

# Lassen Community College Course Outline

## HUS 49 Human Services Work Experience

1.0 - 8.0 Units

### I. Catalog Description

This work based learning course is designed to assist students with educational or career goals in human services, who are working in the field of human services, to build related job specific skills through individualized learning objectives and enhance their workplace performance. All Work Experience enrollments require attendance of a face-to-face orientation session. Instruction is also provided through online course modules and emails throughout course term, work based learning with a participating supervisor, and meetings in office or at student worksite. Instruction focuses on goal setting to develop job specific skills, enhancement of soft skills in the workplace, and career development. Subsequent enrollments require new individualized learning objectives, and completion of new course module assignments. Units are awarded based upon achievement of approved learning objectives, workplace performance, submission of course assignments, and documentation of work hours. Enrollment in Work Experience courses is limited to a maximum of 16 units, including all Career Technical Education, Occupational and General Work Experience enrollments. Title V specifies students will earn 1 unit of credit for each 75 hours of paid work, and 1 unit of credit for each 60 hours volunteer work. This course has been approved for Hybrid delivery

**Recommended Preparation:** Successful completion of ENGL105 or equivalent multiple measures placement.

Transfers to CSU only

General Education Area: E1

600 Hours Work Experience

Scheduled: Fall, Spring, Summer

### II. Coding Information

Repeatability: Unlimited up to 16 units including all Vocational, Occupational, and General Work Experience courses.

Grading Option: Graded or Pass/No Pass

Credit Type: Credit - Degree Applicable

TOP Code: 493200

### III. Course Objectives

#### A. Course Student Learning Outcomes

Upon completion of this course, the student will be able to:

1. After creating individualized measurable occupational learning objectives that identify new skills to be attained, complete work tasks on-the-job that strengthen skills that support objective completion, recognizing the benefits that setting and achieving skills enhancement goals has on career

- development.
2. Demonstrate proficient soft skills identified in self-assessment to employer in work setting.
  3. Given the course syllabus, which identifies assignment deadlines, independently track course requirements using tools and suggestions from instructor; complete and submit assignments in a timely manner, strengthening ability to meet deadlines.
  4. Demonstrate the ability to use descriptive skill language.
  5. Identify career options within this academic discipline.

### **B. Course Objectives**

Upon completion of this course the student will be able to:

1. Through course assignments, develop the ability to identify, assess, demonstrate and discuss work skills both verbally and in writing.
2. Develop competencies that are necessary for successful employment through accomplishing new individualized measurable occupational learning objective on-the-job each semester of enrollment.
3. Demonstrate critical thinking in the resolution of problems in the workplace.
4. Complete and submit all Work Experience assignments by established deadlines listed in course syllabus.
5. Develop an understanding of how one's current job fits into the context of career development and planning.

### **Subsequent Enrollments**

Students will demonstrate expanded work place skills beyond those attained in prior enrollment(s) through the use of individualized measurable occupational learning objectives that identify new skill(s) to be attained on-the-job during the semester. Each term of enrollment, students will complete a new self-evaluation of work skill development, and new course modules to expand their career development knowledge beyond that of prior enrollments.

## **IV. Course Content**

### **First Enrollment**

1. Orientation to Work Experience
  - i. Review of Work Experience course requirements.
    1. Enrollment Requirements
      - A. General, Occupational, Career Technical Education Work Experience
      - B. Repeatability
  - ii. Preparation of required forms
    1. Workplace Skills Assessment
    2. Learning Objectives
      - A. Supervisor involvement in development and approval of learning objectives that identify new skills to be attained which are related to this discipline.

3. Timesheet
    - A. Allowable hours
    - B. Calculations
    - C. Consequences
  4. Canvas/Correspondence Overview
    - A. Assignment Review
  5. Timelines
  6. Scheduling Tools
2. Soft skills in the workplace
    - i. Learning in the workplace
      1. Goal Setting
      2. Learning style
    - ii. Self-Knowledge
      1. Skill Assessment
      2. Self-Image
    - iii. Communication
      1. Verbal
      2. Face-to-face
      3. Over the phone
      4. Non Verbal
      5. Listening
      6. Written
      7. Electronic
    - iv. Problem Solving
      1. Steps
      2. Strategies
    - v. Ethics
      1. Dilemmas
      2. Decision Making
  3. Starting a new job
    - i. Reporting to work
    - ii. Starting off right
    - iii. Impressions
      1. Dress
      2. Grooming
      3. Mannerisms
      4. Attitude
    - iv. Attendance
      1. Be prepared
      2. Contingency Plans
  4. Customer Expectations
    - i. Who's your customer?
    - ii. Good customer service
    - iii. Phone skills
    - iv. Difficult Customers
  5. Supervisory Relationships

- i. Communications
  - ii. Expectations
  - iii. Evaluations
  - iv. Problem Solving
- 6. Co-Worker Relationships
  - i. Diversity
  - ii. Manners
- 7. Labor Market
  - i. Trends
  - ii. Demand Skills
  - iii. Motivations for Engagement
- 8. Your Future
  - i. Skills are your product
  - ii. Raises/Promotions
  - iii. Career Planning Steps
  - iv. Portfolio
  - v. Leaving a job
- 9. Meeting employer expectations
  - i. Demonstration of identified skills in the workplace
- 10. Resolution of job-related problems.
  - i. Problem solving challenges that arise in work setting
- 11. Conferences with instructor/coordinator and supervisor
  - ii. Identification of barriers towards workplace success
    - 1. Work skill/knowledge factors
    - 2. Personal life challenges
  - iii. Identification of resources and plans to address barriers

