information is available on CareerLink

FIND A JOB

Activate Your Account

Once admitted into the Co-op program, you are assigned a work/study sequence. To access Co-op work-term opportunities online, you must let your career advisor know that you are looking before every work-term. If you are unable to view the Co-op job board, please let your Co-op advisor know.

Activation and Job Search

- Make sure your résumé meets Career Centre standards or your account may not be activated
- You must complete at least one work-term beginning in either January or September
- May is the most competitive work-term, so don't ignore September and January when fewer people are looking
- Many companies look to hire Co-op students for a January work-term because January to May is generally a busy quarter

Use the Co-op Jobs Database

To access the Co-op jobs database go to careerlink.ucalgary.ca. In addition to jobs advertised on the Co-op jobs database, you may also compete on summer or contract positions and postings from job search engines. If you receive an offer from a posting not on the Co-op database, have the job approved by your career advisor to ensure it is eligible for Co-op. In addition, you may need to provide a letter offering employment detailing the job description, start date, length of work-term and salary details.

Advise the employer you are a Co-op student prior to accepting the offer of employment. The employer may contact your career advisor if they have any questions.

Start Applying Early

Many employers post Co-op positions early to ensure a large pool of candidates. Summer positions are often posted as early as September! Make sure you start your search early to ensure that you do not miss opportunities.

Check Jobs Frequently for Short Deadline Postings

Postings may have short deadlines - sometimes as little as five days. Deadlines may be shorter closer to finals and the work-term start date. Check the postings two or three times each week to ensure you do not miss any opportunities.

Job Descriptions

Job descriptions come in a variety of styles - some very detailed and some very general. Consider the company and the industry as much as the position responsibilities when making your decision about applying. Sometimes there are other positions available within large corporations and many Co-op opportunities will change with each student depending on student ability and initiative. Contact your career advisor if you have questions as previous Co-op students may have been at the company and there may be additional information available.



Apply through the Jobs Database

Job opportunities in the jobs database (careerlink.ucalgary.ca) will indicate how the employer wants you to apply and which application materials are required. Most job postings require a targeted cover letter and some ask for a copy of your most recent transcripts or other requirements. If you transferred from another educational institution, you may need to supply transcripts from both the University of Calgary and from your previous institution. Apply by uploading the required documents into your account.

Apply through a Company Website

Postings may request that you apply through a company website. Save your cover letter and résumé as one pdf file (with a page break in between), and save the file with your name as the file name (i.e. John Smith) to make it easy for the recruiter to find your résumé among all the applications.

Referrals by the Career Centre

The Career Centre may forward student résumés to employers without first advertising the job on the jobs database. This recruiting generally occurs near the end of the semester when students are writing exams (or after) and there is little time to advertise. Stay connected with the Career Centre and your career advisor to ensure you do not miss out on any of these opportunities.

At the end of the term, a résumé book may be made available for you to upload your résumé. These books are shared with employers who are seeking a “last minute” hire for the next term. Contact your career advisor if you have any questions.

****Remember to save a copy of the job postings that you applied to so you can refer back to them during the interview stage**

Persistence Pays Off

Finding a Co-op work-term is hard work but consistent effort will pay off. If by mid-term, you are not getting interviews or are interviewing but not getting offers, meet with your career advisor to review your job search process. In the past, 50% of the offers have occurred less than six weeks prior to the work-term (higher for some concentrations). The process continues through to the middle of the first month of every work-term. Keep in mind the following tips:

- Apply to postings early! Sometimes positions are filled before the closing date and you may miss out if you wait until the deadline
- If you have little or no relevant experience, expect to apply to many job postings (20+) to secure a work-term
- Apply to all BComm opportunities that you are genuinely interested in and relevant Co-op or summer postings from other faculties
- Make sure your online résumé is up-to-date so you do not miss out on unadvertised job opportunities
- Some jobs get cancelled, so submit enough applications to take this into account
- If you are developing your own Co-op position (see below), please advise your career advisor so that all marketing

efforts are coordinated

International Work-terms

If you are interested in an international position, please discuss with your career advisor. You must have citizenship or a work visa to work in other countries. It can take four to six months to develop a position and process the paperwork. Fluency in other languages is often required. Before leaving for an international work-term, it is important to register with the University of Calgary, Risk Management department (riskmgmt@ucalgary.ca) or (403-210-9502)

Develop Your Own Opportunity

You may develop your own Co-op position. Researching hidden opportunities, looking for visible jobs, and networking can be helpful in finding good leads. Identifying your personal areas of interest and making informed decisions is important to securing positions that will eventually help you explore permanent career opportunities.

