# Faculty of Commerce and Business Administration

### **BBA Program**

# **BUSN 4500**

# **Career Portfolio Development**

**Information and Assessment Handbook** 

May 2016

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### BUSN 4500 Career Portfolio Development Course Information

### **General Information and Method of Instruction**

BUSN 4500 is a 1.5 credit course. You are required to enroll in this course during your final year, after you have completed at least 90 credits towards your degree. However, you should actually be working towards completion of a portfolio for this course throughout your program.

You are required to attend classes as specified in your "Course Information and Schedule." Your degree coordinator will advise you on the completion of your portfolio and may make contact with your employer as deemed necessary. After completion of your work experience and your portfolio, you will give an individual PowerPoint presentation summarizing your experience.

# **Calendar Description**

This course requires students to reflect on both their work and classroom experience to assess their strengths and weaknesses in order to develop a personal road map for their future professional and personal development. This course requires that students have completed 500 hours of work experience, which must be documented and signed off by their supervisor. Students must prepare and present a portfolio that provides evidence from their workplace of applying the eight broad learning outcomes of the BBA Program, as well as knowledge and skills specific to their career path. In addition, students must complete a standardized business competency exam.

### **Course Learning Outcomes**

- 1. Find a suitable placement in a Canadian organization which relates to his/her program;
- 2. Explain how classroom learning experiences are reflected in the workplace;
- 3. Demonstrate knowledge and skills specific to his/her career path;
- 4. Prepare a learning portfolio; and
- 5. Present an oral report that demonstrates specific work experiences illustrating mastery of the eight broad learning outcomes in the workplace.

### **Means of Assessment**

Mastery, based upon satisfactory evaluation of ALL of the following:

- 1. presentation of your portfolio using presentation software and meeting the presentation standards specified in the course;
- 2. comprehensive career portfolio report, meeting the standards specified in the course;
- 3. completion of a standardized business competency exam; and
- 4. attendance at course information sessions.

### Work Experience

### How much work experience is required?

Students in the BBA program must obtain a minimum of 500 hours of relevant paid or volunteer work experience before graduation, with the majority of the hours being paid work.

### When do I complete work experience?

The work experience may be obtained before or during the time you are doing your course work. However, it must be completed before your BBA Degree is awarded, and it must have been obtained within the five years prior to taking BUSN 4500.

### How can I obtain a position where I can gain work experience?

You can use your current position if it is relevant, or you can apply for relevant full-time, part-time, or summer positions.

If you are a full-time student taking at least three courses per semester, another alternative, is to apply for a CO-OP work term and take CO-OP 4500. You will attend the same classes as the BUSN 4500 students and must complete the same requirements, but you will complete your 500 hours of work experience as a CO-OP student. Prior to the beginning of the semester, before you wish to do a CO-OP work term, contact the Co-operative Education Department at 604-527-5100 or email co-op@douglascollege.ca and attend a mandatory CO-OP Information Session. CO-OP students will receive help with resumes, interviews, and finding employment leads. Further information is available on the CO-OP website at www.douglas.ca/services/co-op.

# Do I need to complete my work experience with a single employer?

No. You may accumulate work experience hours from a number of employers; however, you need to have at least 500 hours of work experience signed off by employers, with your supervisors having completed your *Employer Check-Off - BBA Program Learning Outcomes* sheet (see Appendix B).

### What qualifies as relevant work experience?

For students in the accounting major, relevant work experience could include duties performed at the entry or intermediate level in accounting firms or in the accounting department of other types of businesses. Responsibilities may include clerical work, bookkeeping, tax preparation, computer work, annual budgeting, financial analysis, or other related work.

For students in the financial services/administration major, relevant work experience could include entry- or intermediate-level positions in banks, other financial institutions, or administrative offices. Responsibilities could include administration, customer service, or computer work in a financial setting; financial advising; financial analysis, and other assigned duties. There are many other work experiences which will offer opportunities to gain relevant experience and competencies covered by the learning outcomes. Various combinations of work and special situations will be considered.

# What should I do if my workplace experience is limited to entry level and routine tasks?

There are a number of things you can do:

- Ask for greater responsibility or offer to perform more challenging tasks.
- Volunteer to work on committees or special projects.
- Ask for an opportunity to job shadow so that you can observe higher level roles being performed.
- Take a volunteer position, such as Treasurer for a not for a profit organization, or volunteer for the Douglas College Business Association (DCBA) Tax Service.
- Arrange for an information interview with someone in your firm who can share his/her experience regarding specific learning outcomes. Request a specific amount of time, and provide a list of questions ahead of time. Stay within the time limit you requested, and remember to send a thank-you note. Include a written summary or transcript of the interview as evidence in your portfolio.