### **Subsequent Enrollments**

- 1. Orientation to Work Experience
  - i. Review of Work Experience course requirements
    - 1. Enrollment Requirements
      - A. General, Occupational, Career Technical Education Work Experience
      - B. Repeatability
  - ii. Preparation of required forms
    - 1. Workplace Skills Assessment
    - 2. Learning Objectives
      - A. Supervisor involvement in development and approval of new learning objectives that identify new skills to be attained which are related to this discipline, and unique to this enrollment.
  - 3. Timesheet
    - A. Allowable hours
    - B. Calculations
    - C. Consequences
  - 4. Canvas/Correspondence Overview
    - A. Assignment Review

5. Timelines

6. Scheduling Tools

After attending the required orientation, students complete course modules unique to that term which address a variety of career development topics to expand upon their knowledge gained in prior enrollments. Below is a representative list of topics addressed.

2. Work/Life Balance
  - i. Time management
  - ii. Make a plan
3. Skill language
  - i. Importance
    1. Specific
    2. Concise
    3. Supported with examples
4. Job Descriptions
  - i. How to write your own
    1. Role in wage increase/promotion
    2. Applicability to job applications, resume, interview
5. Soft skills in the workplace
  - i. Labor Market Trends
  - ii. Gig Economy
  - iii. 21<sup>st</sup> Century Skills Defined
    1. Goal Setting
    2. Adaptability
    3. Mindset
    4. Collaboration
    5. Communication
    6. Digital Fluency
    7. Empathy
    8. Resilience
    9. Self-Awareness
    10. Social/Diversity Awareness
    11. Multitasking
6. Motivation
  - i. Where does it come from?
7. Mentorship
  - i. Being a mentor
  - ii. The importance of giving back
8. Self-Assessment
  - i. Learning Objective Accomplishment
9. Your Future
  - i. Career Planning
    1. Steps
    2. Life long process
10. Meeting employer expectations
  - i. Demonstration of identified skills in the workplace

11. Resolution of job-related problems
  - i. Problem solving challenges that arise in work setting
12. Conferences with instructor/coordinator and supervisor
  - i. Identification of barriers towards workplace success
    - a. Work skill/knowledge factors
    - b. Personal life challenges
  - ii. Identification of resources and plans to address barriers
  - iii. Accomplishment recognition

## **V. Assignments**

### **A. Appropriate Readings**

1. Work Experience course syllabi
2. Work Experience Orientation packet
3. Course text
4. Posted articles
5. Online resources: Career Coach, Here to Career, California Career Café, Career One Stop, California Career Zone, My Next Move, Salary Surfer, O\*Net, Occupational Outlook Handbook, New World of Work 21<sup>st</sup> Century Skills Curriculum, Keirsey Temperament Sorter
6. New World of Work 21<sup>st</sup> Century Skills Curriculum (available free through course modules)
7. Individualized job specific materials provided by employer to assist student in building content knowledge related to occupational learning objectives and job performance. Additional reading may be advised if skill deficiency exists.

### **B. Writing Assignments**

Students will write one new individualized measurable occupational learning objective for each unit of enrollment-each semester, and complete limited short answer/essay assignments. Students may also complete written assignments required in their employment.

### **C. Expected Outside Assignments**

Completion of work hours required for course enrollment; 75 hours for each Work Experience unit enrolled if working in a paid position, 60 hours for each Work Experience unit enrolled if working in an unpaid position. New skill attainment through satisfactory completion of established individualized measurable occupational learning objectives while on-the-job. Satisfactory demonstration of identified transferable work place skills while on-the-job.

### **D. Specific Assignments that Demonstrate Critical Thinking**

Students will apply critical thinking skills in the development and accomplishment of job related learning objectives, and the application of course content in the positive resolution of job related issues.

## **VI. Methods of Evaluation**

Students demonstrate mastery of content through multiple means. Evaluation (i.e., letter grades of A, B, C, D, and F) will be assigned to all Work Experience students based upon their development and achievement of individualized measurable occupational learning objectives, workplace performance, assignment completion, and attendance of required meetings. Quizzes, short answer/essay responses, and demonstration of skills in a work based learning setting will be utilized.

## **VII. Methods of Delivery**

Check those delivery methods for which, this course has been separately approved by the Curriculum/Academic Standards Committee.

Traditional Classroom Delivery     Correspondence Delivery

Hybrid     Online Delivery

A combination of face-to-face orientation approximately 1.5 hours in duration; work based learning; individual conferences at worksite and/or Work Experience Office with instructor-coordinator and/or work site supervisor; online content including notes, assignments/assessments, emails and web-links and/or written assignments.

## **VIII. Representative Texts and Supplies**

Ludden, L.L.; *Job Savvy*, 6th ed., 2019 St. Paul, MN: JIST Publishing. ISBN: 9781593579142

## **IX. Discipline/s Assignment**

Counseling, Psychology, Work Experience

## **X. Course Status**

Current Status: Active

Original Approval Date: 4/17/1990

Revised By: Lisa Gardiner

Curriculum/Academic Standards Committee Revision Date: 03/19/2019