



# *Applied Business Technology* **Student Guidelines** (Revised July 2011)

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## **Welcome Applied Business Technology Students!**

Personnel managers in our area have been pleased with the quality of our graduates. They frequently call us directly for potential employees; and, in fact, a high percentage of graduates find employment through directly sending them for job interviews.

Employers are concerned that potential employees are reliable, professional, honest, and well-groomed. Therefore, we stress these attributes throughout our program, as we are always looking ahead to employment.

### **Employability Skills**

Good attendance, punctuality, efficient work habits, effective communication skills, and positive attitudes are vital in the workplace and in the classroom. Business offices require well-trained employees who routinely handle time constraints well, who can problem solve and think on their feet, and who demonstrate co-operative temperaments. You are encouraged to demonstrate your commitment to your training and developing professionalism by attending all classes and completing all work on time and to the best of your ability. Best wishes to you on your journey towards achieving your own superior employability skills!

### **Attendance**

Attendance is viewed as an integral part of achieving success in the Applied Business Technology Program. Your good attendance is important to us because we then know that you will perform dependably on the job and we can feel positive about recommending you for employment. In addition, through regular and consistent attendance and participation, you gain full benefit from classroom lectures, demonstrations, and hands-on practice. This encourages both educational success and development of valuable work practices. In fact, experience has shown us that students who are absent frequently do poorly in their courses and often do not gain their certificate or become gainfully employed.

Our policy regarding attendance is as follows:

1. If you are ill or have a personal emergency, please contact the area secretary by phone or email. Her email is [abt@viu.ca](mailto:abt@viu.ca) and her phone number is (250) 740-6149. The phone number is our area secretary's direct line. If she is not at her desk, the message will be recorded on her voice mail. Please call before 8:30 a.m. so that your message can be relayed to all your instructors in a timely fashion, as your instructors will want to know why you are not in class. Remember to speak slowly and clearly and to leave your whole name, student number, the reason for your absence, and a telephone number where you can be reached.

You are expected to telephone or e-mail by 8:30 am each day you are absent. Most instructors will also expect to hear from you either by phone or email. If you are absent more than three days in a row, you are required to contact the Chair. A note may be required for any lengthy absence. Please note that students are responsible for obtaining missed homework themselves; the chair does not gather homework assignments for absent students.

If you become ill during the day and must leave class, leave a written or emailed note with the area secretary. Message forms are provided for this purpose and are available at area secretary's workstation in Room 209. Remember to also let your instructors know in person so that you can get homework assignments before you leave campus.

2. Please make personal appointments outside of class times as these missed days are also regarded as absences. The Fridays that we are not in class are good days to get caught up with personal appointments. Since the specific Fridays off are posted at the start of each new term, students are expected to book personal or routine appointments on these Fridays off.
3. Absences have been categorized as 1 (personal illness), 2 (emergency), and 3 (unexcused) by HRDC. We use these numbers to report to them on students who are on unemployment insurance or full sponsorship. We use these numbers for all students to keep track of attendance. Attendance is one key indicator of your reliability.
  - a) Excused absences include the following:
    - i) Personal illness that requires medical attention
    - ii) Illness of dependant child (for the primary caregiver)
    - iii) A family/personal emergency (check with Chair about what are acceptable family/personal emergencies)
    - iv) Bereavement leave for family members
    - v) Any other absence that is authorized as excused by the department (check with chair)
  - b) Unexcused absences include the following:
    - i) Any time missed from class or a portion of a class that is not excused (see above).
    - ii) Any time the student has not contacted the appropriate person(s) regarding the absence **prior** to the start of class.
    - iii) Any absence—even if phoned in—that does not fall under the guidelines of acceptable absences. Examples include personal entertainment, driving family/friends to or from appointment, airport, etc., or driving friends home who live out of town, etc. Leaving due to carpool issues are not acceptable.

When student absence contravenes the attendance policy, the following procedures will apply:

- a) **Five unexcused absences** (which includes portions of days): The student will have a formal meeting with the Dean or Associate Dean and the ABT Chair and will be placed on *Contract for Improvement*.
- b) **Ten absences** (which includes portions of days): Student will have a formal meeting with the Dean or Associate Dean and the ABT Chair and will be placed on a *Probation Contract*. Withdrawal from the program may be recommended.