Hidden Opportunities

Uncovering hidden opportunities takes more work than researching visible jobs, but the majority of positions are not posted. It is often worth the effort to find a job that exactly fits your interests. The secret of finding hidden opportunities is to look for ways to connect to an industry or organization, which can help you make small steps toward your goal. Key resources or methods to utilize include the six-foot rule, cold calls, volunteering, looking outside the box, and word of mouth

The six-foot rule

Inform anyone who comes within six-feet of you of your goals and plans. Speak with a past employer you see at the grocery store, meet with one of your professors during their office hours, and speak to the stranger in the waiting room at the dentist's office. Anyone could be carrying the knowledge of a potential opportunity. While talking to new people, stay in contact with family and friends to ensure they inform you of any opportunities.

Cold calls

Making cold calls can be intimidating, but if you make cold calls in the context of seeking information rather than a specific job, more people will be willing to speak to you. The hardest part of making cold calls is getting started, so here are some ideas:

- Read articles, in magazines and newsletters, and online resources, to find out about companies moving to your area, companies that are expanding, and new company projects
- Attend networking events, presentations, and seminars with high profile speakers, as these people can become potential contacts for you
- Collect brochures and information off the internet and pick up material at trade shows to develop ideas of where to start cold calls
- Media and government agendas are other great resources to monitor for opportunities



Once you have collected resources, make piles and organize them based on your priorities, such as location, size of company, your interests – whatever makes the pile more manageable. Then call some of the companies that interest you, but save the ones you want the most until you have your introduction perfected! Ask about arranging an information interview. Remember this is not interviewing for a job; you are gathering information to explore opportunities.

Volunteering

Building relationships is the key to being memorable. Volunteer for a fundraising event that an organization is holding. Offer a few hours each week to help with some daily tasks. Join a professional association or society recognized by the industry. Stay connected.

Looking outside the box

Do not be trapped into the mindset that you are limited to a particular industry or company. Think of how your skills in research might be an asset to the archive of a major bank. Can you use your knowledge of new technology to help a company market their products or services to your generation? Look outside the box to see how your skills may apply.

Word of mouth

Talking to others is also a very effective way of finding a job. Family and friends are usually willing to pass along leads about job openings. Do your part by making others aware of your goals and following through with the information they provide. People like to see you use the information they give you, and it strengthens your network.

Visible Jobs

Resources that can help you locate visible jobs are career fairs, company websites, online job banks, and trade journals.

Career fairs

Career fairs are a great way to see who is hiring at the moment. Companies may distribute job descriptions and company merchandise with the hope of enticing the strongest candidates to their organization. Take your résumé along and distribute it to companies that interest you.

Company websites

Many companies post summer and contract opportunities on their own sites. If you are interested in a particular company, check their website regularly for opportunities. Larger companies may also accept applications at any time to keep in a database for future use. It is a good idea to submit your information for future opportunities, but remember to continue to check back for specific job postings.

Online job banks



The Career Centre has a list of web links and recommended job bank sites. The ones we recommend can save you time as they search the internet including any available job sites and company web postings. The trick is to know what type of keywords to use.

Use your Network

Advise your contacts that you are a Co-op student seeking a formal work experience as part of your university program. Information for employers about the Co-op Program is available through our website HireHaskayne.ca to assist you in finding your own Co-op position.

Approval is required for student-found Co-op opportunities to ensure that the term will:

- offer productive work
- have an office environment with four or more co-workers
- be supervised so your performance can be evaluated
- work within a stable organization (no start-ups)
- guarantee a minimum of 35 hours each week for a period of 13 to 16 weeks
- receive a salary (minimum wage or more)

To register a student-found Co-op position you need to enter the job information in the Haskayne CareerLink Work Term Record. You will need to provide the job description, start date, length of work-term, and salary details. Your Co-op position must be registered on CareerLink prior to your start date.

Interview Candidate Selection

When chosen for an interview, you will hear from the employer directly or from the Career Centre via e-mail. Be sure to check your @ucalgary e-mail account daily. Since employers may contact you directly, ensure that your e-mail address and voice mail message are professional.

If you receive an e-mail interview request from the career centre you will also receive instructions to sign-up online through CareerLink. You must attend an interview request until you have accepted another position. Please notify the Career Centre immediately if you need to decline an interview

Prepare for Interviews

Here are a few quick tips to help you prepare for an interview:

- Review the job description and your résumé. Identify your skills and experience that match the employer's requirements so you can easily discuss these in the interview
- Research the company: Most employers today expect you to review the company website at a minimum. The Business Library is a great resource for looking up recent articles on the company and reading up on industry trends



- Prepare a few questions to ask the interviewer: Ask employers about job responsibilities, training offered, the work environment and culture, and about the company's experience with the Co-op Program
- Gather information during the interview: Make informed employment decisions should you receive an offer
- **Keep the job posting for reference

Remember that when you interview, employers are looking for the student who not only matches the company's requirements but will also fit well in their corporate culture. Prepare in advance and identify what skills the employer is looking for, target your conversation to those needs. Employers will hire individuals who show enthusiasm for the position - research the company and industry. Review the interview preparation material online on CareerLink and register for the Practice Interview Program.

