

CAPILANO UNIVERSITY		
COURSE OUTLINE		
TERM:	SUMMER 2016	COURSE NO.: AEM 241
INSTRUCTORS:		COURSE NAME: PRACTICUM IN ARTS & ENTERTAINMENT MANAGEMENT II
OFFICE:	LOCAL:	SECTION NO.: COURSE CREDITS: 12

COURSE FORMAT: A 15 week practicum in which the student will assume a position working for a professional arts organization; 32 hours per week, mostly daytime with some evening work depending on the position assigned.

COURSE PREREQUISITES: AEM 240

COURSE OBJECTIVES:

General: This course is the second of a pair of practicum courses. Students will gain on-the-job experience in various arts management positions. The experience will be determined by the organization that the student is placed with.

Student Learning Outcomes: Upon successful completion of this course, students will be able to:

- apply arts and entertainment management knowledge, skills, theories and processes to hands-on, relevant work experience;
- set, monitor and adjust career goals;
- employ principles of effective communication;
- model professional behaviour standards;
- work as part of a team to administer arts and entertainment;
- and discuss workplace issues in the arts and entertainment field.

COURSE CONTENT:

WEEK	CONTENT
1 - 15	Students will perform assigned work and duties related to the practicum position, participate in online discussions and complete monthly logs and reports.
7 - 8	Midterm evaluation – The student will meet with a practicum supervisor and be advised whether or not they are performing their duties and responsibilities in a professional manner. The student will also meet with the course instructor at this time to discuss their practicum placement.
15	Final evaluation – The student will meet with a practicum supervisor and be advised whether or not they performed their duties and responsibilities in a professional manner. Roundtable discussion with students and instructor on their practicum placements and future goals.

EVALUATION PROFILE: This course is based on the ability of the students to perform their duties/responsibilities as assigned in a professional manner.

Students will be evaluated using professional standards (please see Professional Behaviour under Operational Details for more information).

To receive credit, the students must:

1. submit a signed workplace agreement;

2. perform all duties/responsibilities outlined in their job description;*
3. demonstrate initiative to meet goals;*
4. complete 490 practicum hours;
5. participate in all online forum discussions;
6. submit monthly logbooks and reports.

* This will be assessed by the practicum supervisor in consultation with immediate superiors.

GRADING PROFILE: Credit/ No Credit

OPERATIONAL DETAILS:

University Policies: Capilano University has policies on Academic Appeals (including appeal of final grades), Student Conduct, Cheating and Plagiarism, Academic Probation and other educational issues. These and other policies are available on the University website.

Professional Behaviour: Students should be able to demonstrate a professional attitude and behaviour toward work, fellow-students and their instructor. Each student should demonstrate reliability, respect for and co-operation with colleagues. A willingness to work calmly and courteously under difficult conditions as well as a determination to achieve first-class work while meeting deadlines is necessary in this course. Students should have respect for equipment and systems and constructive response to criticism.

Attendance: Regular attendance is essential. Students will be allowed to make up practicum hours only under the following conditions: if a doctor's certificate of illness is provided; if in the case of the death of a close family member, a death certificate is provided; if prior approval of the instructor has been obtained.

Late Assignments: Late assignments will only be accepted if prior approval for a late submission date has been given by the instructor.

Cheating/Plagiarism: All students should familiarize themselves with the *University Policy on Cheating and Plagiarism* (see the University website) as such behaviour can result in suspension from the University.

Grades of Incomplete "I": No Grades of Incomplete "I" will be given in this course.

English Usage: All written work submitted must use good academic English and follow the guidelines provided in the Capilano University Guide to Writing Assignments (available from the University Bookstore).

Emergency Procedures: Students are expected to familiarize themselves with the emergency procedures on the wall of the classroom.

Arts and Entertainment Management Department

Standards for Professional Behaviour

From front of house staff to management, professional behavior is essential for in all areas of the Arts and Entertainment industry. Professional behavior is a vital part of becoming a successful arts and entertainment professional. Acknowledging this, the Arts and Entertainment department fosters professional behavior by evaluating each student according to the Arts and Entertainment Industry standards.

