



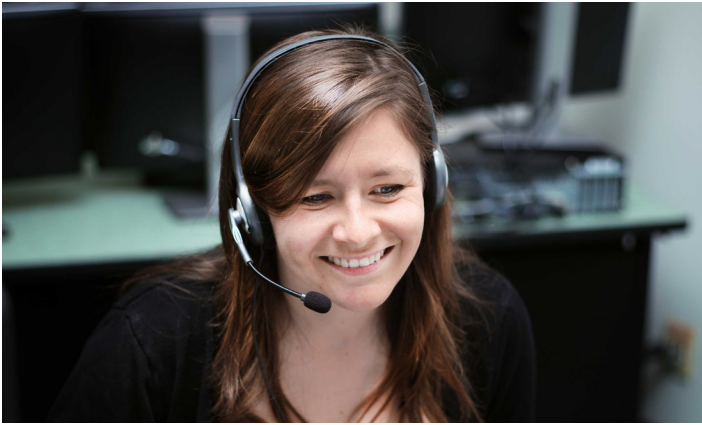
## Durham College's 9-1-1 Emergency and Call Centre Communications program needs you!

**CONSIDER BECOMING A FIELD PLACEMENT HOST**

### **FIELD PLACEMENT OVERVIEW**

Durham College's (DC) Emergency and Call Centre Communications program (EMCC911), the only two-year diploma program in Ontario, approved by the Ministry of Training, Colleges and Universities, offers the right combination of classroom-based learning and a field placement component. The expanded career specific curriculum meets strict provincial guidelines and includes embedded Association of Public Safety Communications Officials (APCO) certifications and other transferrable credits, promoting lifelong learning.

Becoming a field placement host not only provides you with early access to qualified candidates, it also allows you the opportunity to enhance your community by supporting the next generation of highly skilled professionals required by industry.



### WHAT DOES A FIELD PLACEMENT HOST DO?

Although students come to their field placements with a range of skills, their placement is intended to provide them with on-the-job training in a supportive learning environment. We will work with our field placement hosts to support them. Ideally, hosts should be prepared to do the following before taking on a student:

- Collaborate with DC to determine the host's preferred selection process.
- Orient students to your organization and the position.
- Provide supervision on a regular basis.
- Ensure that students have meaningful, relevant tasks to complete.
- Offer clear instructions.
- Give ongoing, constructive verbal feedback.
- Be available to answer questions.

Field placement hosts work with students to track the number of hours worked to ensure students fulfil their course requirements. There is also an opportunity to complete a final evaluation of the student at the end of the placement.

### HOW LONG IS THE FIELD PLACEMENT?

By the time students have completed the program, they will have the equivalent of 140-hours of on-the-job training in a call centre and/or dispatch environment.

Students complete a 70-hour placement in Semester 3 and 4 in year 2 of the program for a total of 140 hours.

### WHEN DOES PLACEMENT OCCUR?

Typically, field placements occur as follows:

Year 2 – Semester 3 (Fall): 70-hour placement

Year 2 – Semester 4 (Winter): 70 hours placement

Students will be scheduled throughout the week to attend placement. They may also work evenings and weekends as required. Schedules can be mutually agreed upon between the host and the student to meet the needs for both.

### ARE FIELD PLACEMENTS PAID?

Field placements give students valuable on-the-job training and, as such, are not paid. Transportation to and from the placement is the student's responsibility. If the placement host is in a position to help cover transportation costs, this can be discussed with the student during the interview process. Some host agencies opt to pay students a stipend at the conclusion of their placement; however, this is not a requirement and is left to the sole discretion of the host.

### WHAT ARE THE BENEFITS OF BEING A FIELD PLACEMENT HOST?

Students arrive for their field placement ready, willing and eager and to put a year of schooling and practical training in emergency and non-emergency call management that they've already received in class to good use.

Students are prepared with simulation training using dispatch software (Versaterm), extensive training in customer service, dealing with others, valuing diversity, call handling of emergency and non-emergency calls, typing, ethics and self-care.

Fundamentals classes round out the program's curriculum to ensure students are familiar with frequently used office software, writing skills, presentations and proofreading, while demonstrating professionalism and teamwork.

As a field placement host, you also have the opportunity to train potential employees. Many of our hosts offer summer employment or full-time positions to our students after they complete their placements, providing hosts with access to qualified graduates before anyone else.

By providing invaluable, on-the-job training to students, placement hosts have the unique opportunity to contribute to the growth and development of the entire legal administration field.

### FOR MORE INFORMATION ABOUT BECOMING A FIELD PLACEMENT HOST, PLEASE CONTACT:

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