### How can I provide proof of my 500 hours of work experience?

Each employer will be asked to sign and complete the Employer Check-Off (see appendix B). He or she may also be asked to verify that the evidence you submit is a valid representation of your work.

### May I include work experience from another country?

No. Canadian experience is required, however, some exceptions may be considered. If you have verifiable International work experience (with sufficient evidence in English) you should discuss the matter with your instructor at an early date.

### **Does self-employment qualify?**

Not normally as work experience must be verifiable by an independent third party, however, some exceptions may be considered. If you have verifiable self-employed work experience which can be verified through sufficient third party evidence, you should discuss the matter with your instructor at an early date.

### **Portfolio Information**

### What is a portfolio?

A portfolio is a collection of your work that is carefully selected, assembled, and organized to fulfill a specific purpose.

### What is the purpose of a portfolio?

The purpose of the BUSN 4500 portfolio is to provide evidence that you are able to *reflect and intentionally integrate your academic work with your work experience.* It also provides proof that you can apply in the workplace the eight broad learning outcomes of the BBA Program:

- 1. Client Services
- 2. Financial Analysis and Technology
- 3. Cross-cultural Teamwork and Interpersonal Skills
- 4. Problem Solving and Decision Making
- 5. Written Communication
- 6. Oral Communication
- 7. Ethics and Leadership
- 8. Continuous Professional Development

You may also find that (with appropriate revision) your completed portfolio could be used to assist you in obtaining employment or promotion and in employee assessment.

# **Portfolio Requirements**

Your entire portfolio should be an example of you at your professional best. It should show the highest level of your written presentation, organization, and computer literacy skills. Use these guidelines when preparing it for submission:

- Use easy to read fonts and graphics normally used in business, for example Arial. Ensure that you format all materials in a consistent manner.
- Use a system of dividers that allow for easy navigation of your portfolio by the reader. Use dividers "1 - 8" for the BBA learning outcomes and "A - Z" for the appendices. Dividers must be pre-formatted or typed, rather than handwritten.
- Handwritten items will not be accepted under any circumstances. Use Word, Excel, or other technology to create all documents.
- Use a 1" binder with your name and semester in large print on the spine. Your binder MUST include:
  - 1. Title page.
  - 2. Table of contents.
  - 3. Your resume and job description(s).
  - 4. Portfolio synopsis a one-page summary of your work experience and portfolio preparation. You may use point form, but each bullet must be a complete sentence. The synopsis should contain:
    - a brief description of your background relating to this portfolio including education, International experience, various career experience, and work setting (company name, type of firm, size, number of employees, mission, etc.);
    - a summary of types of skills acquired during the work experience;
    - a general statement of how the experience helped you; and
    - an explanation of how you went about preparing your portfolio.
  - 5. Eight learning outcome sections one for each BBA learning outcome (listed on the previous page), with dividers tabbed 1-8. Each learning outcome section will contain: a subtitle page; and a one to two-page analysis of how your BBA education is reflected in your work experience, with references to the relevant evidence included in your appendices. For example, you could explain how you applied specific course learning in the creation of the evidence you've included; compare and contrast what you learned with what you actually did in the workplace; and evaluate how well your learning prepared you for the work you did.
  - 6. Summary of relevant employment (label as appendix A).
  - 7. Employer check-off list(s) (label as appendix B).
  - 8. Evidence appendices (labeled as appendix C appendix Z). A separate appendix should be prepared for each piece of evidence documenting your work experience with appropriate annotations (as described in the section on the next page called, *What is meant by "appropriate annotation?*"). Note that while your resume and job description(s) are to be included in your portfolio that they do not count as evidence.

# What kinds of evidence can I include in my BUSN 4500 portfolio?

#### **Direct evidence**

- Samples of your work, e.g. charts, brochures, reports, graphs, planning documents, budgets, financial statements, or spreadsheets.
- Samples from participation in professional organizations, committees, or work teams.
- Samples from volunteer work.
- Examples of problem solving, e.g. proposals, reports, case analyses, figures, forms, or pictures showing improvements in products, services, safety, quality, or time.
- Writing samples, e.g. memos, reports, articles, training materials, or e-mails.
- Evidence of public speaking, e.g. photographs, speech outlines, program brochure, speaker's badge, or videos.