In classes where professional behavior forms part of the mark, students will be evaluated on these standards throughout each term and given interim reports in order to adjust behavior that needs improvement.

Students should also be made aware that the industry considers ones reputation on a professional level, prior to hiring or accepting on an intern level. Therefore, the arts and entertainment department sets high behavioral standards.

The desired behaviors are described below as “outcomes” which are followed by a list of criteria against which the student’s behavior will be measured by the instructor and/or the instructor/lab supervisor.

Outcome: Initiative

Measurement Criteria: The student demonstrates

- willingness to challenge themselves in order to broaden their skills
- commitment by participating in the required practical work without sacrificing their class work
- self-motivation by integrating and applying knowledge from all learned disciplines
- inspiration by bringing new ideas and enthusiasm to the peer groups in an organized and productive manner
- the ability to think beyond the task at hand and to process information quickly
- leadership and team work in all capacities

Outcome: Good work habits

Measurement Criteria: The student demonstrates

- punctuality
- good time management
- regular attendance
- proper attire – follows dress code front of house shifts
- good personal hygiene
- preparation and organization
- effective listening skills
- effective note taking

Outcome: Ability to work in a hierarchy

Measurement Criteria: The student demonstrates

- the ability to take direction from peers, supervisors and instructors
- a strong work ethic
- respect for authority
- appropriate response to direction
- respect for the work of others
- appropriate contribution to the work
- knowledge and use of the proper chain of authority

Outcome: Ability to work in teams

Measurement Criteria: The student demonstrates

- verbal or nonverbal encouragement and support of others, giving recognition for contribution
- openness and acceptance of others' ideas
- demonstrating effective leadership techniques
- using constructive means to overcome differences of opinion by searching for common ideas and compromising one's own opinion to complete the task
- active participation by contributing to group work at all times
- peer development by reflecting on the work of others and offering sensitive, constructive observation and challenges when called upon
- setting goals and tasks, initiating discussion and keeping the group focused
- sensitivity to stigmas, multiculturalism, gender
- positive contribution to the project

Unacceptable behavior:

- aggression, either verbal or nonverbal
- displaying hostility toward others or making derogatory comments in regards to their person or their work
- distracting others from the task at hand
- withdrawing behavior
- putting down the work and efforts of another
- discrediting the ideas of others

Outcome: Commitment to the schedule

Measurement Criteria: The student

- reads and adheres to the schedules
- provides a doctor's note or death certificate in the event that they do not appear for shifts
- takes on the responsibility for scheduling make up shifts as well as giving fair notice for a switch in shifts
- has an organized approach to accomplishing tasks
- arrives for shifts early enough to begin work at the scheduled time
- accomplishes tasks, assignments and projects on time
- respects the time of others by attending scheduled appointments and meetings with all expected materials ready in an organized manner
- responds positively under high pressure demands

Outcome: Self-awareness, Self-care, Self-learning

Measurement Criteria: The student demonstrates

- a reflective practice which allows the student to be aware of the student's own competence
- an awareness of internal and external factors in one's personal life and how they can affect professional performance and being able to communicate it professional and effectively
- responsibility toward physical well being
- self motivation to identify gaps in one's own knowledge, skills and abilities, and to request assistance from the appropriate member of the department
- the ability to accept, evaluate and respond appropriately to professional criticism

Outcome: Ethical standards

Measurement Criteria: The student demonstrates

- honesty
- accountability
- integrity
- commitment
- responsibility
- respect for co-workers
- respect for privacy, confidentiality
- etiquette

Outcome: Compliance with policies, procedures, legalities and safety regulations

Measurement Criteria: The student demonstrates

- compliance with all policies, procedures and safety regulations in the workplace
- respect for equipment and its value
- safe and respectful operation of all equipment and hardware by following directions
- respect for others and their property by asking for, and returning all borrowed materials
- attains permission in order to use restricted equipment
- respect for the work spaces by helping to keep it safe and clean
- respect for patron safety by enforcing policies and safety regulations