

**Beaufort County Community College
Division of Continuing Education**

**Procedural Handbook
For
Work Based Learning 3100
or WBL-3100**

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GENERAL OVERVIEW

DESCRIPTION OF WBL-3100

Work-based Learning (WBL) offers students the opportunity for career exploration through on-the-job training. Students work to deepen their understanding of a chosen career pathway while also building upon workplace readiness skills. WBL benefits participating students by allowing students to graduate with job experience while acquiring career-specific skills for future jobs, developing a professional network for job references, and improving skills like resume building, interviewing techniques, and networking while applying classroom knowledge to real-world working experience.

PROGRAM HOURS

Students must be enrolled in or have successfully completed an eligible short-term training course in the Beaufort County Continuing Education division with a minimum of 96 contact hours that leads to attaining an industry or state-recognized credential. Instructor approval is also required.

ORIENTATION

Orientation is designed to introduce students to their careers and review general work etiquette, job-specific safety concerns, and procedures. It will also introduce students to the measurable learning objectives (MLOs) and examine their alignment to specific job descriptions. The orientation will be completed by the instructor and student and will not exceed two (2) hours. Students are to check with the instructor for program-specific orientation requirements.

REQUIRED DOCUMENTS

FORMS COMPLETED BEFORE THE START OF THE WBL-3100 COURSE

1. WBL-3100 Student Application – The WBL Student Application is the first step in identifying the specific job placement, outlines the student’s qualifications, and a request for special accommodation, including identifying areas that may be challenging. WBL Student Application form must be completed and submitted to the WBL Coordinator. At the time of registration, students will receive a copy of the WBL Orientation Manual and will have successfully secured a job placement. If the student needs additional assistance, they should request assistance in a timely manner with their WBL Coordinator.
2. Measurable Learning Objectives (MLOs) – The student, employer, and WBL Coordinator will work together to decide upon MLO’s. The MLO’s are specific skills students will develop throughout their WBL experience. The MLO’s must enhance students’ creative, problem-solving, and technical skills. MLO’s must be completed within the first two weeks of the WBL-3100 start date.
3. Continuing Education Student Registration Form.
4. If eligible, a BCCC Scholarship Application to cover registration fees.

FORMS COMPLETED DURING THE WBL-3100 COURSE

1. Employer Mid-term Evaluation – The WBL Coordinator will conduct an onsite consultation with the supervisor when 50% of the required hours are completed, discuss the student’s performance, and determine the mid-term evaluation status.
2. Student Time Sheet - The student will submit a signed Student Time Record form on the last day of each month for review by their WBL Coordinator. Students are responsible for completing the required hours during their WBL-3100 course. The final Student Time Record must be submitted by the last day of the course.

FORMS COMPLETED AFTER THE WBL-3100 COURSE

1. Employer Final Evaluation – The WBL Coordinator will conduct a fourth and final onsite consultation with the supervisor, discuss the student’s performance, and determine the final evaluation status. These mid-term and final evaluations will be reviewed as part of the student’s final grade.
2. Student Time Sheet - The student will submit a signed Student Time Record form on the last day of each month for review by their WBL Coordinator. Students are

responsible for completing the required hours during their WBL-3100 course. The final Student Time Record must be submitted by the last day of the course.

3. Student's Self Evaluation

LIABILITY

Students completing an unpaid WBL are liable under their or their guardian's insurance. Students completing a paid WBL are liable under the employer's insurance.

COURSE DESCRIPTION

WBL-3100 _____ 100+ contact hours

This course offers educational and professional enrichment for students enrolled in or who have successfully completed an eligible short-term training program in continuing education. Continuing Education courses are subject to change and therefore do not have a strict calendar to follow. Post-training is completed after a WBL-3100 placement. The student will meet with the WBL coordinator to discuss the WBL experience. The student will complete placement surveys and finish any missing required paperwork. Students will need to submit required documentation and assignments by their due date.

PREREQUISITE REQUIREMENTS/ELIGIBILITY

Students must be enrolled in or have successfully completed an eligible short-term training program in continuing education (96+ hours that leads to an industry—or state-recognized credential). WBL courses vary on work time requirements. However, some placements may require up to 120 contact hours of work.

AGE REQUIREMENTS

In accordance with SB 391:

Youth, who are at least 16 years of age but less than 18 years of age, who participate in a supervised, practice experience in an occupation with an employer are exempt from the prohibition from occupations found and declared to be detrimental to the health and well-being of youth by the Commissioner of Labor pursuant to subsection of this section, if all the following conditions are met:

1. The youth is enrolled in a public school or a nonpublic school that meets the requirements of Part 1 or Part 2 of Article 39 of Chapter 115C of the General Statutes that is partnering with the employer to offer the supervised, practice experience for the occupation.

