



Business, Technology and Social Sciences
Technology Department

COOPERATIVE EDUCATION

ACNT 2380-39051; BMGT2382-39051; GRPH 2380-39051; ITSC 2380-39051; ITSE 2380-39051; MRKG 2380-39051; POFM-2381;POFT2380-39051

CATALOG DESCRIPTION:

Career-related activities encountered in the student's area of specialization offered through an individualized agreement among the college, employer, and student. Under the supervision of the college and the employer, the student combines classroom learning with work experience. Includes a lecture component.

Course Title:	Cooperative Work Experience-(Co-op)
Course Number:	ACNT*2380*39051; BMGT*2382*39051; GRPH*2380*39051;ITSC*2380*39051;ITSE*2380*39051;MRKG*2380*39051;POFM*2380*39051;POFT*2380*39051
Credit Hours:	3 Credit Hours
Prerequisites:	<p>ACNT- ACNT 2303, enrolled in AAS, 15 credits, ENGL 0305 or ENGL 0316 AND ENGL 0307 or 0326, OR higher level course (ENGL 1301), OR placement by testing, MATH 0306</p> <p>BMGT- enrolled in management AAS degree program; completion of 15 credits in degree plan; departmental approval</p> <p>GRPH-ARTC 2348</p> <p>ITSC-Enrollment in the Computer Information Technology AAS degree program, completion of 15 credits in the degree plan, approval of Computer Information Technology coordinator</p> <p>ITSE- Meets requirements for last semester, enrolled in Computer Information Technology AAS degree program; completion of 15 credits in degree plan; approval of computer information</p> <p>MRKG-enrolled in management AAS degree program; completion of 15 credits in degree plan; departmental approval</p> <p>POFM-enrolled in Professional Office Technology/medical track AAS degree or certificate program; completion of 15 credits in degree plan; approval of coordinator</p> <p>POFT- enrolled in Professional Office Technology AAS degree or certificate program; completion of 15 credits in degree plan; approval of coordinator</p>
Semester and Year:	Fall Semester-2005
Class Days and Times:	Independent Study
Instructor:	John A. Burns (CONTACT INSTRUCTOR BY EMAIL IMMEDIATELY AFTER ENROLLING)
Office Location:	E-211-D

Office Hours: By Appointment. Instructor will meet with co-op students at work site or office.

E-mail: John.a.burns@nhmccd.edu

Office or alternate phone: 281.401.1842 (Tomball Office) 281.550.1614 (Home Office)

COURSE LEARNING OUTCOMES:

- Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry
- Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry

Upon Completion of this course the student may expect to have experience personal and career growth.

The Secretary's Commission on Achieving Necessary Skills (SCANS) has researched and listed skills and competencies that make up the know-how employees will need for workplace success. The following SCANS skills are incorporated into the course content as listed below:

Resources-knows how to allocate time, activities, and materials.

Students use time management and problem solving skills while scheduling their work hours, managing worksite activities, and using office equipment and materials.

Interpersonal skills-works on teams, teaches others, serves customers, leads, negotiates and works well with people from culturally diverse backgrounds.

Students use human relations and communication skills while working with their supervisors as well as internal and external customers

Information-acquires and evaluates data, organizes and maintains files, interprets and communicates, and uses computers to process information.

Students use information management skills both on the job and for course assignments while storing, retrieving, and processing information both manually and electronically.

Technology-selects equipment and tools, applies technology to specific tasks, and maintains and troubleshoots equipment.

Students produce and print various types of documents such as letters, reports, charts, forms, spreadsheets, database reports, computer programs, brochures, legal documents, etc. (depending on type of position held) using the computer.

Systems- understands social, organizational, and technological systems; monitors and corrects performance; and designs or improves systems.

Students must learn the mission and purpose not only of their department, but also of other departments within the company. Students are encouraged to look for ways to improve their current position and overall department efficiency.