Dressing for Interviews

Your appearance will have a strong impact on the image you create with a recruiter, so make sure you are dressed appropriately. Walking into an interview in the wrong attire is like showing up to a black-tie event in your shorts and t-shirt. It is very difficult to overcome a poor first impression, regardless of your knowledge or experience. Remember to dress for the position you want, not for the position you have (see section What to Wear).

After an Interview

Evaluate your interest in the position following each interview, so that if an offer comes you can make a decision quickly.

If you decide the job no longer interests you, please contact your career advisor as soon as possible. Remember, you do not want to offend a recruiter, even if the position is not very interesting to you; the recruiter may someday end up being the interviewer for a position you really want. Always present a professional image and request business cards so that you can send a thank-you note to the recruiter. Not everyone sends thank-you notes, and this gesture may help you stand out from the crowd

QUICK TIPS

Work-terms are four month positions starting in January, May or September; you need three four month work-terms to complete your Co-op designation

Your D2L course and Haskayne CareerLink at careerlink.ucalgary.ca have many career resources including sample résumés and interview tips

You must attend the Career Centre orientation for Co-op students before you start your job search process



Schedule time for the job search process as many regular Co-op employers advertise early to ensure a good selection of candidates

Ace your Interview

Prepare examples for common behavioural questions

Research the company and prepare a few questions for the end of the interview

Plan your interview outfit in advance; ask your career advisor if you are unsure

Make sure you know where the interview is and arrive five to ten minutes early

Smile and maintain a positive attitude

Listen to the interviewer's questions carefully and ask questions if you do not understand

RECEIVING JOB OFFERS

Accept an Offer of Co-op Employment

Upon receiving an offer, you should respond within 48 hours. Carefully consider job offers before accepting. The offer, verbal or written, is a contractual agreement between you and the employer. Career advisors are available to discuss job offer questions with you prior to accepting a Co-op position. As soon as you accept a Co-op position, and enter it into CareerLink, it is registered as a work-term and you cannot withdraw from it without penalty (see section Rules and Regulations).

If you receive an offer of employment directly from an employer, please notify the Career Centre as soon as possible and complete the Work-term Registration in Haskayne CareerLink. You must register a work-term to inform the Career Centre of your position and have your name removed from other job competitions.

Refusing Offers of Co-op Employment

If you are unsure of a position, carefully weigh your options before you decide to decline an offer of Co-op employment. Refusing offers of employment may jeopardize future prospects and it may leave a negative impression with employers. Please meet with your career advisor before refusing an offer. If you refuse two Co-op offers of employment, your career advisor will review your Co-op status.

Extensions

Extensions are possible with Co-op opportunities. If you receive an additional work-term with the same company, it will count as a subsequent Co-op course. Complete a new Work-term Registration on Haskayne CareerLink. You do not have to accept an offer of extension if you are interested in pursuing other opportunities. If you find yourself in this situation, discuss it with a Haskayne career advisor.

Recruitment Ethics

You want to make a positive impression on recruiters throughout your job search process. To ensure you do not make mistakes you are not even aware you are making, review the guidelines below.

Student Ethics

It is your responsibility to:

- abide by the Co-op policies and procedures at the Haskayne School of Business
- ensure that employers are provided with accurate and appropriate requested information regarding your qualifications and interests apply only for the jobs in which you have a genuine interest
- if an interview must be cancelled or rescheduled, notify the employer immediately
- be well prepared for interviews



- not provide information to employers on other students/employers
- honour your acceptance of a position as a contractual agreement with the employer
- honour your employer's relocation policy (if applicable)
- respect the policies of employers regarding confidential/proprietary information

Employer Ethics

Employers are responsible to:

- provide reasonable notice of candidates to be interviewed and of interview cancellations
- be informed and adhere to the Co-operative Education policies and procedures
- not provide candidates with information on other companies
- not seek a candidate's assessment of another candidate
- not submit/make multiple job offers unless prepared to accept multiple acceptances
- honour all job offers and not renege on accepted offers nor rescind offers of employment
- confirm all job offers in writing
- not translate a Co-op assignment into a full-time position encouraging a student to settle for less education
- comply with all provincial and federal freedom of information, human rights and employment legislation

