20

Faculty Coordinator:

Semester:

Student Name:

**Employer**:

Major:

Faculty Co Supervisor



**COMMUNITY COLLEGE** 



# WORK-BASED LEARNING WORKBOOK

#### WELCOME TO THE WORLD OF

#### **WORK-BASED LEARNING**

Dear Student,

It is a pleasure to welcome you to Work-Based Learning. Work-Based Learning (also referred to as WBL & CO-OP) is a unique and challenging program that blends theory with practical career related work experience.

Now the question is:

What is Work-Based Learning?

WBL is an educational plan where you receive college credit that integrates classroom learning with supervised work experience in an employment situation directly related to the educational program of the student. It is work experience employment where the student gains actual experiences performing the tasks of an employee.

A successful WBL program is the result of cooperative efforts among the employer, the college, and the student with work activities that correlate with learning activities in the student's educational program.

If you have concerns or questions at any time during your WBL experience, please be sure to contact me, (*my contact information is at the bottom of this page*) I will be more than happy to assist you with any questions you may have. Throughout the semester, I will visit you at your WBL site.

I wish you the best as you take on this new challenging adventure.

Regards,

Tara Moss

Work-Based Learning Coordinator

tmoss@spcc.edu

Office: 704-290-5234 Cell: 704-890-0090

#### **WORK-BASED LEARNING WORKBOOK**

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#### **MEASURABLE LEARNING OBJECTIVES (MLO)**

#### What are Measurable Learning Objectives (MLO)?

Measurable Learning Objectives refers to a set of statements which clearly and precisely describe what a student intends to accomplish during the work experience.

#### Why have Measurable Learning Objectives?

WBL is an academic program. Credit is granted not for working but for the learning that occurs as a result of working. Measurable Learning Objectives are the most effective method to assess the extent and value of this type of learning.

#### How to develop and write Measurable Learning Objectives?

Begin by reviewing the job duties and responsibilities with the supervisor at the work site. Note areas where you can gain or develop new skills, increase your knowledge, or improve your work ethic. It is important that you avoid broad general statements and confine your objectives to those that can be accomplished during a single semester/term.

Typically, an MLO combines four major variables in a single sentence. The variables or components are ACTIVITY, FORECAST, TIME FRAME, and EVALUATION. The activity is the desired outcome or expected achievement, the forecast is the proposed level of accomplishment, the timeframe is the expected completion date, and the evaluation is the stated method of measurement.

#### **EXAMPLE:**

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) An important element in the development of an MLO is the ACTION WORD. There are two such action words used in the examples above. The words are "design" and "build". Other action words are demonstrate, describe, develop, draw, discuss, operate, perform, summarize, recognize, etc.

#### Some important things to remember when preparing MLOs:

Avoid broad, general objectives; make them specific, measurable and attainable by the end of the semester/term.

Be sure you have the knowledge, skill, time and freedom to accomplish your objectives.

Indicate the level of achievement you expect to obtain, expressed whenever possible in numerical terms (e.g. increase speed by 15%).

#### **Examples with Poor Objectives**

- a. I will become a better sales person.
- b. I will learn how to use computers in a work environment.
- c. I will help wire a structure for light fixtures.

#### **Examples with Acceptable Objectives**

- a. By (date), I will increase my sales by 5 percent while keeping complaints at or below their present level as judged by the sales manager.
- b. By (date), I will correctly produce 5 letters using Microsoft Word as evaluated by (supervisor's name).
- c. By the end of the term, I will correctly wire and install a minimum of 10 florescent light fixtures as evaluated by my supervisor.

# MEASURABLE LEARNING OBJECTIVES (MLO) EXAMPLES

The Measurable Learning Objectives (MLOs) should clearly describe what a student plans to accomplish during the co-op work experience. The following examples should help co-op students prepare solid MLOs.

"By the end of the semester, I will perform the duties of a party chief to the satisfaction of my employer."

"By the end of the semester, I will draw maps in accordance with NCGS 47-30 as evaluated by my supervisor."

"By the end of the semester I will perform computations and calculations to reduce field data for surveying jobs as judged by my employer."

"By the end of my co-op term, I will be able to demonstrate proper body mechanics and be able to set up customers on the strength training system in a manner that meets the standards of my supervisor."

"By the end of the semester, I will be able to read, evaluate, and grade student's legal research papers under the supervision of and to the satisfaction of my supervisor."

"By the end of the semester, I will prepare and fill all sections of a divorce pleading that meets office specifications, as evaluated by my supervisor."

"By the end of the semester, I will master the art of speaking with clients on the phone and taking appropriate and complete messages that meet office specifications, as evaluated by my supervisor."