**Lateness**

Arriving to class on time is also an indication of how reliable a student will be on the job. We ask that you attend classes punctually during the day. Lateness will include

- Any time when a student arrives *after* the required start time of each class, and/or
- Any time a student is *unprepared* to start class at the designated time.

Please note that arriving to class more than 10 minutes late may be classified as an absence in that class as most instructors take attendance at the start of each class. Since arriving late is a discourtesy, please enter the classroom quietly so as not to disrupt instruction. Also, courtesy requires that you speak to the instructor after class to explain the reason for lateness. (Note: See specific course outlines for additional penalties for repeated lateness or absences from class.)

**Emergency Calls**

If a family member needs to contact you about an emergency situation during class hours, your family member can telephone the area secretary at (250) 740-6149 to request that the message be relayed to you. Please note this option is available only for **real emergencies**, such as a sick child needing to be picked up from school or daycare, illness or accident of family member, etc. The caller will be asked to specify the emergency.

**Tests**

During the term, you will be evaluated in different ways by the instructors in each course. Instructors will inform you when a quiz, test, or exam will be taking place. All students are expected to write tests at the scheduled date and time. If you miss a test day with an excused absence, you will be able to take that test at the instructor's convenience; however, 5 percent will be deducted from the mark. Additional delays in taking the test may result in a 5 percent penalty per day. It is the student's responsibility to report to the instructor on the first day back to class and to request permission to write the missed test. Please note that if you miss any test due to an unexcused or unreported absence (see the ABT attendance policy above and the Faculty of Trades and Applied Technology Regulations for Student Conduct), you will be given a grade of "0" for the test. Please also note that if you are late for a test or in-class graded assignment, you may be denied permission to complete the test or assignment, thereby earning a "0" grade for that test or assignment.

During the duration of any closed-book exams, students are not allowed to

- leave the classroom
- communicate with fellow students
- use electronic devices, such as cell phones
- use notes of any sort unless authorized by the instructor invigilating the exam
- disturb other students still writing exams

Students are expected to maintain confidentiality as to the content of tests. Students who are caught sharing unauthorized or specific information about tests with students who have yet to write the test will be put on contract for academic misconduct. The student who solicits the unauthorized information will also be placed on contract.

**Missed Assignments**

It is the student's responsibility to catch up on any work missed and to meet assigned deadlines. Individualized instruction for missed work should not be expected. Some missed assignments may result in a grade of "0" for that assignment, particularly if you have missed the assignment due to an unexcused absence. Consult your instructor(s) or course outline(s) for details. In any case, report to the instructor upon your return to class.

Students should note that course requirements may be impossible to complete, due to repeated or extended absences.

**Homework**

ABT is a very heavy program. You can expect anywhere from a half hour to several hours of homework per night.

**Student Conduct Code**

Vancouver Island University students are expected to behave in a responsible manner respectful of the learning environment inside the classroom and throughout the campus. This policy applies to all Vancouver Island University campus and off-campus locations where Vancouver Island University sponsored activity is occurring. See the handout on Policy 32.05 for examples of student misconduct and disciplinary actions for violations.

Polite behaviour and ethical conduct are highly valued in all workplaces. Demonstrate your professionalism by showing courtesy and respect for others, communicating in a positive manner, and abiding by ethical principles. When classes begin, you are expected to be attentive, ready to commence work, and adhere to the conditions of the workplace.

Any student who disrupts class in ways that contravene the policy or who "poisons" the atmosphere of a class may be asked to leave that class and to report to the chair. The chair will discuss these behaviours with the student and specify the conditions upon which the student may be allowed back into class.

**Student Academic Code of Conduct**

Vancouver Island University students are expected to meet the standards of academic integrity. See the handout on Policy 99.01 for examples of academic misconduct and disciplinary actions for violations. Incidents of unethical behaviour hurt us all. You are encouraged to report incidents of unethical activity to your instructor or to the chair. Confidentiality will be maintained where possible.