Institutional Ethics

It is the Co-op office's responsibility to:

- inform students, employers, and other interested parties of their policies and procedures
- provide equal services to all students and employers
- provide students with accurate and approved information (including promotion materials and salary/benefits), on all recruiting employers
- follow ethical and legal guidelines in providing student information to employers
- notify the employer of any hiring limitations prior to them conducting interviews
- notify any employers of any students who, after being hired, do not achieve an academic level high enough to allow them to continue in the program comply with all provincial and federal freedom of information, human rights and employment legislation

WHILE ON A WORK TERM

D2L and Work-term Assignments

The Co-op Student Handbook, course outlines, assignments, and forms required throughout your work-term are available on D2L.

Work-term assignments are an academic requirement of the University of Calgary. They provide a link between the academic portion of your degree and your workplace experience, and help the university measure your skill development during your work-term. Work-term reports receive a grade of Completed Requirements, or Fail. To receive a Completed Requirements, you may be required to rewrite sections of your report to clarify issues or expand on your analysis. Please see the detailed course outline in D2L before beginning your assignment

Work Site Visit

Your career advisor will arrange a visit with you and your supervisor approximately six to eight weeks into your work-term. The purpose of this visit is to discuss the position from both the employer and student perspective. Career advisors will review your learning objectives and your progress to ensure the work-term is going well. If your supervisor is overseeing several students and has assigned a mentor to you, the mentor should also be included in the site visit. Students located outside of Calgary may receive a phone call in lieu of a visit.

The site visit is an opportunity for your supervisor to gain an understanding of your learning goals and expectations. New opportunities may result from this discussion, so it is important to be honest. This is also an opportunity to receive feedback from your employer on your fit with the position as well as strengths and weaknesses.

To Do List:

Item	Date Due	Additional Information
1. Work-Term Record	One to two weeks before you start	<ol style="list-style-type: none"> 1. Login to CareerLink: (careerlink.ucalgary.ca) 2. Click on your Profile tab and then on the Co-operative Education Work-terms tab 3. Click on the Edit button of your current work-term 4. Complete the work-term information 5. Click on the save button
2. Learning Objectives	3rd week of work-term	Enter into your work term record on CareerLink
3. Work Site Visit	6-8 weeks into your work-term	As part of the evaluation process, your career advisor will arrange a site visit with you and your supervisor approximately two months into the work-term.



4. Work-term Report or Presentation	End of term, check course outline for exact dates	Students are required to complete a written report for work-term one and work-term two. A student presentation is required for work-term three. Reports must be completed and submitted to the Academic Co-op Program Coordinator by the deadline indicated in the course outline.
5. Performance Evaluation	End of term, check course outline for exact dates	An e-mail will be sent to your supervisor with a link to complete your final performance evaluation, two weeks before the end of term. Please let your supervisor know to expect it.

Workplace problems?

If you feel uneasy about sitting down with your supervisor for the site visit or have sensitive issues to discuss, contact your career advisor to discuss these prior to the day of your site visit. This will give you an opportunity to prepare for the meeting and your career advisor can coach you on how to discuss sensitive issues. If necessary, your advisor will book a separate meeting for you and your supervisor.

WORK-TERM EXPECTATIONS

Setting Realistic Expectations

Your experience will be different from the experiences of other Co-op students, as each position and organization is different. Just as each student has different strengths and interests, your attitude and performance in your first couple of weeks on the job can have a strong impact on the work assignments you are given. Focus on gaining a strong understanding of the company while developing organizational and communication skills during this period. Take the initiative to discuss your progress with your supervisor and seek out opportunities to take on projects in your areas of special interest.

Many work-terms start with basic responsibilities while you become familiar with the company and industry. It is very important for you to gain an in-depth understanding of the company before you can contribute in a meaningful way, and often this will occur through administrative tasks and research. Maintain a positive attitude during your initial orientation period and focus on learning as much as you can. Let your supervisor know when you are ready for more challenges in your area of interest. As your supervisor gains confidence in your abilities you can expect the work to progress to a more challenging level.

Other work-terms will have you jump right in and learn as you go. The industry lingo may seem like a foreign language and you may feel as though you are in over your head and everyone around you is busy all the time. It is very helpful to prepare yourself by researching the company, industry, competitors and industry terms before your work-term begins. It is also important to ask a lot of questions (often you will feel you are asking too many questions and your supervisor will say you do not ask enough). Do the best you can, as tasks will get easier as you learn.