"By the end of the semester, I will be able to interpret the doctor's order forms from patient charts and transfer all necessary information to the medical administration forms for the nurses so they can carry out the orders of the doctor as evaluated by my supervisor."

"By the end of the semester, I will be able to schedule patient consultations per the doctor's request, discharge patients with all necessary medical forms for medications and instructions, and break down the patient's chart book upon discharge to include taking the patient out of the hospital's computer system as evaluated by my supervisor."

"By the end of the semester, I will be able to accurately balance charges and payments for each doctor at the end of the day."

"By the end of the semester, I will be able to prepare the correct hospital paperwork for major surgery cases."

"By the end of the semester, I will seek out foundations and other possible sources of funding for a program addressing the needs of the older adult substance abuse population as evaluated by my supervisor."

"By the end of the semester, I will demonstrate knowledge in observing behavior and recording significant observation in descriptive form, this will be evaluated by my supervisor."

"By the end of the semester, I will demonstrate a working knowledge of the host agency/institution by submitting an outline that includes mission statement, services, fees, and referral sources as evaluated by my supervisor."

"By the end of the semester, I will demonstrate increasing levels of skill in recording and interpreting observations of children in the classroom as evaluated by my supervisor."

"By the end of the semester, I will plan, facilitate, and document an extended learning experience for children as evaluated by my supervisor."

"By the end of the semester, I will be able to demonstrate proper pruning techniques for small trees which meets the standards of the industry as evaluated by my supervisor."

"By the end of the semester, I will be able to perform preventive maintenance on equipment and return equipment back to service as evaluated by my supervisor."

"By the end of the semester, I will be able to work safely and follow safety guidelines set forth by my company as evaluated by my supervisor."

### **South Piedmont Community College**

#### **WORK BASED LEARNING APPLICATION**

Date of initial Application	<del></del>	
Student Name:		
Last Name	First	MI
Student I.D. number:	Phone: _	
Present Address:		
PO Box / Street		
City	State	Zip
<u>Stat</u>	ement of Understanding	
obtain copies of my academic transcr Learning Office permission to forward background and/or drug screening, if unsatisfactory result, the student will or allow the unsatisfactory report to be the site refuses the student, the WBL acquire a site by oneself, including a sand will accept the student at their low WBL staff within 1 week of the initial placement will proceed as normal.	to my Work-based Learning applicable to students progrobe informed and have the ope forward to the site for poststaff will inform the student signed statement confirming ecation. Whereas the signed	gemployer the result of my am. In the case of an ption to withdraw from WBI sible placement. In the ever giving him/her the option to they are aware of the reportorm must be taken to the
By signing below, I state that I have restatements.	ead, fully understand, and ag	ree to abide by the above
Student Signature:		Date:

## MEDICAL INSURANCE CERTIFICATION PERSONAL INSURANCE

Students must be covered by adequate health and accident insurance during the WBL work experience. Students who are enrolled in a WBL course must indicate the medical insurance they will be covered by before beginning their work experience each semester. South Piedmont Community College will not be responsible for any accident/injuries, which occur as part of employment through the WBL Program. Students may not file unemployment compensation while employed through the WBL program.

Name of Insurance Company	
Insurance Policy Number	
misurance reney reamiser	
South Piedmont Community College's accident insurance and	student insurance explained to student
South Fleumont community conege 3 decident insurance and	student insurance explained to student.
Student Signature:	Date:

#### WORK BASED LEARNING AGREEMENT

The following statements constitute the Agreement on which participation in the Work Based Learning Program at South Piedmont Community College is based:

South Piedmont Community College and the cooperating employer agree to observe placement procedures and employment practices, which conform to all federal, state, and local laws and regulations (including nondiscrimination toward any participant or employee because of race, color, religion, sex, veteran's status, handicap, or national origin).

#### **College Responsibilities**

- 1. Assess the student's skills, capacities, and career objective.
- 2. Refer the student to an employer of interest.
- 3. Provide consultation and coordination between the student, the employer, and the college.
- 4. Approve and evaluate the student's Measurable Learning Objectives for each training period.
- 5. Conducting on-site visits with the WBL students and their immediate Supervisor.
- 6. Determine a grade for the WBL experience and award college credit based on the student's performance and completion of required reports.