**Unauthorized Internet or E-mail Use**

Many employers have expressed deep concern about employees' use of workplace computers, telephones, cell phones, faxes, and the like for personal use. These are considered to be forms of workplace theft and frequently result in termination of employment.

We in the Applied Business Technology Program also take this issue very seriously because such unethical conduct may have serious ramifications for the future employment of our graduates. A recent example illustrates this point. An employer, when asked to evaluate the performance of a work experience student, candidly commented that she would never hire the student because this person had used company e-mail for personal use in the workplace. How did the employer know the student had engaged in such activity, you ask? The employer stated that electronic equipment use was carefully monitored. Over the years, this employer has provided many work experience opportunities for students

and has hired several of our graduates. The thoughtless action of this one student had the potential to forever tarnish the reputation of our program and the employment prospects of our graduates alike.

Therefore, any student who engages in **unauthorized** use of the Internet, computer games, Facebook, personal e-mail, etc., during class will be asked to leave the class. Note that cell phone usage is not permitted during class as well. Students are to turn off cell phones during class. The Chair will discuss the ramifications of such behaviours and specify the conditions upon which the student is allowed back into class.

### **Health and Safety**

Health and safety are promoted in many places of work, including Vancouver Island University. Students are expected to comply with health and safety policies and regulations, as outlined in the Applied Business Technology Program Safety Orientation and Safe Work Procedures booklets. For example, food and beverages are strictly forbidden around any electrical equipment, including computers, electronic calculators, machine transcribers, etc. Electrical shock may result from beverage spills, and food spills may cause contamination (i.e., mould and fungus growth in computer keyboards, etc.). Therefore, food or beverages are not to be brought into any computer lab or classroom where electrical equipment is used by students or instructors. Impromptu safety inspections are routinely done, and all violations of MUC and/or ABT health and safety policies are reported. Students who violate the “no food or beverage” policies will first be given a verbal warning to stop the behaviours, a second offence will result in disciplinary action which may include a *Contract for Improvement* or *Probation*, and/or denied unsupervised access to ABT computer labs.

Students are also asked to refrain from

- Eating snacks, breakfast, or lunch during scheduled classes in classrooms, as well as labs.
- Wearing scent as many students and staff suffer allergic reactions to scented products.

### **Incident Reports**

Please report any incident of injury, property loss or damage, threatening behaviour and/or violent behaviour immediately to your instructor, to the area secretary, or to the Chair. An *Incident Report* must be filed in a timely fashion.

### **Dress Recommendations**

Many of the employers who call us for job candidates stress that they wish only to interview those whose dress is professional. This is another area in which we need to feel confident we can recommend you. Consistent good grooming is another indication of reliability and professionalism. Our professional dress expectations include:

- a. No provocative dress—no exposed undergarments, bare midriffs, low necklines, spaghetti straps, short shorts, crop tops, and the like.
- b. Clean and polished shoes. Avoid sneakers and runners.
- c. Clean, ironed clothing.
- d. Pants with a crease. Therefore, avoid wearing jogging pants, blue jeans, and leggings. Also avoid hipster pants with short tops as midriffs may be exposed.
- e. Skirts and dresses at a professional length (no shorter than 3 inches above the knee) and fit.
- f. Blouses and sweaters of all varieties, but avoid T-shirts and sweatshirts.
- g. Tailored blazers or suit jackets always give a professional look.
- h. Avoid headgear (*except for religious purposes*) during classes as it sends an unprofessional message.

*Students are expected to maintain conservative dress appropriate for a business office. As warm weather approaches, students are tempted to wear shorts, crop tops showing bare midriffs, and the like. If you must wear shorts, make sure that these are long dress shorts and not those worn for sports.*

**Note:** Provocative dress sexualizes the workplace and is unacceptable in our program area. Many consider such dress to be a form of sexual harassment. Therefore, avoid clothing that is revealing.

### **Changing Registration Status**

Students are encouraged to become familiar with Vancouver Island University's current policy on withdrawals. If a student drops out during the term, it is the student's responsibility to formally withdraw. See the area secretary for withdrawal forms. Check with Registration to see what academic penalties apply.