#### Indirect evidence

- Reference letters.
- Memos or e-mails from clients or co-workers conveying appreciation or congratulations.
- Performance appraisals.
- Letters from supervisors attesting to specific accomplishments.
- Summaries or transcripts of interviews.
- Excerpts from company policy manuals, mission and goal statements.
- Employee assessments.
- Articles and/or newsletters in which you were mentioned.
- Awards: customer service, employee and volunteer appreciation.
- Membership in Toastmasters, service organizations, or other volunteer organization.
- Official forms or records such as promotions or performance evaluations.

#### **GET PERMISSION**

#### MAINTAIN CONFIDENTIALITY

# What type of evidence is acceptable?

The evidence you collect should show proof of the experience you have described in each of the Eight BBA learning outcomes sections. They should be representative of your best work.

You may collect both *direct evidence* and *indirect evidence*. *Direct evidence* includes documents and other products that you create yourself. *Indirect evidence* includes references, testimonials, and other documents that show what others say about your work. The preceding section details types of items you *could* include in your portfolio; however, you are not restricted to using the items on the list. In some cases, a single work sample may be evidence of two or more learning outcomes. You DO NOT need to include the work sample in the portfolio more than once. Simply place the work sample in one of the "Evidence Appendices," annotate it appropriately and refer to it in the appropriate learning outcome section.

You *will need to get permission from your supervisor* to collect work samples, and you may need to alter them to maintain confidentiality. Alterations could include blacking out names, addresses, and other identifying information or re-printing documents, substituting obviously fictitious information.

# May I include college assignments in my portfolio?

No.

### How much evidence is sufficient?

You may have several work samples that relate to one particular learning outcome, and likewise you may have more than learning outcome demonstrated by a single work sample. You should select up to three samples that best represent your highest level of competency for each learning outcome. *Quality* takes precedence over *quantity*.

### What is meant by "appropriate annotation?"

Each piece of evidence in your portfolio *must be annotated.* The general purpose of an annotation is to describe to the reader exactly what the evidence is and how it relates to learning outcomes. Annotations are labels in boxes, placed on the page opposite the document, typed directly on the page. An annotation should be written in three concise sentences. It answers these questions:

- 1. What is this document?
- 2. What was your role in producing it?
- 3. What learning outcome(s) does it demonstrate?

Examples:

#### Section of progress report I made to organize employee training on new computer software

As part of a 3-person team, my role was to research similar training programs, estimate costs, make recommendations, and write this section of the report.

Supports four learning outcomes: Cross-cultural Teamwork and Interpersonal Skills; Financial Analysis and Technology; Problem Solving and Decision Making; and Written Communication.

#### Spreadsheet to calculate costs of various training options

I researched the costs and prepared the spreadsheet.

Supports two learning outcomes: Financial Analysis and Technology; and Problem Solving and Decision Making.

#### Letter from a bank client to my supervisor

I helped this client resolve an issue resulting from his misinterpretation of bank information.

Supports three learning outcomes: Client Services; Problem Solving and Decision Making; and Oral Communication.

# **Course Assessments**

### Portfolio How will my portfolio be assessed?

The criteria for assessment of your portfolio are set out in **Appendix C**. You are advised to refer to the criteria frequently as you collect and select your evidence and prepare your written statements.

Your portfolio must show the connection between your classroom and practical experience. Emphasis should be on **quality** over quantity; therefore, carefully select your best evidence and edit your writing to ensure it is clear and concise.

### How should I get started?

Do NOT leave this project until the last minute. It is best to work on your portfolio throughout your program as it takes a considerable amount of time to properly prepare. Tips on how to get started follow:

- 1. Carefully read and refer often to:
  - BBA learning outcomes
  - Portfolio assessment criteria
- 2. Create a folder for potential evidence items. Put into it any items from your workplace that you may want to include in your portfolio later. Remember to get proper consent from your employer, and respect confidentiality.
- 3. Keep a note book to record ideas, reflections, and work experience details.
- 4. Prepare (or update) your resume.
- 5. Obtain job descriptions for the work experience positions you will be analyzing and documenting.
- 6. Ask your employer(s) to complete your employer check-off list as set out in appendix B.
- 7. Obtain the necessary materials e.g. your binder, dividers, and labels.
- 8. As soon as you can, start writing your analyses for the BBA learning outcomes; but be prepared to revise. Your analyses should reflect your knowledge at the time of graduation.
- 9. Your portfolio synopsis should be written last (think of it as an executive summary).

# **Oral Presentations**

### What are requirements for the oral presentation?

Your oral presentation must meet the following criteria:

- Professional dress required.
- Ten minutes long.
- Supported by four or five PowerPoint slides.
- Showcases your best presentation skills.

