LEVEL 2 PROCEDURE to address: ISO 9001: 2000 Element 7.2 - Customer-related processes

DR. JUANITO M. ACANTO

CHANGE RECORD

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<td>Sept. 23, 2004</td>
<td>Pres. Juanito M. Acanto</td>
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1.0 PURPOSE

The placement program assists students through information campaign, trainings and research to carry out their educational and vocational plans.

2.0 SCOPE

The procedure involved covers career information drive, career counseling, pre-employment training, on-the-job training, job fair/looking for prospective employers and evaluation of employers’ satisfaction of graduates.

3.0 RESPONSIBILITY

3.1 The Director of the Guidance Services Center (GSC) through the Placement Officer shall ensure the effective implementation of this procedure. The Guidance Services Center is the lead department for placement of graduates. The Center through the Placement Officer shall coordinate with other departments and Colleges, notably the Office of Planning and Development and the Office of Student Affairs, as needed.

3.2 The guidance counselors assigned for every college assist in the implementation of this.

4.0 DEFINITION OF TERMS

4.1 Career information drive- a massive information campaign to students on different courses available for them and on occupational opportunities while in school. This is done by guidance counselors for each college. This is targeted for incoming college students and is done at the start of each semester and at the start of the first semester. However, this is an on-going activity all throughout the year and is open to all students for that matter so that equal opportunity is given to them.

4.2 Career counseling – this involves one-on-one career consultation after psychological test. This is targeted primarily for first year students but maybe given to transferees and shiftees.

4.3 Pre-employment training- this is to equip students with the necessary skills and information regarding job-hunting strategies in the areas of job interview, application and resume writing, and corporate dressing. This is done by the Placement Officer in cooperation with the guidance counselors and key teachers having close contact with the college seniors.

4.4 On-the-job training- this serves as an avenue for students to translate theoretical knowledge acquired in the school into practical skills and output either within the school system or in outside companies and institutions where they will be assigned to finish the required number of hours of exposure. This may be referred to as practicum or internship as the case may be.
4.5 Job fair- is an avenue for meaningful interaction between the potential employers and employees. This is a face-to-face meeting between the prospective employers and employees wherein the latter is being given the opportunity to be offered a job.

4.6 Employers’ satisfaction of graduates – this refers to the research to be conducted every three years to measure the quality of CPU graduates as employees.

5.0 PROCEDURE

The Placement Officer, under the Director of the Guidance Services Center, shall coordinate the following:

5.1 Career information drive- this is done through the use of the following media-

5.1.1 Bulletin boards where job opportunities within CPU can be posted
5.1.2 CPU Website
5.1.3 Linkage with the Publications and Information Center
5.1.4 Coordination with College deans
5.1.5 Linkage with alumni and friends

5.2 Career counseling- this is done by career counselors at the GSC.

5.3 Pre-employment training – is an activity coordinated by the Placement Officer in cooperation with the guidance counselors and key teachers who are directly involved with the college seniors. This is conducted once a year and being attended by graduating students of that year. Topics for discussion include;

5.3.1 Application and resume writing
5.3.2 Corporate/ power dressing
5.3.3 What to do during an Interview
5.3.4 Work ethics

5.4 The pre-employment training shall be done together with the job fair.

6.0 REFERENCES

6.1 CC-5.2-PR-01  Handling of Student Feedback
6.2 CC-8.2.1-PR-02  Measurement of Student Satisfaction

7.0 RECORDS

7.1 Career information drive
7.1.1 File copy of bulletin board announcements made
7.1.2 Copy of publications where announcements were made
7.2 Career counseling
7.2.1 Counseling records
7.3 Pre-employment training
7.3.1 Program
7.3.2 Attendance sheets

7.4 On the job/training
7.4.1 Evaluation sheets from company/employer
7.4.2 Student report re on-the-job training/practicum

7.5 Job fair
7.5.1 Program or letter of invitation
7.5.2 Feedback forms from students who attended job fair

7.6 Measurement of Employers’ Satisfaction
7.6.1 Research Report (will be available in subsequent years)