2. The public or nonpublic school in which the youth is enrolled has entered into a written agreement with the employer for the operation of the supervised practice experience for the occupation that includes at least the following terms regarding the work of the occupation found to be detrimental by the Commissioner of Labor:
 - a. The work is incidental to the youth's supervised, practice experience for the occupation.
 - b. The work is intermittent and for short periods of time.
 - c. The work is performed under direct and close supervision of a qualified and experienced person.
 - d. The employer shall give safety instructions and training to the youth before performing the work.
 - e. The employer has prepared a schedule of organized and progressive work processes to be performed by the youth.

RESPONSIBILITIES

Student

- Represent yourself and Beaufort County Community College in a professional and positive way.
- Report punctually and regularly to work.
- Strive to do the best possible job for the employer.
- Adhere, always, to the employer's work rules and regulations.
- Notify the employer and WBL Coordinator promptly if unable to work for any reason.
- Develop MLO's in conjunction with the immediate supervisor and the WBL Coordinator during the first two weeks of the WBL-3100 course.

Employer

- Provide the required 100 contact hours of employment.
- Identify a qualified employee to serve as an immediate supervisor who will assist the student in developing and evaluating the MLOs.
- Permit on-site visits by the WBL Coordinator.
- Notify the WBL Coordinator at the college at least one week before any action that might result in the termination or change of employment status of a student.
- Encourage the student to continue his or her higher education to completion.
- Evaluate the student's performance during on-site visits at the midterm and end of the course.
- Adhere to the Fair Labor Standards Act.
- Give the college permission to use employer's name in work-based learning marketing/promotional materials.

- Assure a safe and healthy work environment.
- If it is a paid internship:
 - Compensate WBL student at a level consistent with regular employees in a similar training situation.
 - Provide Workmen's Compensation Liability Insurance for a WBL student.

WBL Coordinator

- Create and present WBL Orientation Sessions.
- Maintain and verify necessary paperwork.
- Meet with the student to talk about WBL and review the WBL calendar.
- Refer the student to an employer of interest.
- Provide consultation and coordination between the student, employer, and college.
- Plan for and conduct on-site visits with the WBL student and their immediate supervisor.

REPORTING AN ISSUE

It is important that you feel comfortable in your WBL-3100 course. If you feel uncomfortable or need to report an incident, contact your WBL Coordinator immediately. Sometimes employers and employees do not fit in because of differing personalities. You may be placed in a business that does not respond to certain aspects like you would. If you are unhappy about the culture or dynamics of the workplace, that does not mean you can move placements. Instead, reflect on what aspects you like or dislike about the working environment. When applying for future jobs, you can reflect on what requirements you are looking for in a potential employer.

JOB ETIQUETTE

In your WBL-3100 course, you are representing your personal brand and BCCC. It is important to leave a good impression so you can use them as a reference for job applications, and the school can use that placement for future students. If you do not represent the school well, you may be removed from your placement and receive an unsatisfactory grade.

ABSENCES

You are required to complete the necessary hours despite sickness or personal emergencies. It is important to avoid missing work because you may be unable to make up for the missed hours. If you must call out for sickness or a personal

emergency, you must inform your supervisor and your WBL Coordinator at least one hour before your scheduled work time.

PROFESSIONAL ATTIRE SUGGESTIONS

Please adhere to the dress code requirements according to company policies.

ATTITUDE

This is your chance to grow professionally and personally. Your employer has been instructed to give constructive criticism to help you enhance your skills. Try to strive to have a teachable spirit when receiving constructive criticism, remain open to the information, and reflect on the experience so you can grow personally and professionally. Always seek opportunities to volunteer for duties that may not be assigned to you, showing your employer that you are willing to go above and beyond!

TECHNOLOGY/SOCIAL MEDIA

Personal phone calls or text messages should not be answered during work hours, except in an emergency. Accessing social media or playing mobile games during work hours is prohibited and could result in immediate termination and an unsatisfactory grade. Employers look at their future employees' social media accounts to determine if they are a potential candidate. Be aware of what you post to public accounts.

TIME MANAGEMENT

Being punctual is one of the most important qualities of a professional. Try to arrive at least five to fifteen minutes early so you have time to get settled. Always meet deadlines assigned by your supervisor. Complete tasks quickly and completely and do not make your supervisors or coworkers wait for tasks.