The content must focus on an analysis of your work experience and BBA program learning, including:

- a brief summary of your organization, position, and responsibilities;
- your two best examples of work experiences which illustrate your proficiency in a number of the learning outcomes;
- the extent to which your BBA program prepared you for the job; including a reference to two or three learning outcomes; and
- suggestions for changes to the BBA program.

NOTE: Do not list any learning outcomes on your slides – just talk about them! Likewise, do not reproduce emails, etc. Again, just talk about them!

### When are oral presentations scheduled?

Oral presentations will be scheduled by your instructors towards the end of the semester. Refer to the Course Information and Schedule for dates. You will have some choice in choosing your presentation date. You need only attend the session in which you are presenting, but you are welcome to attend the other sessions. Note that if you do not attend the presentation "sign-up" session, you will be arbitrarily slotted into any leftover slots.

### How will the oral presentations be assessed?

The assessment criteria are set out in **Appendix D**. The oral presentation will be assessed as *Exemplary, Meets Requirements*, or *Does Not Meet Requirements*.

Students must meet or exceed the requirements in each section of the oral presentation, as well as the portfolio, in order to achieve a grade of Mastery which is required to pass this course.

# **Appendix A - Summary of Relevant Work Experience**

Create a replica of this form for submission of your work experience information; or choose your own format, as long as the same information is included. (For many of you, there will be only one employer and position.)

In the form below, use a separate line for each change in company, title, or position.

Company Information Name of Firm, Type of Firm, Address, Name of Supervisor, Title, and Contact Information	Dates of Employment	Your Title Or Position	Total Hours in this Position	Detailed Listing of Responsibilities and/or Accomplishments (Write as verb statements e.g. "assisted accountant in preparation of year-end financial statements")
Total hours (must be min. 500 hours)				

### Appendix B - Employer Check-Off - BBA Program Learning Outcomes

In the table that follows, Column 1 contains the broad learning outcome categories for the BBA program. The broad outcomes have been broken into skill sets, which are listed in Column 2. Please ask your employer to check off the skills that you have been able to demonstrate in the workplace. You may include additional skill sets if you wish. Use a separate sheet for each employer.

Employment Information:

Name of Organization: Dates of Employment: Number of Hours Worked: Student's Position or Title: Student's Major Responsibilities:

Name of Employer: Employer's Signature:

BBA Learning Outcomes	Relevant Skill Sets	Supervisor's Comments
1. Client Services	<ul> <li>Serve internal and external clients in a courteous and professional manner.</li> <li>Analyze needs of personal and/or corporate clients, and provide advice on accounting issues, investment planning, or other financial matters.</li> <li>Respect client confidentiality.</li> <li>Formulate, analyze, and process transactions in compliance with all regulatory requirements and standards of professional conduct.</li> </ul>	
2. Financial Analysis and Technology	<ul> <li>Apply computational and quantitative skills.</li> <li>Prepare financial records.</li> <li>Analyze, and/or interpret financial statements, reports, and other information.</li> <li>Ensure and validate reliability of personal and corporate financial information.</li> <li>Use standard computer programs such as word processing, spreadsheets, database, and accounting software.</li> <li>Learn and effectively use specialized and in-house computer programs for financial reporting systems and client advisory in investment planning and counseling.</li> <li>Assess and select appropriate technology tools to support problem solving and decision making.</li> <li>Recognize limitations of technology.</li> </ul>	
3. Cross-cultural Teamwork and Interpersonal Skills	<ul> <li>Apply knowledge of the interplay between culture and communication when communicating with clients or colleagues from other cultures.</li> <li>Apply knowledge of international accounting and audit applications, compliance audits, and trade agreements.</li> <li>Recognize and adapt to differences in cultural, political, financial, and legal environments when doing business internationally or when dealing with multicultural clients.</li> <li>Participate fully in multicultural work teams.</li> <li>Demonstrates professional behavior towards colleagues at all times.</li> <li>Apply effective strategies for developing positive relationships with stakeholders and colleagues.</li> <li>Prevent and manage conflict.</li> </ul>	