#### **Employer Responsibilities**

- 1. Provide a minimum of at least 160 hours of employment per semester/term depending on course credit assigned.
- 2. Identify a qualified employee to serve as the immediate supervisor who will assist the student in developing and evaluating the Measurable Learning Objectives related to the student's academic studies.
- 3. Permit on-site visits by a college representative.
- 4. Notify the WORK BASED LEARNING Office at the college at least one (1) week before any action that might result in the termination or change of employment status of the student.
- 5. Encourage the student to continue his or her higher education to completion.
- 6. Compensate WBL student at a level consistent with regular employees in a similar training situation.
- 7. Provide Workmen's Compensation Liability Insurance coverage as applicable according to state law.
- 8. Evaluate the student's performance during on-site visits and at the end of the semester/term.
- 9. Adhere to the Fair Labor Standards Act.

- 10. Give permission to use employer's name in WBL marketing/promotional materials upon employer's approval.
- 11. Provide the student with a supervised, progressive, and meaningful work experience.
- 12. Assure a safe and healthy work environment.

#### **Student Responsibilities**

- 1. Report punctually and regularly for work.
- 2. Strive to do the best possible job for the employer.
- 3. Adhere, at all times, to the employer's work rules and regulations.
- 4. Notify the employer promptly if unable to work for any reason.
- 5. Develop Measurable Learning Objectives in conjunction with the immediate supervisor and faculty coordinator during the first two weeks of the work experience.
- 6. Be covered by adequate accident insurance.
- 7. Inform the college's Financial Aid Office of their WBL employment and report wages earned during the WBL work experience, if appropriate.
- 8. Complete WBL Workbook and turn in to WBL Director.

#### Statement of Cooperation

I fully understand the responsibilities of all parties involved in this WORK BASED LEARNING Agreement and shall strive to make this a successful learning experience.

Student Signature:	Date:
WBL Faculty Signature:	Date:
, g	Data
Employer Signature:	Date:

#### **RELEASE AGREEMENT**

I understand I have accepted a WORK BASED LEARNING assignment South Piedmont Community College and	· · · · · · · · · · · · · · · · · · ·
I acknowledge that the college will assume no financial responsible suffered by said student because of the student's educational LEARNING class at South Piedmont Community College.	•
I understand that I am personally responsible for seeing that a personal insurance and/or private funds to cover costs incurre emergency treatment of an accident or illness suffered while between the college and the employer. Student must be covered adequate accident insurance.	ed for the medical, surgical, or involved in the WBL partnership
The presence of the student's signature on this form acknowle understands the information stated in the release agreement signed at the time of the initial enrollment in the WBL Program	. This agreement must be
Student's Signature:	Date:
WBL Faculty Signature:	Date:

#### MEASURABLE LEARNING OBJECTIVES WORKSHEET

The Measurable Learning Objectives (MLOs) must clearly describe what you intend to accomplish during your work term. The MLOs must be reviewed by your supervisor (who can suggest modifications) during the first two weeks of the term and approved by your faculty coordinator. At the end of the work term, your supervisor will evaluate how well you accomplished each of the objectives. The suggested number of MLOs to complete is three (3).

MLO 1:		
By the end of the semester,		
MLO 2:		
By the end of the semester,		
MLO 3:		
By the end of the semester,		
Student Signature:	Date:	
WBL Faculty Signature:	Date:	
Employer Signature:	Date:	

#### **ON-SITE EMPLOYER EVALUATION REPORT**

Semester\	/ear (to	be completed	l by faculty)		
Below to be complet	ed by Supervi	sor/Employer			
Date of report					
Student's Name					
Company/Site Name_					
	Outstanding	Very Good	Average	Below Average	Unsatisfactory
Subject Knowledge					
Progress of MLOs					
Attitude towards work	·				
Relationship with Co-workers					
Attendance/ Punctuality					
Appropriate Appearance/Attire					
Overall Performance					
Comments					
Supervisor/Employer Si	ignature:			Date:	
Faculty Signature:				Date:	

#### **ON-SITE STUDENT EVALUATION REPORT**

This form is to be completed by the Student and WBL Faculty during the student's onsite visit. If this form is sent electronically, print form, complete and sign, then scan form back to faculty. Semester\_\_\_\_\_ Year\_\_\_\_ (to be completed by faculty) Below to be completed by Student Date of report\_\_\_\_\_ Student's Name\_\_\_\_\_ Company/Site Name Have you encountered any problems related to your Measurable Learning Objectives (MLOs)? Comments Are your work assignments consistent with the MLOs and other areas in your field? \_\_\_\_\_Yes \_\_\_\_\_No Comments\_\_\_\_\_ How do you think this work assignment will help you meet some of your career goals? Comments\_\_\_\_\_ Has your knowledge grown in your field since you started WBL and how? \_\_\_\_\_Yes \_\_\_\_\_No Comments Student Signature: \_\_\_\_\_\_Date: \_\_\_\_\_ Faculty Signature: \_\_\_\_\_\_Date: \_\_\_\_\_