REQUIRED TEXTBOOKS AND/OR MATERIALS:

SKILLS FOR NEW MANAGERS, BY MOREY STETTNER, MCGRAW-HILL PUBLISHING, ISBN-0-07-135618-5

3-RING BINDER FOR PORTFOLIO OF WORK

EVALUATION:

READ THE ENTIRE SYLLABUS. YOU WILL BE RESPONSIBLE FOR ACCOMPLISHING ALL OF THE TASKS BY THE ENUMERATED DEADLINES.

COOPERATIVE EDUCATION OFFERS THE STUDENT CREDITS FOR PRACTICAL WORK EXPERIENCE RELATED TO CAREER GOALS.

- **THE STUDENT AND WORK SUPERVISOR/MANAGER NEED TO SET TWO LEARNING OBJECTIVES FOR THE STUDENT TO ACCOMPLISH DURING THE SEMESTER. ALSO, THE STUDENT MUST SUBMIT ONE SELF-IMPROVEMENT OBJECTIVE TO BE ACCOMPLISHED DURING THE SEMESTER. THESE OBJECTIVES MAY BE RELATED TO JOB GROWTH, PERSONAL DEVELOPMENT, PROBLEM SOLVING, ROUTINE DUTIES AND FUTURE CAREER ASPIRATIONS. THESE OBJECTIVES DO NOT HAVE TO BE SPECIFICALLY RELATED TO EACH OTHER. IF YOU ARE AT A LOSS TO SUBMIT OBJECTIVES, ASK FOR ASSISTANCE FROM YOUR SUPERVISOR/MANAGER. REFER TO THE STUDENT/EMPLOYER HANDBOOK, PAGE 16, "LEARNING OBJECTIVES", FOR A DETAILED EXPLANATION OF OBJECTIVES. THE LEARNING OBJECTIVES MUST BE APPROVED BY BOTH THE MANAGER/SUPERVISOR AND THE FACULTY COORDINATOR.**
- **STUDENTS WILL ALSO BE EVALUATED OVER COURSE WORK AS DETAILED BELOW. EACH STUDENT WILL KEEP A PORTFOLIO/NOTEBOOK CONTAINING YOUR WORK OVER THE SEMESTER. THE PORTFOLIO WILL BE TURNED IN AT THE FINAL STUDENT/SUPERVISOR/COORDINATOR EVALUATION MEETING.**
- **WEEKLY "TRAINING PLAN LOG" AS SHOWN ON PAGE 30/31 OF THE HANDBOOK SHOULD BE SUBMITTED TO THE COOP COORDINATORS EACH FRIDAY THROUGHOUT THE SEMESTER. THE LOG SHOULD BE A BRIEF OVERVIEW OF THE STATUS OF THE PROJECTS, HOURS WORKED, AND STATUS OF EXERCISES AS LISTED BELOW. A COPY SHOULD BE KEPT IN THE PORTFOLIO.**

SCHEDULE AND TASKS TO BE COMPLETED AS ENUMERATED BELOW:

(ALL OF THE FOLLOWING MUST BE TYPEWRITTEN AND PLACED IN YOUR PORTFOLIO.)

1. **BY SEPTEMBER 9, 2005:**
 - **THE STUDENT MUST WRITE UP AND SUBMIT A COMPLETED STUDENT SCHEDULE AND INFORMATION SHEET, PAGE 29, IN THE STUDENT/EMPLOYER HANDBOOK.**
 - **READ THE LEARNING AND SELF-IMPROVEMENT OBJECTIVES SECTION OF THE STUDENT/EMPLOYER HANDBOOK (PAGES 17-21) DISCUSS WITH YOUR SUPERVISOR PROPOSED OBJECTIVES TO BE WORKED ON BY THE STUDENT. IF YOU HAVE ANY QUESTIONS SET UP AN APPOINTMENT WITH YOUR FACULTY ADVISOR.**
 - **WRITE UP YOUR TWO LEARNING OBJECTIVES AND A SELF-IMPROVEMENT OBJECTIVE. USE THE FORM PROVIDED UNDER FORMS SECTION OF THE STUDENT/EMPLOYER HANDBOOK, PAGE 26. MAKE TWO COPIES, ONE FOR THE CO-OP COORDINATOR AND ONE FOR YOUR PORTFOLIO.**