STAY ORGANIZED

You will be responsible for a lot of paperwork if you work in an office space. Find a way to stay organized so you do not misplace documents. Keep your area clean. Clean up trash and food daily.

Work-Based Learning Application

Please complete this form in its entirety and contact your WBL Coordinator for approval. Please take the time to complete the form carefully and accurately, and please print the information clearly.

Student Name _____

Street Address _____

City _____ State _____ Zip Code _____

Cell Phone Number _____ Do you prefer text or calls? _____

Email Address _____

How soon do you want to start WBL-3100? Enter date _____

How many hours per week can you commit to a work experience? _____

What days are you available Mon – Sun? _____

Have you found a job placement? If so, list your business name, business address, employer name, and contact information _____

Statement of Understanding

In signing this application, I hereby grant permission to, pursuant to Section 438(b) of the Family Education Rights and Privacy Act of 1974, the WBL Coordinator to obtain copies of my academic transcripts and grade reports. In addition, I grant the WBL Coordinator permission to forward to any employing organization my academic grades and any information the college may deem necessary to assist me in securing a work-based learning experience, to all actual and prospective employers.

I understand that the information I have provided here will be revealed to an employer/work site supervisor and other BCCC staff during the process of arranging a work experience.

Work-Based Learning Participants: I understand that Work-Based Learning is a graded, continuing education class. I agree to register and pay tuition as I would any other class. I understand that I am expected to work a minimum of 100 contact hours. I understand that I am expected to complete the necessary hours for my work experience and work throughout the course.

College Criteria for Student Participation in WBL

1. Be enrolled in an approved BCCC program of study that offers WBL.
2. Be reviewed for participation by WBL Coordinator.
3. WBL students may be required to meet employer job requirements that could restrict or prevent their participation, such as drug screening, tool or equipment, age, transportation, licensure, health, or criminal record checks. If required, the student is responsible for any fees. Participation in a work-based learning experience is ultimately at the employer's discretion. Students may work at multiple job sites under multiple employers.
4. Students under 18 must complete an online NCDOL Youth Employment Certificate. The employer is responsible for filing the certificate.

I understand that BCCC does not guarantee employment to any student or employee to any employer.

By signing, I state that I have read, fully understand, and agree to abide by the above statement.

Student Signature: _____ Date: _____

WBL Coordinator Approval for Work-Based Learning Experience

Program of Study _____

____ Yes, I have attached a copy of the student's unofficial transcript.

____ I verified that the student earned a satisfactory grade in an eligible continuing education short-term training course with 96+ contact hours, leading to attaining an industry or state-recognized credential.

BUILD WBL-3100 COURSE IN COLLEAGUE & COMPLETE THE FOLLOWING:

Course Code _____ Course Name _____

Section # _____ Term _____

WBL Coordinator Comments: _____

I verify that (Student Name) _____ meets the eligibility requirements for WBL-3100 and has my recommendation to participate in a work experience.

WBL Coordinator Printed Name _____

WBL Coordinator Signature _____ Date _____

MEASURABLE LEARNING OUTCOMES

Student Name: _____

Complete this form within two weeks of the start date of your WBL-3100 course and submit it to your WBL Coordinator.

Directions: Please write a minimum of three (3) MLOs related to experiences the student will obtain while working.

Objectives To Be Completed by the Course End Date: _____

1. Activity (desired outcome or expected achievement):

Forecast (proposed level of accomplishment):

Time Frame (expected completion date):

Evaluation (method of measurement):

2. Activity (desired outcome or expected achievement):

Forecast (proposed level of accomplishment):

Time Frame (expected completion date):

Evaluation (method of measurement):

3. Activity (desired outcome or expected achievement):

Forecast (proposed level of accomplishment):

Time Frame (expected completion date):

Evaluation (method of measurement):