# Human Service Technology Final Evaluation of Internship Placement

Student:		
Employer/Supervisor:	 	
Agency:		

The standard by which an intern is to be compared is that of an **entry level** human service professional. Under each competency statement are several items that we ask you to rate according to the following criteria:

#### **Criteria Rating:**

- **5** The intern has excelled in this area. (The student demonstrates performance equal to the top 3% of any student or new employee you have supervised)
- **4 The intern is functioning above expectations for interns in this area.** (The student demonstrates performance equal to the top 20% of any student or new employee you have supervised.
- **3 The intern has met the expectations for interns in this area.** (The student demonstrates performance equal to 50% of any student or new employee you have supervised.)
- 2 The Intern has not yet met the expectations in this area, but there is hope that the intern will meet the expectations in the near future.
- 1 The Intern has not met the expectations in this area, and there is not much hope that the intern will meet the expectations in this area in the near future.

**Unable to evaluate** (Because of the agency's scope of services, the intern did not have UE the opportunity to demonstrate competence in this area.)

#### General Directions:

Comments may be made regarding any of the competency statements, if desired. Please be sure to indicate those areas in which you think the intern is particularly strong and those areas that need improvement.

This evaluation is intended to give the intern feedback about his/her performance. The agency supervisor's cumulative rating of these items is one of several measures used to calculate the grade that is given to the intern. However, the Faculty Coordinator has the responsibility of assignment the grade for the course.

Please note that the UE category should be used anytime you have not had the opportunity to observe the student in the stated area. Marking UE when you have not had the opportunity to observe the student in the task helps the Faculty Coordinator when it comes to assigning the final grade for the intern.

#### **EMPLOYER FINAL EVALUATION**

Explanation on above page						
5- Excellent performer top 3% 4-Student equal to top 20% 3- Student equal to 50%						
2- Has not met expectation yet but expected in future						
1-Not met						
UE-unable to evaluate						
Engages in beginning level practice	5	4	3	2	1	U
Demonstrates understanding of general framework of human services						
Demonstrates knowledge of varied service roles (case manager, advocate,						
counselor, etc.)						
Actively engages with clients						
Actively assesses client's needs						
Comments						
Comments:						-
Demonstrates beginning level of cultural understanding appropriate   5   4	3	2	1	UE		
to the practice setting.						
Recognized the ways culture influences the development of clients						
Recognizes the way culture influences the behavior of clients.						
			-			
Comments:						
					1	
Practice without discrimination with respect to client's age, class, color,						U
	5	4	3	2	1	_
culture,	5	4	3	2	1	
Disability, ethnicity, family structure, gender, marital status, national origin,	5	4	3	2	1	
Disability, ethnicity, family structure, gender, marital status, national origin, race, religion, sex, and sexual orientation	5	4	3	2	1	
Disability, ethnicity, family structure, gender, marital status, national origin, race, religion, sex, and sexual orientation  Demonstrates knowledge of client who differ factors as above	5	4	3	2	1	
Disability, ethnicity, family structure, gender, marital status, national origin, race, religion, sex, and sexual orientation  Demonstrates knowledge of client who differ factors as above  Acts toward diverse clients with dignity, respect in a non-discriminatory	5	4	3	2	1	
Disability, ethnicity, family structure, gender, marital status, national origin, race, religion, sex, and sexual orientation  Demonstrates knowledge of client who differ factors as above	5	4	3	2	1	

Comments:

Communicates effectively	5	4	3	2	1	UE
Demonstrates effectiveness in verbal communication						
Demonstrates effectiveness in written communication						

Comments:													
											_		
Understands and demonstrates the importance of confrespect to clients	fide	ntia	lity	wit	h			5	4	3	2	1	Į
Demonstrates an understanding of human services and	200	a CV	rρσ:	ardi	nσ		+						
privacy	agci	тсу	rege	ai Gi	118								
Makes appropriate and responsible decisions regarding	clie	nt p	riva	СУ			$\dagger$						
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Comments:													
comments.													
Uses supervision and consultation appropriate to effect	tivo	20/	1 0+	hica			5	4	3	2	1	111	ΙE
Practice	LIVE	aiit	ı eti	ilica	•		J	4	3	_	1	0	_
Uses supervision and consultation to improve practice													_
Participates actively in supervisory meetings													
Demonstrates a commitment to continual knowledge ar	nd sl	cill c	leve	lop	men	ıt							
Takes appropriate intern's role in supervisory relationsh	ip												
Comments:													
comments.													-
Works constructively within organization	5	4	3	2	1	UE							
,													
Follows policies and procedures of organization													
Understands organizations' mission, values and culture													
Demonstrates knowledge of agency's client population													
Comments:													
													_