### **Lab Availability**

With card access, ABT students can access ABT labs after hours. (See note below on how to get a card.) In addition, a number of other computer labs are available for student use on campus during evenings and on weekends. A list of these labs and their schedules is posted on the door to Lab 248.

### **Student Cards**

Student cards are available at the Library. These cards can be programmed to be used for pay printing. You must have your student card if you will be using the computer labs after hours.

### **Card Access to ABT Labs**

Students **must** purchase proximity cards to access ABT labs during the day and after hours at a cost of \$8 (non-refundable). Cards can be purchased at the Bookstore. To activate your card, bring it and your Student Card to the area secretary.

### **Pay Printing**

Pay printing is in effect in many open computer labs. Students are responsible for their own printing costs when they use an open lab. Pay printing is not in effect in the classroom labs. Go to the Bookstore or to the Library to purchase printing time on your student card.

### **Bookstore**

Textbooks and supplies can be purchased through the Bookstore. The general hours of operation are Monday to Friday from 8 a.m. to 4 p.m. Students are also eligible to purchase some software at reduced educational prices.

### **Lockers**

Lockers may be rented through the Bookstore at \$12.50 per term. A \$10 deposit is required. It is the student's responsibility to secure the locker while in use and to remove all items when the rental period is up.

### **Parking**

Pay parking is in effect 12 months of the year, 24 hours per day, and 7 days per week. Go to the Traffic Office in Building 315, Room 110 for student parking permits.

## Appointments

If you have concerns you want to discuss, you are welcome to speak to the Chair. Appointments may be booked by calling the program chair at 250-740-6576 or emailing him at [doug.mclean@viu.ca](mailto:doug.mclean@viu.ca).

## Requirements for Continuation from fall semester to spring and intercession

The following policies for students continuing in the program apply:

- Students must meet all prerequisites before entry into the spring and intercession courses of the program.
- A student who receives an “F” grade twice in any course may not register again in the course for two semesters.

## Continuation Requirements Fall Semester to Spring and Intercession

### *Accounting Assistant*

1. Pass in all courses
2. Minimum B grade in Business Math and Electronic Calculators, ABTP 120T
3. Minimum B in Business English, ABTP 130T
4. Minimum of B- grade in Office Computer Applications I ABTP 146T
5. Keyboarding speed of 35 net wpm
6. Permission of instructor.

### *Administrative Assistant*

1. Pass in all Level 1 subjects
2. Minimum B grade in Business Math & Electronic Calculators, ABTP 120T
3. Minimum B grade in Business English, ABTP 130T
4. Minimum B- grade in Human Relations and Office Procedures ABTP 136T
5. Minimum B- grade in Office Computer Applications I ABTP 146T
6. Keyboarding 35 nwpm
7. Permission of instructor

### *Legal Administrative Assistant*

1. Minimum C- grade in all fall semester courses
2. Minimum B in Business English, ABTP 130T
3. Keyboarding speed of 35 nwpm
4. Permission of instructor

## Certification Requirements

### *Accounting Assistant Specialty*

1. Pass in all courses
2. Minimum C average in all courses
3. Keyboarding speed 45 nwpm

### *Administrative Assistant Specialty*

1. Pass in all courses
2. Minimum C average in all courses
3. Keyboarding speed 50 nwpm

*Legal Administrative Assistant Specialty*

1. Pass in all courses
2. Minimum C average in all courses
3. Keyboarding speed 50 nwpm

**Grade Scale**

A+	90 - 100	Outstanding performance
A	85 - 89	First-class performance
A-	80 - 84	Excellent performance
B+	76 - 79	Very good performance
B	72 - 75	Good performance
B-	68 - 71	Average performance
C+	64 - 67	
C	60 - 63	Passing performance
C-	55 - 59	Below Average performance
D	50 - 54	Marginal performance
Fail*	Below 50	Failing performance

\*A student who receives an F grade twice in this course may not register again in the course for two semesters.

**Graduation**

We all look forward to celebrating with you when you successfully complete the Applied Business Technology Program. A graduation ceremony is held each year in June.

**Best Wishes for a Productive and Successful Year  
in the Applied Business Technology Program!**