Student Signature

WBL Coord. Signature

Employer Signature

Date

Date

Date

MEASURABLE LEARNING OUTCOMES

<p>What are Measurable Learning Outcomes (MLOs)? Measurable Learning Outcomes are a set of statements that clearly and precisely describe your intended goals and outcomes of your work experience. In addition, these goals should be easily measured or assessed at the end of the semester.</p> <p>Why have MLOs? This course gives credit not for your work but for the learning that occurs during your work experience. MLOs are the most effective method of showing and evaluating what you have learned during this experience.</p> <p>How can I get started? Review your job responsibilities with your supervisor. Think about areas where you can develop new skills, increase knowledge, or improve your work ethic. Draft several preliminary goals and discuss them with your supervisor. Then, select the most effective and realistic goals for this work-based learning course.</p> <p>What does an MLO look like? Typically, an MLO combines four major variables in a single sentence: Activity, forecast, time frame, and evaluation. The activity is the desired outcome or expected achievement; the forecast is the proposed level of accomplishment; the time frame is the expected completion date; and the evaluation is the measurement method.</p> <p style="padding-left: 40px;">By the end of the term (time frame), I will design and build a new chair (activity) that meets company construction specifications (forecast) as evaluated by my job supervisor (evaluation).</p> <p>Be sure to use descriptive verbs/action words. The above example uses “design” and “build.” Other descriptive verbs include develop, execute, increase, plan, perform, reduce, research, write, etc.</p> <p>Tips for Developing Effective MLOs</p> <ol style="list-style-type: none"> 1. Avoid broad, general objectives. Use clear, concise, specific language. 2. Set realistic goals. Ensure you have the knowledge, skill, time, and freedom to accomplish your objectives. 3. Indicate how you will measure achievement. Set a clear measure of success. When possible, use numerical terms (ex. Increase speed by 15%). You may also refer to your supervisor’s evaluation methods. 	<p>Examples of How to Improve Ineffective MLOs</p> <p>Ineffective: I will become a better sales person. Effective: By the end of the course, I will improve my knowledge of sales practices and techniques and will increase my monthly sales by 10%.</p> <p>Ineffective: I will meet professionals in the industry. Effective: By the end of the course, I will be able to interact professionally with others by organizing at least one productive meeting with potential contacts in the industry.</p> <p>Ineffective: I will increase my knowledge of Excel. Effective: By the end of the course, I will be able to use Excel to sort and analyze the data for at least two work-related projects and effectively present the results using charts and graphs as evaluated by my supervisor.</p> <p style="text-align: center;">SAMPLE MLOs</p> <ul style="list-style-type: none"> • By the end of the course, I will have researched and identified at least five potential external funding sources for an afterschool program as evaluated by my supervisor. • By the end of the course, I will demonstrate a working knowledge of the host agency by submitting an outline to my supervisor that includes a mission statement, services, fees, and referral sources. • By the end of the course, I will be able to perform preventative maintenance on at least five different types of equipment as evaluated by my supervisor. • By the end of the semester, I will draw at least five maps in accordance with NCGS 47-30 as evaluated by my supervisor. • By the end of the course, I will be able to perform computations and calculations to reduce field data for surveying jobs as evaluated by my employer. • By the end of the course, I will master public speaking by presenting at two business meetings as evaluated by my supervisor. • By the end of the course, I will have researched, written, and edited at least two feature-length news stories fit for publication as evaluated by my supervisor.
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Employer's Mid-term Evaluation of Student

Student Name: _____

Employer Name: _____ Supervisor Name: _____

INSTRUCTIONS: The supervisor should evaluate the student objectively after completing 50% of the required work hours.

COMMUNICATION	N/A	Below Average	Average	Very Good
Written communication is clear & concise				
Asks questions for clarification				
Respects co-worker's and supervisor's opinions even if they disagree				
Adjusts message for different groups of people				
Demonstrates proper attitude/interest when communicating				
INTERPERSONAL SKILLS & TEAMWORK	N/A	Below Average	Average	Very Good
Accepts consequences of his/her own actions				
Maintains confidentiality regarding company records & proprietary information				
Punctuality				
Dependability				
Follows dress code				
Ability to handle the work load				
Ability to work with others as a team				
Ability to work independently				
PROBLEM-SOLVING & DECISION MAKING	N/A	Below Average	Average	Very Good
Uses basic strategies for problem solving/decision making				
Makes decisions based on fact or knowledgeable opinions				
Uses knowledge gained from coursework				
Makes proper use of resources (time, material, tools, space)				
Ability to grasp & learn new information				

Employer Comments: _____

Employer: Choose a percentage rating for each MLO between 0-10 with 10 indicating proficiency.

MLO #1 (0-10) _____ **MLO #2 (0-10)** _____ **MLO #3 (0-10)** _____

Overall, are you satisfied with the student's performance? ____ Yes ____ No

Signature of Student: _____ **Date:** _____

Signature of Employer Supervisor: _____ **Date:** _____

Signature of WBL Coordinator: _____ **Date:** _____

Employer's Final Evaluation of Student

Student Name: _____

Employer Name: _____ Supervisor Name: _____

INSTRUCTIONS: The supervisor should evaluate the student objectively after completing 50% of the required work hours.

