SYLLABUS

DATE OF LAST REVIEW: 02/2013

CIP CODE: 47.0104

SEMESTER: Departmental Syllabus

COURSE TITLE: Work Place Skills for PC Technicians

COURSE NUMBER: CRTE0223

CREDIT HOURS: 3

INSTRUCTOR: Departmental Syllabus

OFFICE LOCATION: Departmental Syllabus

OFFICE HOURS: Departmental Syllabus

TELEPHONE: Departmental Syllabus

EMAIL: KCKCC issued email accounts are the official means for electronically communicating with our students.

PREREQUISITE(S): none

REQUIRED TEXT AND MATERIALS: Please check with the KCKCC-TEC bookstore, http://www.kckccbookstore.com/, for the required texts for your particular class.

COURSE DESCRIPTION:
This course is an introduction to work place skills. The course topics include: Resume writing, cover letters, applications, personal data sheets, portfolios, interviewing tactics, work place ethics and basic work place soft skills.

METHOD OF INSTRUCTION: A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

COURSE OUTLINE:
I. What is there a shortage of in the job market.
   A. There’s not a shortage of jobs
   B. There’s not a shortage of applicants
C. There is a shortage of
   1. Skilled Workers
   2. Good Work Ethics
   3. Good Work Histories

II. Soft Skills a key to employment today
   A. What are soft skills
   B. Examples of soft skills

III. Portfolios
   A. What goes in a portfolio

IV. Personal Data Sheet
   A. Why do I complete a Personal Data Sheet
   B. Complete a Personal Data Sheet

V. Filling out the Application
   A. How to correctly fill out an application
   B. Complete an example application

VI. The Qualities Employers Look For
   A. Nine qualities all employers look for in a future employee

VII. The Best Ways to Find a Job
   A. Places to look to find a job

VIII. Resume
   A. Important Resume Basics
   B. The Resume Maker Software
   C. How to make a resume on the computer.
   D. Make a resume

IX. Cover Letters
   A. What information should be in a cover letter
   B. Examples of cover letters
   C. Cover letter Blunders to Avoid

X. I have an Interview, now what?
   A. Company Research
   B. Dressing for Success
   C. Arriving on Time
   D. Being Positive

XI. Commonly Asked Interview Questions
   A. Examples of the basic interview questions that an employer may ask
   B. Mock interview with interview questions

XII. After the Interview
   A. Writing a Follow-up Letter
   B. When to call
   C. What’s next

XIII. Important factors to consider after the job offer
   A. Questions and information you will need to know about job

EXPECTED LEARNER OUTCOMES:
A. The student will be able to list what shortages there are and are not in the job market.
B. The student will be able to explain and give examples of soft skills.
C. The student will be able to describe what information goes into a portfolio.
D. The student will be able to explain and complete a personal data form.
E. The student will be able to describe and complete an example application.
F. The student will be able to explain and list the nine qualities employers look for in an employee.
G. The student will be able to describe and list the best places to look for a job.
H. The student will be able to explain and have a completed resume.
I. The student will be able to describe and have an example of a cover letter.
J. The student will be able to explain what they should do before the interview.
K. The student will be able to answer the basic interview questions.
L. The student will be able to explain and list what to do after an interview.
M. The student will be able to describe and list the important factors they should consider after a job offer.

COURSE COMPETENCIES:
Upon successful completion of this course:

1. The student will be able to list what shortages there are in the job market.
2. The student will be able to list what there are not shortages of in the job market.

3. The student will be able to explain what soft skills are.
4. The student will be able to list examples of soft skills.

5. The student will be able to express and give examples of soft skills.

6. The student will be able to explain what information goes into their portfolio.

7. The student will be able to show a completed personal data form.

8. The student will be able to describe what an application is and how to fill it out.
9. The student will be able to show a completed example application.

10. The student will be able to list and explain the nine qualities employers look for in an employee.

11. The student will be able to describe and list the best places they should look for a job.

12. The student will be able to express and have a completed resume.
12. The student will be able to explain why a resume is so important to an employer.
13. The student will be able to show a completed resume.

   The student will be able to convey and have an example of a cover letter.
14. The student will be able to explain why a cover letter is important.
15. The student will be able to show an example cover letter.

   The student will be able to state what they should do before the interview.
16. The student will be able to explain what they should do before they go to the interview.

   The student will be able to reply to the basic interview questions.
17. The student will be able to answer the basic interview questions.

   The student will be able to convey and record what to do after an interview.
18. The student will be able to describe and list what they should do after the interview.

   The student will be able to state and record what they should do after a job interview.
19. The student will be able to list and explain what steps should be followed after the interview.

   The student will be able to express and record the important factors they should consider after a job offer.
20. The student will be able to list and explain the important questions and information they will want to know about the job.

ASSESSMENT OF LEARNER OUTCOMES:
Student progress is evaluated by means that include, but are not limited to, exams, written assignments, assessment tests, and class participation.

SPECIAL NOTES:
This syllabus is subject to change at the discretion of the instructor. Material included is intended to provide an outline of the course and rules that the instructor will adhere to in evaluating the student’s progress. However, this syllabus is not intended to be a legal contract. Questions regarding the syllabus are welcome any time.

Kansas City Kansas Community College is committed to an appreciation of diversity with respect for the differences among the diverse groups comprising our students, faculty, and staff that is free of bigotry and discrimination. Kansas City Kansas Community College is committed to providing a multicultural education and environment that reflects and respects diversity and that seeks to increase understanding.

Kansas City Kansas Community College offers equal educational opportunity to all students as well as serving as an equal opportunity employer for all personnel. Various laws, including Title
IX of the Educational Amendments of 1972, require the college’s policy on non-discrimination be administered without regard to race, color, age, sex, religion, national origin, physical handicap, or veteran status and that such policy be made known.

Kansas City Kansas Community College complies with the Americans with Disabilities Act. If you need accommodations due to a documented disability, please contact the Director of the Academic Resource Center in Rm. 3354 or call (913) 288-7670.