- **CONTACT YOUR CO-OP COORDINATOR TO SET UP A TIME AND DATE FOR AN OBJECTIVE REVIEW CONFERENCE BETWEEN THE SUPERVISOR, STUDENT AND CO-OP COORDINATOR. THIS CONFERENCE IS MANDATORY. IT WILL ONLY TAKE A FEW MINUTES BUT IS NECESSARY TO ESTABLISH THAT EVERYONE IS IN AGREEMENT AS TO THE GOALS, EVALUATION PROCEDURES, ETC.**
- **AT THE TIME OF THE CONFERENCE HAVE A COPY OF THE COOPERATIVE WORK AGREEMENT, PAGE 23 AND 24 OF THE STUDENT/EMPLOYER HANDBOOK SIGNED BY ALL PARTIES. KEEP A COPY IN YOUR PORTFOLIO.**

COMPLETE A TRAINING PLAN LOG, PAGE 30/31 OF THE STUDENT/EMPLOYER HANDBOOK. PLACE IT IN YOUR PORTFOLIO.

2) WEEK TWO THROUGH WEEK FOURTEEN (SEPTEMBER 6-DECEMBER 5, 2005):

DURING THIS PERIOD YOU MUST ACCOMPLISH THE FOLOWING TASKS AND KEEP A COPY IN YOUR PORTFOLIO(DO NOT PUT THIS OFF UNTIL THE END OF THE SEMESTER; AGAIN THESE MUST BE TYPEWRITTEN):

1. **EACH WEEK YOU MUST COMPLETE AND SUBMIT A “TRAINING PLAN LOG”.** THE LOG SHOULD INCLUDE REMARKS AS TO ANY OF THE ABOVE TASKS YOU ARE WORKING ON OR HAVE COMPLETED. THE COMPLETED TAKS SHOULD BE PLACE IN YOUR PORTFOLIO FOR SUBMISSION AT THE END OF THE SEMESTER. THE LOG SHOULD ALSO BRIEFLY UPDATE THE STATUS OF YOUR PROJECTS (SEE PAGE 30/31 OF THE HANDBOOK)
2. **TAKE THE MYERS BRIGGS TYPE INDICATOR (MBTI).** THIS IS AN INSTRUMENT THAT MEASURES PERSONALITY AND HOW IT RELATES TO CAREER EXPLORATION. **GO TO:** www.DOWHATYOUARE.COM/TOMBALL.EDU, THEN CLICK THE “REGISTER HERE” BUTTON. ONCE YOU REGISTER, TAKE THE MBTI. THE REULTS WILL BE SENT TO SARAH DAVID, CAREER COUNSELOR, TOMBALL COLLEGE. CALL SARAH DAVID AT 281/351.3380 OR EMAIL HER AT SARAH.Y.DAVID@NHMCCD.EDU AND MAKE AN APPOINTMENT TO HAVE THE MBTI INTERPRITED FOR YOU. THIS CAN BE DONE IN PERSON OR BY TELEPHONE/EMAIL. IN PERSON WILL YIELD THE BEST RESULTS. AFTER YOUR APPOINTMENT WRITE A BRIEF PAPER SUMMARIZING THE RESULTS AND AN EVALUATION OF THE EXPERIENCE.
3. **GO TO [HTTP://UMN.EDU/OHR/ECEP/RESUME/](http://UMN.EDU/OHR/ECEP/RESUME/), THIS IS RESUME TUTOR! A WEBSITE BY THE UNIVERSITY OF MINNESOTA. PLEASE LOG-IN AND GO THROUGH THE PROGRAM. (YOU CAN ALSO GO TO WWW.CAREERONESTOP.COM . AFTER YOU GET TO THE WEBSITE, CLICK ON CAREER TOOLS. THERE ARE A NUMBER OF GOOD TOOLS TO EXAMINE. ONE IS A RESUME WORKSHOP. CAREER ONE STOP IS AN EXCELLENT RESOURCE.)**
4. **PREPARE AN UPDATED RESUME AND COVER LETTER. YOU CAN USE A FICTITIOUS COMPANY OR GO TO THE WEB AND FIND A JOB ANNOUNCEMENT THAT INTERESTS YOU. PLACE A COPY IN YOUR PORTFOLIO.**
5. **READ AND WRITE A REVIEW OF “SKILLS FOR NEW MANAGERS”. DO NOT RECAP THE BOOK. I WANT YOUR OPINION OF WHETER THE BOOK WAS OF VALUE TO YOU? HOW? WHAT SECTIONS WERE MOST VALUABLE TO YOU? WHICH WERE LEAST VALUABLE? SUBMIT A COPY TO THE CO-OP COORDINATOR AND PLACE ONE IN YOUR PORTFOLIO.**
6. **GO TO [HTTP://WWW.CBA.UNLEDU/BUSCOMM/](http://WWW.CBA.UNLEDU/BUSCOMM/) THIS IS THE UNIVERSITY OF NORTHERN IOWA, BUSINESS COMMUNICATION PROGRAM. THIS CAN ALSO BE FOUND BY GOING TO “GOOGLE” AND**