Use your work-term as a career exploration tool and be open to new experiences outside of your initial expectations. Take the initiative to develop a network of contacts for the future and gain business savvy. Understand how your academic knowledge applies to the business setting but remember you are a student- in-training, not a manager – your attitude is very important.

Training

Different employers manage student training differently. You may receive a formal orientation and/or training program or you may learn the job under the direction of another employee or supervisor. It is important for you to understand both your employer's expectations and company policy from the start of the term. You need to seek out this information if it is not provided.

Employers expect you to take initiative to learn about the company and its business on your own. Research can be undertaken before you start the job.

Salary and Benefits

Each employer sets the terms of your employment (salary, benefits and hours of work). Wages account for number of academic and/or work-terms complete and vary with industry sector and geographic location. Pay periods vary with each



organization. Ask questions of your employer so you understand your pay cheque.

Holiday pay is based on the labour code of the province where the job is located. Please review the labour code for your province of employment.

Develop your Work-term Expectations

To maximize your experience and succeed in your position it is important to:

- Learn what your manager expects
- Communicate what you are doing and how you are doing it
- Work independently, but regularly confirm you are on the right track
- Ask for feedback
- Get the job done to the best of your ability
- Contribute ideas even if they are not acted upon
- Find other work when projects are complete or at a standstill
- Maintain a positive attitude

During your first week of work, you should schedule time with your supervisor to discuss some of the topics below. If you are uncomfortable or unsure of how to approach these topics, we have a suggested work-term contract that you can use as a way to break the ice and get the information you need.

Honour your Commitments

Accepting a Co-op position is a commitment. Begin and end your work-term on the dates agreed to in your offer letter. If you have questions, contact your career advisor. Deliver on any promises you make to customers or team members. Consult your supervisor if you run into problems meeting commitments.

Accepted Hours of Work

Earn your supervisor's high regard by establishing effective, professional work habits. Do not assume you are eligible for overtime, flexible hours and other benefits. Regardless of your present salary, the people around you, or your future career goals, you are building the foundation for your work habits and it is your choice to make them positive or negative. Your final evaluation includes attendance, punctuality, enthusiasm, initiative and dependability, as well as other qualities noted on the Co-op Performance Evaluation form.

Dress Standards

Appearing professional in your dress and grooming can help you gain acceptance from colleagues and clients (see section What to Wear). Seek clarification from your supervisor on appropriate business attire. Some organizations encourage



professional business attire while others allow casual business dress. A good rule of thumb is to dress for the position you want.

Maintain Confidentiality

Some employers require you to sign an oath of confidentiality in order to protect the rights of their clients. Even if your employer does not require a signed declaration, avoid discussing your organization's business, clients and competitors outside the workplace

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.

Stick to Business

Treat the company's resources with respect and use them only for business purposes. Minimize personal calls at work and use company letterhead for approved business only. Do not take office supplies home for your own use.

Work not challenging enough?

Understand the reason for the work you are doing. Is it part of an important project the company needs completed, do you need additional training before you can advance to another project, or has your supervisor underestimated your abilities? Let your supervisor know that you are willing to complete your assignments but you would welcome additional assignments that are more challenging. Be proactive; suggest some projects you would like to tackle.

Complete your Work-Term

You want to finish the work-term on the best possible terms to ensure a positive reference and continued employment opportunities for yourself and future Co-op students. To accomplish this:

- Leave your work in a state that another employee can take over
- Arrange an exit interview with your supervisor to exchange feedback and discuss if you may use your supervisor as a reference for future jobs
- Ask for permission to use present work as samples for work or writing initiatives
- Discuss opportunities for future employment, if appropriate
- Leave a forwarding address and phone number

WORK-TERM EVALUATIONS

Employer Evaluation

We ask your employer to complete an evaluation of your performance and discuss it with you. The Performance Evaluation form is part of your Co-op work-term grade. Your supervisor will be sent a link to complete your evaluation online. Be sure that you have submitted their correct contact information in your work term record..

Co-op Work-term Evaluation Form

In addition to the Performance Evaluation, we ask you to complete an evaluation of your work-term (which is not viewed by your supervisor) at the end of each four month term. The Co- op Work-term Evaluation form is available on D2L. Your assessment of each work-term becomes a valuable tool for your career advisor when helping future Co-op students decide on positions/companies

GET OFFICE READY – WHAT TO WEAR

Business Professional

The style, color, length and fit of your fashion choices will speak volumes about your ability to do your job. If you are concerned about your career, you will be more concerned with looking professional than looking cute or trendy.

For Women

Suit: Start with a skirted suit or pantsuit for the most conservative look. Simple styles and dark colors work best. Make sure pants are pressed and as wrinkle free as possible. Skirts should come down at least to your knees when standing.