Analyze the impact of social welfers police on clients					5	4	3	2	1	U
Analyze the impact of social welfare polies on clients	1		5	4	3	2	1	۳		
Demonstrates understanding of the impact of current local, state, a							}			
policies on agency operation										$\vdash$
Demonstrates understanding on how specific local, state, and fede	cies							}		
affect the delivery of services to clients										L
Comments:										
Demonstrates capacity for the use of consistent professionalism	5	4	3	2	1	Į	JE			
Demonstrates self-awareness										
Uses feedback constructively										
Demonstrates professional demeanor in appearance										
Demonstrates professionalism in documentation										
Conducts himself/herself as a professional I public										
Demonstrates appropriate boundaries with clients										
Demonstrates appropriate boundaries with peers										
				l	ı					
Comments:										

Employer/Supervisor Signature: \_\_\_\_\_\_ Date: \_\_\_\_\_

WBL Faculty Signature: \_\_\_\_\_\_ Date: \_\_\_\_\_

#### **STUDENT FINAL SELF-EVALUATION**

#### **ORIENTATION STATEMENT**

I attended the WBL Orientation on	·
Student Signature:	Date:
WBI Faculty Signature:	Date:

### TIME/WAGE REPORT

	In order for a student to receive academic credit, an account of time and days worked on the							
job must be recorded by the student and verified by the supervisor. This information is								
required for the college's record and will be kept strictly confidential.  Student Total hours for semester								
			lotal	nours for se	emester			
Embio	yer/Site				•			
Total v	vages before d	leduction						
WEEK	EXAMPLE							
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Tues								
Wed	2-23-2020	9:00	11:45	1:00	5:00	6.45		
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Thur								
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Sat								
Week Hours Total								

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Student Signature	Date	Employer Signature	Date			

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	this month.	,		he hours worke			
Student	Signature	Date		Employer Sign	ature	Date	

WEEK							
Day	Date	Time-in	Time-out	Time-in	Time-out	Hours Total	Wages
Sun							
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Fri							
Sat							
				Most	Hours Total		
				week	Hours rotal		
L certify that t	the above time	report is a true s	tatement I	certify that the	above time repo	rt is a true staten	nent of
worked this r		p =		he hours worke			
Student Signa	ature	Date		Employer Signa	ature	Date	

#### **GRADE SHEET INFORMATION**

Grades will be determined by the following categories:
Attendance – 20 points
Onsite Visit (student 14 pts and employer 14 pts) maximum 28
Final Evaluations (student 10 pts and employer 27 pts) maximum 37
WBL Faculty 15 pts.

**Attendance**- 20 points for the 160 hours. In rare cases, a student will not been able to complete the 160, if the workbook is accepted due to the incomplete hours, the WBL Faculty will determine the appropriate grade for the Attendance category. This will be the discretion of the WBL Director.

**On-Site Visit** – Maximum 28 points. Student can receive 14 pts. Student's On-site form must be completed in detail with examples of learning to receive 14 points. For categories in the Outstanding and Very Good columns, 2 points will be given for each; Average column will receive 1 point for each given and Below Average and Unsatisfactory will receive 0 points.

**Final Evaluation**- Maximum 37 points. Student can receive 14 pts. Student's Final Evaluation form must be completed in detail with examples of learning and knowledge in MLOs to receive 14 points. Students can receive 27 points on the employer section. For categories in the 5 and 4 columns = 3 points; columns 3 = 2 points will be given for each; Columns 2, 1 receive 0 points.

**WBL Faculty Assessment**-15 points- If WBL Faculty has to return workbook to student for any of the below in the Faculty Assessment category points will be deducted as indicated.

Workbook Neatness-4 pts Forms completed – 5 pts All signatures completed – 6

Attendance	 Possible 20
On-Site Visit	 Possible 28
Final Evaluation	 Possible 37
WBL Faculty Assessment	 Possible 15
Total	Possible Total 100

#### **GRADE SHEET**

Category	<b>Points Received</b>	Possible Points	
Attendance		20	
On-Site Visit		28	
Final Evaluation		37	
WBL Faculty		15	
Total		Possible Total 100	
Grade			
Comments:			
Attendance:			
On-Site:			
Final:			
WBL Faculty:			
Grade Scale:	90-100 = A		
	80-89 = B		
	70-79 = C		
	60-69 = D		
	59 and below = F		