ENTERING BUSINESS COMMUNICATION, THEN SELECTING UNIVERSITY OF NORTHERN IOWA. REVIEW THE WEBSITE, INCLUDING BUSINESS ETIQUETTE, BUSINESS ATTIRE AND BODY LANGUAGE, DINING ETIQUETTE AND SOCIAL CONVERSATION RULES. PRINT OUT THE COVER PAGE AND PLACE IN YOUR PORTFOLIO. WRITE A TWO PAGE PAPER ON “PROFESSIONALISM” IN THE WORKPLACE. INCORPORATE WHAT YOU LEARNED FROM THE UNIVERSITY OF NORTHERN IOWA WEBSITE (SEE ABOVE).

7. GO TO www.ucc.vt.edu/lynch/timeManagement.htm. TAKE THE VIRGINIA TECH, TIME MANAGEMENT STRATEGIES FOR IMPROVING ACADEMIC PERFORMANCE PROGRAM. SIGN IN AND TAKE THE PROGRAM. KEEP COPIES OF YOUR “WORKBOOK” PAGES. PLACE THEM IN YOUR PORTFOLIO.

3) WEEK FIFTEEN AND SIXTEEN –DECEMBER 4-DECEMBER 14,2005:

1. WRITE UP A REPORT ON YOUR LEARNING OBJECTIVES. USE THE LEARNING OBJECTIVES REPORT TEMPLATE ON PAGE 20 OF THE STUDENT/EMPLOYER HANDBOOK.
2. WRITE UP A REPORT ON YOUR SELF-IMPROVEMENT OBJECTIVE. THIS REPORT SHOULD COVERHOW YOU HAVE IMPROVED IN YOUR STATED AREA. WHAT SPECIFICALLY HAVE YOU ACCOMPLISHED? HOW? ARE YOU SATISFIED? WHAT TOPIC WOULD YOU CHOSE TO WORK ON NEXT?
3. SET UP A CLOSE –OUT INTERVIEW WITH SUPERVISOR AND CO-OP COORDINATOR. (THIS MUST BE DONE BEFORE DECEMBER 14,2005)
4. HAVE SUPERVISOR PREPARE OFFICE/BUSINESS/COMPUTER CO-OP SUPERVISOR’S EVALUATION, PAGE 27 OF STUDENT/EMPLOYER HANDBOOK
5. SUBMIT COMPLETED PORTFOLIO TO CO-OP COORDINATOR
6. THE FINAL! STUDENT IS REQUIRED TO ATTEND A DINNER AT TOMBALL COLLEGE ON DECEMBER 8, 2005 ATTENDED BY THE COOP STUDENTS, DEAN OF BUSINESS, SOCIAL SCIENCE AND TECHNOLOGY, COOP CORDINATOR AND OTHER BUSINESS AND TECHNOLOGY FACULTY. THERE WILL BE NO CHARGE. THIS IS TO RECOGNIZE YOUR HARDWORK AND TO GET YOUR FEEDBACK. (IF THERE IS A CHANGE IN DATES I WILL NOTIFY YOU IMMEDIATELY)