COMMUNICATION	N/A	Below Average	Average	Very Good
Written communication is clear & concise				
Asks questions for clarification				
Respects co-worker's and supervisor's opinions even if they disagree				
Adjusts message for different groups of people				
Demonstrates proper attitude/interest when communicating				
INTERPERSONAL SKILLS & TEAMWORK	N/A	Below Average	Average	Very Good
Accepts consequences of his/her own actions				
Maintains confidentiality regarding company records & proprietary information				
Punctuality				
Dependability				
Follows dress code				
Ability to handle the work load				
Ability to work with others as a team				
Ability to work independently				
PROBLEM-SOLVING & DECISION MAKING	N/A	Below Average	Average	Very Good
Uses basic strategies for problem solving/decision making				
Makes decisions based on fact or knowledgeable opinions				
Uses knowledge gained from coursework				
Makes proper use of resources (time, material, tools, space)				
Ability to grasp & learn new information				

Employer Comments: _____

Employer: Choose a percentage rating for each MLO between 0-10 with 10 indicating proficiency.

MLO #1 (0-10) _____ **MLO #2 (0-10)** _____ **MLO #3 (0-10)** _____

Overall, are you satisfied with the student's performance? ____ Yes ____ No

Signature of Student: _____ **Date:** _____

Signature of Employer Supervisor: _____ **Date:** _____

Signature of WBL Coordinator: _____ **Date:** _____

Student Time Sheet

Month: _____ Year: _____

Student Name: _____

WBL Coordinator Name: _____

Supervisor Name: _____

Day of the Month	Hours Worked		Day of the Month	Hours Worked
1			17	
2			18	
3			19	
4			20	
5			21	
6			22	
7			23	
8			24	
9			25	
10			26	
11			27	
12			28	
13			29	
14			30	
15			31	
16				
MONTHLY TOTAL				

I, (Student Name) _____, certify that I have worked the hours indicated in the Time Sheet above.

Student Signature: _____ Date: _____

Employer Signature: _____ Date: _____

Student Time Sheet

Month: _____ Year: _____

Student Name: _____

WBL Coordinator Name: _____

Supervisor Name: _____

Day of the Month	Hours Worked		Day of the Month	Hours Worked
1			17	
2			18	
3			19	
4			20	
5			21	
6			22	
7			23	
8			24	
9			25	
10			26	
11			27	
12			28	
13			29	
14			30	
15			31	
16				
MONTHLY TOTAL				

I, (Student Name) _____, certify that I have worked the hours indicated in the Time Sheet above.

Student Signature: _____ Date: _____

Employer Signature: _____ Date: _____

Student Time Sheet

Month: _____ Year: _____

Student Name: _____

WBL Coordinator Name: _____

Supervisor Name: _____

Day of the Month	Hours Worked		Day of the Month	Hours Worked
1			17	
2			18	
3			19	
4			20	
5			21	
6			22	
7			23	
8			24	
9			25	
10			26	
11			27	
12			28	
13			29	
14			30	
15			31	
16				
MONTHLY TOTAL				

I, (Student Name) _____, certify that I have worked the hours indicated in the Time Sheet above.

Student Signature: _____ Date: _____

Employer Signature: _____ Date: _____

Student Time Sheet

Month: _____ Year: _____

Student Name: _____

WBL Coordinator Name: _____

Supervisor Name: _____

Day of the Month	Hours Worked		Day of the Month	Hours Worked
1			17	
2			18	
3			19	
4			20	
5			21	
6			22	
7			23	
8			24	
9			25	
10			26	
11			27	
12			28	
13			29	
14			30	
15			31	
16				
MONTHLY TOTAL				

I, (Student Name) _____, certify that I have worked the hours indicated in the Time Sheet above.

Student Signature: _____ Date: _____

Employer Signature: _____ Date: _____

Student Time Sheet

Month: _____ Year: _____

Student Name: _____

WBL Coordinator Name: _____

Supervisor Name: _____

Day of the Month	Hours Worked		Day of the Month	Hours Worked
1			17	
2			18	
3			19	
4			20	
5			21	
6			22	
7			23	
8			24	
9			25	
10			26	
11			27	
12			28	
13			29	
14			30	
15			31	
16				
MONTHLY TOTAL				

I, (Student Name) _____, certify that I have worked the hours indicated in the Time Sheet above.

Student Signature: _____ Date: _____

Employer Signature: _____ Date: _____