Blouses: Blouses should be well tailored but not too tight. White and light pastel colours in cotton or silk are appropriate. It is not appropriate to show cleavage.

Shoes: Closed-toed shoes in a color that compliments your outfit are best. It is important to wear shoes that fit well so you can walk comfortably.

Cosmetics and Accessories: If you wear make-up, keep it very natural looking. Fragrances including perfume and hand lotion should be used sparingly, if at all. Jewelry that jangles is distracting.

For Men

Suit: Wear a well-tailored, dark coloured pantsuit along with a pressed, light coloured dress shirt. Solid colours are best, but a subtle pinstripe is also acceptable. For interviews, ties should be simple and subtle.

Socks and Shoes: Wear dress socks that are calf-length or above. Make sure they match not only what you are wearing, but also each other. Shoes should be conservative, clean and well-polished. Lace-up, leather shoes are the best choice.

Watches/Jewelry: Observe other men in your industry to find out what is acceptable.

Grooming: Facial hair, if worn, should be well groomed. Nails and hair should be kept clean and neat. Fragrances, including cologne and aftershave, are less acceptable to wear to the workplace. Use sparingly or not at all.

Business Casual

Business casual is crisp, neat, and should look appropriate even for a chance meeting with a CEO. It should not look like party or picnic attire. Avoid tight or baggy clothing; business casual is classic rather than trendy.



For Women

Pants/Skirts: Women can wear either casual pants or skirts. Neither should be tight. Skirts should come down at least to your knees when standing. Jeans are not appropriate for business casual unless specifically mentioned.

Shirts/Sweaters: Tailored shirts or blouses, knit sweaters and sweater sets are appropriate. Cotton, silk and blends are good fabrics for business casual but velvet and shimmery fabrics worn to parties are not appropriate.

Shoes: For the most conservative look, toes should be covered. Avoid extremes like stilettos and chunky platforms.

For Men

Shirts: Long-sleeved shirts are considered dressier than short-sleeved and are appropriate even in summer. Choosing solid colours, or conservative stripes is your safest bet. Polo shirts (tucked in, of course) are acceptable in more casual situations. Ties are generally not necessary for business casual. However, if you are in doubt, it never hurts to overdress. You can always wear a tie, and discreetly remove it if no one else is wearing one.

Pants: Neatly pressed khaki, corduroy or cotton pants are appropriate. Check your company policy regarding jeans.

Socks/Shoes: Wear dark socks, mid-calf length, so that no skin is visible when you sit down. Choose oxfords, loafers or rubber soled leather shoes. No worn-out shoes, sandals or athletic shoes.

Grooming: Nails and hair should be kept clean and neat. Use scents sparingly if at all.

COMMUNICATION TIPS

Face-to-Face

To communicate effectively:

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

Communicate with your Supervisor

Meet with your supervisor at the beginning of your work-term to discuss your assignments and performance expectations. Schedule regular meetings with your supervisor to report on your progress, seek clarification on further goals, and discuss pertinent issues. Between meetings, communicate via e-mail so your supervisor can respond at his or her convenience.

Take the initiative to communicate with your supervisor in a positive manner if you have concerns about your workload. If you are experiencing downtime or are not feeling challenged you might propose a project you would be interested in or ask if there are other people you can assist. If you are feeling a bit lost and your supervisor seems too busy, you might set up a meeting to discuss the best ways of communicating when you have questions (e-mail, scheduled meetings) or ask if there are additional resources for you to access.

Responding to Feedback

Accepting feedback graciously can be difficult. Your supervisor may suggest changes to improve the quality of a written assignment, or suggest a change in work habits. View this as a constructive critique and not as a personal insult. In most cases, your supervisor is genuinely concerned about your development. Clarify your supervisor's expectations and determine how to meet them. If you have made some errors or mistakes, it is best to acknowledge responsibility for them and then take steps to correct them. If you disagree with the feedback, discuss your concerns with your career advisor.

Meeting and Greeting Colleagues

Make the effort to introduce yourself to your new colleagues and take the lead in establishing effective working relationships. Rise as you meet a person for the first time, and offer a firm handshake. It is considerate to use a formal title like Mr. or Ms. until they invite you to address them by their first name, especially with senior executives. Greet your colleagues warmly and respectfully each day

Team Work

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

Social Functions

You are encouraged to attend social functions organized by your employer as they 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. If alcohol is being served, limit yourself to one drink.

Conflict

It is common to find yourself facing problems or conflicts in the work place. Ignoring them and hoping things will get better is not an effective way to deal with them. Inform your supervisor of problems as early as possible, and ask for advice on resolving the issues. Contact your career advisor for help on how to handle sensitive situations.