Requirement	Due Date	
Supervisor’s Evaluation	No Later Than December 14, 2005	20% (75 Points)
Semester Project	No Later than December 14, 2005	40% (150 Points)
Weekly Activities (Includes Portfolio)	No Later than December 14, 2005	40% (150 Points)

TOTAL 375 POINTS

LETTER GRADE ASSIGNMENT:

Final letter grades will be assigned after computing individual final averages in percent as follows:

Final Average in Percent	Letter Grade
100 – 89.5 %	A
79.5 – 89.4 %	B
69.5 – 79.4%	C
59.5 –69.4%	D
0– 59.4%	F

ATTENDANCE POLICY: THIS IS AN INDEPENDENT STUDY COURSE.

THE STUDENT IS REQUIRED TO WORK A MINIMUM OF 19.5 HOURS PER WEEK. THE STUDENT IS EXPECTED TO KEEP IN CONTACT WITH THE INSTRUCTOR/COORDINATOR THROUGHOUT THE SEMESTER. EACH STUDENT IS EXPECTED TO SUBMIT A WEEKLY ACTIVITY REPORT, COORDINATE AND ATTEND MEETINGS WITH SUPERVISOR AND COORDINATOR AS REQUIRED AND HAVE THE PORTFOLIO COMPLETED BY DECEMBER 14, 2005.

ASSIGNMENTS:

ASSIGNMENTS ARE AS DETAILED ABOVE. **If the student is having a problem with any of the assignments you are encouraged to contact and meet with the instructor.** Also, read the Coop Handbook. Any late assignments will not get full credit.

WITHDRAWAL POLICY:

Withdrawal from the course after the official day of record (see current catalog) will result in a final grade of "W" on the student transcript and no credit will be awarded. Prior to the official day of record, it is the student's responsibility to initiate and complete a request for withdrawal from any course.

ACADEMIC INTEGRITY:

The District upholds the core values of learning: honesty, respect, fairness, and accountability. We promote the importance of personal and academic honesty. We embrace the belief that all learners – students, faculty, staff and administrators – will act with integrity and honesty and must produce their own work and give appropriate credit to the work of others. No fabrication of sources, cheating, or unauthorized collaboration is permitted on any work submitted within the District.

Consequences for academic dishonesty to be determined by the professor, or the professor and Academic Dean, or the professor and Chief Student Services Officer can include but are not limited to: 1.) having additional class requirements imposed, 2.) receiving a grade of zero or "F" for an exam or assignment, 3.) receiving a grade of "F" for the course, 4.) being withdrawn from the course or program, 5.) being expelled from the college district.

Professors should clearly explain how the student's actions violated the academic integrity policy, how a grade was calculated, and the actions taken.

SOFTWARE PIRACY:

Law strictly prohibits unauthorized copying of software purchased by Tomball College for use in laboratories. Tomball College administration will take appropriate disciplinary action against anyone violating copyright laws.

COMPUTER VIRUS PROTECTION:

Computer viruses are, unfortunately, a fact of life. Using the diskettes on more than one computer creates the possibility of infecting computers and diskettes with a computer virus. This exposes the computers of the college, your personal computer, and any others you may be using to potentially damaging viruses. The college has aggressive anti-virus procedures in place to protect its computers, but cannot guarantee that a virus might not temporarily infect one of its machines. It is your responsibility to protect all computers under your control and use and ensure that each diskette you use, whenever or wherever you use it, has been scanned with anti-virus software. Since new viruses arise continually, your anti-virus software must be kept current. And, since no anti-virus software will find every virus, keeping copies of data (backups) is extremely important.

EQUAL OPPORTUNITY STATEMENT:

It is the policy of the North Harris Montgomery Community College District to provide equal employment, admission and educational opportunities without regard to race, color, religion, national origin, sex, age, or disability.

NHMCCD Colleges strive to provide an excellent learning environment free from harassment or intimidation directed at any person's race, color, religion, national origin, sex, age, or disability. Any form of harassment will not be tolerated.