BBA Learning Outcomes	Relevant Skill Sets	Supervisor's Comments
<ol><li>Problem Solving</li></ol>	Solve problems using a variety of problem solving models and statistical methods.	
and Decision	Apply creative and critical thinking to generate, assess, and select from multiple solutions.	
Making	Collect, assess, and manage information from primary and secondary sources to assist decision making.	
	Perform administrative management functions.	
	Set goals, plan, and execute tasks with due diligence.	
	Apply strategic thinking - analyzing, formulating, implementing, and executing company strategies.	
	Recognize market factors and adapt to changing business conditions.	
	Takes initiative to identify and solve problems proactively.	
	Effectively delegate when appropriate.	
	Recognize when outside professional help is required.	
5. Written	Prepare written business reports, letters, memos, and e-mails which reflect high standards for accuracy	
Communication	and clarity.	
	Write analytically and persuasively.	
	Writes in a professional, business-like manner.	
6. Oral	Make formal or informal oral presentations which effectively convey intended message.	
Communication	Speak analytically and persuasively.	
	Demonstrates preparation and focus in meetings with colleagues and clients.	
	Participates actively and provides constructive communication when meeting with colleagues and clients.	
7. Ethics and	Make decisions in a timely manner.	
Leadership	Make ethical decisions, based on available information and sound economic and business theory.	
	<ul> <li>Demonstrate self-awareness and socially, ethically responsible citizenship.</li> </ul>	
	Assume leadership role as required, modeling ethical and professional behavior.	
	Plays an active role in participating and guiding groups towards solving problems.	
<b>0</b> 0 1		
8. Continuous	Adapt to changing conditions.	
Personal and	Recognize own strengths and weaknesses.	
Professional	□ Identify gaps in own skills and knowledge.	
Development	Research learning opportunities.	
	Participate in informal and formal learning.	

# Appendix C – BUSN 4500 Portfolio Assessment Sheet

Student's Na	ame:
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Semester \_\_\_\_\_

Assessment Criteria	Does Not Meet Criteria	Meets Criteria	Exemplary
Professional Presentation			
Contained in high-quality, professional-looking 1" three-ring binder.			
Choice of font and graphics professional and easy to read.			
Utilizes professional looking dividers (1-8 and A-Z).			
Summary of Relevant Work Experience and Employer Check Off List			
Documents 500 hours of work experience which occurs within five years before graduation.			
Includes dates, company name, position, responsibilities, accomplishments, and no. of hours worked.			
Includes employer check-off list(s) with skill sets checked and signed off by employer.			
Organization			
Includes – in this order:			
□ Title page.			
□ Table of contents.			
Resume and job description(s).			
□ Synopsis.			
Eight subsections for each learning outcome - each with a subtitle page, one- to two-page analysis.			
Appendix A: Summary of Relevant Work Experience.			
Appendix B: Employer Check Off List(s).			
Evidence Appendices C – Z suitably annotated.			
Content - Quality of Analysis			
All eight BBA outcomes are addressed, each in its own section, with dividers 1-8.			
For each outcome, 1 to 2-page summary linking evidence and experience to learning.			
Reflective and analytical; not just a statement of job duties.			
Reflects level of learning at time of graduation.			
Content - Quality of Evidence Submitted			
Not more than five years old; items altered, if necessary, to respect confidentiality.			
No more than three items per learning outcome; reflecting a high standard of your work.			
Each item annotated to indicate (a) what the item is; (b) your role in producing it; and (c) what BBA			
learning outcome(s) it demonstrates.			
Content: Quality of Writing			
Carefully written, utilizing standard business English that is clear, concise, and grammatically correct.			
Overall Grade/Comments			

Note: Student must receive "Meets Criteria" or "Exemplary" in each section to receive Mastery in this.

# **Appendix D - BUSN 4500 Oral Presentation Assessment Sheet**

Name: \_\_\_\_\_\_ Employment \_\_\_\_\_\_

Semester: \_\_\_\_\_

Preparation and Professionalism	Assessment Criteria/Comments		Does Not Meet Requirements	Meets Requirements	Exemplary
Confident, well-prepared, and well-practiced.       Enthusiastic and professional in demeanor.         Content       Focus was on two personal work examples where key learning outcomes were demonstrated.         Ten minutes long (+/- one)       Well-organized and easy to follow.         Combined own ideas with experience.       More than simple iteration of what was done on the job.         Described how their work experience across a variety of learning outcomes has prepared them for their future career.       Addressed self-development plans.         Covered recommendations for program changes.       Presentation Skills         Did not read from notes.       Made sustained eye contact with audience.         Used appropriate pace, vocal emphasis and could be easily heard.       Effective use of English; explained unfamiliar terms; language was appropriate to audience.         Good posture; appropriate facial expression; natural movement; effective hand gestures.       Visual Aids         Visual aids were effectively integrated into presentation.       Visual senhanced but didn't dominate (4 to 6 used).         Aids were clear, professional and ERROR FREE.       Eiffective lange to a use of the sentation.	Prepar	ation and Professionalism	•	•	
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Overall Grade on Oral Presentation		Aids were clear, professional and ERROR FREE.			
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Note: Student must receive "Meets Criteria" or "Exemplary" in each section to receive Mastery in this.