Do your best to avoid arguments with a colleagues or customers. If you do experience conflict, remain calm and try to apply the following techniques:

- Listen completely and pause to think (and breathe) before you respond
- Restate the problem to be sure you are both on the same track
- Choose your words carefully and speak slowly (focus on the facts)
- Keep the discussion focused on only the relevant details
- Avoid making accusations and do not get personal
- Focus on finding a fair and equitable solution
- If you have made any errors, acknowledge them with a sincere apology
- Consult your supervisor for guidance

Electronic Communication

Use the company's e-mail and internet for business only and do not transmit anything of a personal nature electronically. Follow these tips:

- Include a subject line indicating content of message
- 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 (avoid using e-mail for sensitive issues – handle those in person)
- Determine whether you need to respond to the sender only or all participants
- If sending attachments, add them first so you do not forget
- Include your title, company name and phone number at the end of each e-mail
- Realize that each e-mail you send can be forwarded to other people

Telephone Etiquette When making calls:

- Identify yourself and state the reason for your call
- Speak clearly and concisely
- Determine action required
- Summarize and close with “thank-you”
- Always include your phone number when leaving a message and speak slowly

When answering calls:

- Identify your name and company (not too quickly)
- Return messages promptly
- Take a message instead of putting the caller on hold if you will be more than 30 seconds
- Check back frequently with callers holding for others 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 and use the release button
- Request permission before putting a call on the speaker phone
- Learn how to transfer calls when you begin a new job

Voice mail messages:

- Personalize your message and use a professional tone
- Start with your name so callers know who they have reached
- Ask your caller to leave their name, number, and a brief message
- Respond to all messages promptly
- Change your message if you will be away from the office and update it when you return



QUICK TIPS

Standing out from the crowd

To set yourself apart and leave a positive impression always:

Be professional: be on time, respect breaks, ask for feedback, and dress appropriately

Maintain a positive attitude: look for opportunities to get involved in new projects

Immerse yourself: learn about the industry, meet your coworkers, and always find ways to go above and beyond your supervisor's expectations

Do your best work: build your supervisor's confidence in your abilities to earn more responsibility

WHAT DOES SHOWING INITIATIVE MEAN?

Do not be afraid to ask your supervisor what skills and traits they value. When on the job, if you want to impress your supervisor, look for ways to apply your problem solving skills to a work scenario:

Identify a problem

Ask questions to clarify

Develop potential solutions and evaluate feasibility

Present solutions

Request feedback

Revise based on feedback



Gain co-worker buy-in and implement

REVIEW THE FINE PRINT

Rules and Regulations

1. You must complete a minimum of three work-terms to complete the Co-operative Education Program
2. You must successfully complete at least 18 and not more than 30 half courses before starting your first Co-op work-term. Students with over 30 half course equivalents will not be allowed to start their first work-term and will be withdrawn from the Co-op Program.
3. You must return to school after a four or eight month work-term. Note: At times 12 month work terms will be approved. Please speak to the Co-op coordinator.
4. Sequencing of work-terms with academic sessions is a flexible process that depends on availability of positions, length of positions (four or eight months) and your academic requirements.
5. You need to end your Co-operative Education Program with an academic term.
6. You must complete at least one work-term in either the fall or the winter semester.
7. Co-operative Education courses are in addition to the normal requirements for your degree,
8. You must maintain full-time student status while in the Co-op Program.
9. If you are required to withdraw from the Haskayne School of Business, or are placed on probation, you will be required to withdraw from the Co-operative Education Program. If you withdraw from the Co-op Program and already accepted a position, we will advise your employer that you are no longer part of the Co-op Program. Termination of your employment will be at the employer's discretion.
10. If you receive a grade of Fail (F) on a work-term, you will be required to withdraw from the Co-operative Education Program.
11. You may register in a maximum of one academic course during a Co-op work-term. Permission is required to take more than one course.
12. You may transfer one Co-op work-term for credit from other faculties within the University of Calgary or from other institutions.

Withdrawal Policies

The Co-operative Education Program strongly values the commitment that is made between students and Co-op Employers. Our withdrawal policies have been set to encourage students to be accountable for their commitments. Students cannot withdraw from a Co-op course (or leave a work term) without permissions from both their Co-op program office and the faculty.

Permission is only granted in cases of serious illness, domestic affliction, or for academic issues. Students who receive permission to withdraw will receive credit for completed course/work terms. They will be withdrawn from the current registered course/work term.