SCANS MATRIX:

The U.S. Department of Education Secretary's Commission on Achieving Necessary Skills (SCANS) has researched and listed the skills and competencies that make up the know-how employees will need for workplace success. You can view the SCANS skills that are included in the course objectives at the NHMCCD web site at:

<http://www.nhmccd.edu>, under Catalog & Description, then Course Descriptions. (A copy of the SCANS Matrix is attached)

THE TOMBALL COLLEGE LIBRARY HOURS AND PHONE:

The phone number is 832-559-4211.

Monday – Thursday: 8:00 a.m. – 9:30 p.m.

Friday: 8:00 a.m. – 6:00 p.m.

Saturday: 10:00 a.m. – 5:00 p.m.

THE TOMBALL COLLEGE ASSESSMENT CENTER:

The phone number is 281-357-3698

Monday – Thursday: 8:00 a.m. – 8:00 p.m.

Friday: 8:00 a.m. – 5:00 p.m.

Saturday: 9:00 a.m. – 3:00 p.m.

**ADA STATEMENT:**

The NHMCCD colleges are dedicated to providing the least restrictive learning environment for all students. The college district promotes equity in academic access through the implementation of reasonable accommodations as required by the Vocational Rehabilitation Act of 1973, Title V, Section 504 and the Americans with Disabilities Act of 1990 (ADA) which will enable students with disabilities to participate in and benefit from all post-secondary educational activities.

If you require reasonable accommodations because of a physical, mental, or learning disability, please notify the instructor of this course as soon as possible and preferably before the end of the first two weeks of class to arrange for reasonable accommodations.

GUARANTEED GRADUATE POLICY:

North Harris Montgomery Community College District guarantees that graduates of its Associate of Arts, Associate of Science, or Associate of Applied Science and all Certificate programs, providing under certain circumstances, additional education and training tuition free to students lacking appropriate mastery of specified competencies. For additional information, refer to the NHMCCD college catalog.

FOR ADVISING ON THIS PROGRAM OR OTHER AREAS AT NHMCCD CONTACT:

- Business Department: Joe Cahill, joseph.m.cahill@nhmccd.edu, 281-357-3617
- Technology Department:
- Social Science Department: David Birch, david.e.birch@nhmccd.edu, 281-357-3670
- Division Dean, Linda Head, linda.head@nhmccd.edu, 281-357-3760
- There is also information at www.nhmccd.edu

SCANS Matrix

	Foundation Skills																
	Basic						Thinking						Personal Qualities				
	F1 Reading (1)	F2 Writing (2)	F3 Arithmetic (3)	F4 Mathematics (3, 5)	F5 Listening (1, 2, 15)	F6 Speaking (2, 15)	F7 Creative	F8 Decision Making (3, 5, 8)	F9 Problem Solving (3, 5)	F10 Seeing Things in the Mind's Eye (1)	F11 Knowing How to Learn (9, 13)	F12 Reasoning (3, 5, 7)	F13 Responsibility (10, 12)	F14 Self-Esteem (11)	F15 Social (4, 11, 15, 16, 17)	F16 Self-Management (8, 10, 14, 19)	F17 Integrity/Honesty (11, 12)
Learning Outcomes																	
Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X
Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X

	Workplace Competencies																			
	Resources				Interpersonal						Information				Systems			Technology		
	C1 Allocates Time (14)	C2 Allocates Money (3, 14)	C3 Allocates Material & Facility Resources (14)	C4 Allocates Human Resources (8, 14)	C5 Participates as Team Member (4, 11, 15, 16)	C6 Teaches Others	C7 Serves Clients/Customers (11, 17)	C8 Exercises Leadership	C9 Negotiates to Arrive at a Decision (15, 16)	C10 Works with Cultural Diversity (4, 11, 16, 17)	C11 Acquires & Evaluates (1, 7, 9)	C12 Organizes & Maintains (1)	C13 Interprets & Communicates	C14 Uses Computers to Process (18)	C15 Understands Systems (ALL)	C16 Monitors & Corrects Performance (9, 12, 13)	C17 Improves & Designs Systems (ALL)	C18 Selects Technology (1, 18)	C19 Applies Technology to Task (3, 5, 18)	C20 Maintains & Troubleshoots (3, 5, 18)
Learning Outcomes																				
Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