Students who leave a work term without permission will be assigned a grade of “F” on the course and will be dropped from subsequent courses. In addition, students will be required to withdraw from the Co-op program. A permanent notation will be placed on the transcript of record that the student was required to withdraw from the Co-operative Education Program

TERMS AND CONDITIONS FOR HSB CO-OP STUDENTS

The following terms and conditions of enrolment in the Haskayne School of Business Co-operative Education Program (Co-op) are in addition to those policies and regulations listed in the Haskayne Co-operative Student Handbook. If there is a conflict among the foregoing, the order of precedence will be as follows: (1) these HSB Co-operative Program Terms and Conditions and (2) the Haskayne Co-operative Student Handbook. To participate in the Co-operative Program, I must agree to the Terms and Conditions throughout my participation in the Program.

The Co-op Program reserves the right to update, modify, or revise these Terms and Conditions as necessary.

Academic Requirements

- I am responsible for ensuring that I meet all the faculty and program requirements applicable to my degree and year in accordance to the Academic Calendar, and in addition to the requirements of the Co-op Program.
- I am required to complete all assignments posted on D2L in my respective course module.
- I will at all times be registered in either a full-time academic term or a Co-op work-term.
- A leave of absence from the Co-op Program, including vacations and exchanges must be arranged in advance with the Academic Co-op Program Coordinator.
- The maximum length of a work term will preferably be up to eight months. After the work term, I will return to school for at least one full-time academic semester before going out on another work-term.
- I will complete my first work-term or be actively searching for a work-term within one year of my acceptance in the Co-op Program.
- I will complete my first work-term before I have completed more than 30 courses towards my degree.
- I will need to start and end my Co-op program on an academic term.

Job Search

- I am required to attend a Co-op Orientation session, a one-on-one meeting with my career advisor, and a minimum of (2) Haskayne Career Centre workshops upon acceptance into the program; if I am unable to attend a session, I will communicate with my Career Advisor in advance.
- It is ultimately my responsibility to secure a Co-op opportunity and I understand that the Co-op Program does not guarantee employment.
- Upon acceptance of a job offer, I will register my work term on CareerLink and advise my Career Advisor in the Haskayne Career Centre.
- I will respond to any e-mail or phone calls from the Career Centre in a timely manner, as I would treat any professional correspondence.

Interviews and Job Offers



- I am required to attend all interviews with employers who have selected me as a candidate (unless I have already accepted another Co-op position) and to conduct myself professionally throughout the process.
- I cannot renege on a job offer in order to accept an additional job offer that I would rather accept. In doing so, I will receive a grade of “F” for the work term and will be required to withdraw (RTW) from the Haskayne School of Business Co-operative Education Program. A permanent notation will be placed on my transcript that indicates that I was required to withdraw.

Workplace Expectations

- I am an ambassador of the Co-operative Education Program of the Haskayne School of Business and for fellow Haskayne students both current and future. I will conduct myself professionally at all times and in accordance with these terms and conditions.
- During my work terms, I shall give priority to my employment responsibilities and perform the duties reasonably requested of me as long as they are legal and safe.
- I will notify my employer in advance should I be late or absent.
- I understand that if I resign from a Co-op work term without permission from the Co-operative Education Program office I will be assigned a grade of “F” on the course. In addition, I understand that I will be required to withdraw from the Haskayne School of Business Co-operative Education Program and a notation indicating this will be noted on my transcript.
- I must meet the minimum requirements on the performance evaluation from my employer, a successful site visit with my Career Advisor, and a satisfactory grade on my work term report in order to receive a ‘Pass’ for the Co-op work term.

Haskayne Career Centre

I understand that cancelling at the last minute or failing to show for an interview, event, or appointment has a negative impact on my reputation as a business student and as a business professional. Not only do I inconvenience the employer, but I may also deprive another student of a valuable opportunity. My actions can reflect poorly on the Haskayne School of Business and may jeopardize the University’s relationship with employers overall.

By signing this document, I hereby authorize the Haskayne School of Business Career Centre and Co-operative Education Program staff to release my personal information including job application documents and/ or my Co-op status to employers upon request.

I understand that signing this document allows the Haskayne Career Centre to use my likeness and/or excerpts (including photos) from my work term assignments for program marketing purposes.



I have read the above terms and conditions of enrollment in the Co-operative Education Program and I agree to abide by them during my participation in the Program. I understand that failure to follow these may result in my expulsion from the program.

Signature: _____ Date _____

Print name: _____ Concentration: _____

For more information, contact:

Haskayne School of Business, Career Centre
2500 University Drive NW
Calgary, AB T2N 1N4
403.220.5685
hscentre@ucalgary.ca

Hirehaskayne.ca