



**Grande Prairie Regional College**

**Unit Clerk Certificate Program**

**Department of Nursing Education & Health Studies**

**UNIT CLERK 1213**

**WORK EXPERIENCE**

**A2**

**WINTER 2011 COURSE OUTLINE**

*Originally developed by Shonda Holt RN, BScN for the Unit Clerk program*

**Revised by Louise Rawluk RN, BScN, MN, October 2010**

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**Department of Nursing Education and Health Studies**

**Course Outline – Winter 2011**

**Unit Clerk Work Experience 5 (0-4-24) 136 Hours 5 Weeks**

**COURSE INSTRUCTOR:**

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**Instructor: Louise Rawluk RN, BScN, MN**

**Phone: 539-2037 (office)**

**Office: H230**

**E-mail: lorawluk@gprc.ab.ca**

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**OFFICE HOURS:**

Office hours vary. Please consult the individual instructor for details.

**PREREQUISITES:**

OA 1030, OA 1231, OA 1365, OA 2511, OA 1210, UC 1202, UC 1206, and UC 1208.

**REQUIRED TEXT:**

No required text needed.

**RESOURCE MATERIALS:**

Current (Nursing) drug guide.

Leonard, P. C. (2011). *Quick & Easy Medical Terminology* (6th ed.). China: Saunders Elsevier.

Medical Health dictionary of your choice.

Thompson, V. D. (2005). *Administrative and Clinical Procedures for the Health Office Professional* (First ed.). Toronto: Pearson Prentice Hall.

**CALENDAR STATEMENT:**

**UC 1213 5 (0-4-24) 136 Hours 5 Weeks**

This work experience provides you with an opportunity to consolidate previous learning in the work environment. Orientation to information systems will occur prior to the practicum. Students will work with experienced unit clerks who will supervise the work experience.

**COURSE DESCRIPTION:**

The Work Experience placement provides the student with an opportunity to consolidate previous learning into the Unit Clerk work environment. Orientation to information systems will occur prior to the start of the Work Experience course. Students will work full shifts with an experienced Unit Clerk who acts as a Field Guide, while following the assigned Unit Clerk Field Guide's rotation.

**CREDIT:**

UC 1213 5 (0-4-24)

## **CONTACT HOURS:**

UC 1213 consists of 120 hours of clinical work experience and 16 hours of seminar.

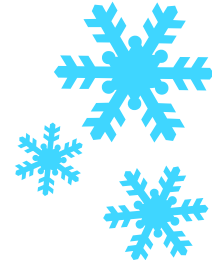
### *Winter 2011*

**Course Schedule: January 4 – February 4, 2011**

**Seminar Classes are scheduled for: Fridays 08:30 – 11:20am**

**Classroom location: B302**

**Required Resources: All course resources will be provided by the Instructor or posted on Moodle. There are no textbooks required for this course.**



## **DELIVERY MODES:**

The course work includes individual clinical work experience and seminar class discussions.

Students will participate in a number of activities to assist in meeting the objectives of the course:

### **1. Class Attendance**

The purpose of the class time is to develop the student's ability to understand the role of the unit clerk in the work place setting and discuss questions or concerns regarding unit clerk work experiences.

### **2. Individual Clinical Work Experience Practice**

The purpose of this activity is to provide students with an opportunity to practice their unit clerk skills in a unit clerk work place setting under the guidance and supervision of the Unit Clerk Field Guide and the course instructor. The instructor will provide a work experience schedule which the students are asked to attend. Students are expected to complete the work experience schedule as provided by the GPRC Clinical placement coordinator and the course instructor. Students will work under the guidance of their assigned Unit Clerk Field Guide in order to meet the course objectives and complete their work experience clinical practicum.

## **COURSE OBJECTIVES:**

*Upon successful completion of this course, the student will be able to:*

### **PROFESSIONAL RESPONSIBILITY and ETHICAL PRACTICE**

1. Apply legal and ethical standards in Unit Clerk situations by consistently demonstrating:
  - a. Respect for values, beliefs and rights of others
  - b. Honesty
  - c. Integrity
  
2. Demonstrate :
  - a. Appropriate communication
  - b. Responsibility and accountability by
    - i. Preparing for and practicing according to policies and procedures of host agencies and educational unit
  - c. confidentiality
  - d. self-awareness
  - e. self –appraisal
  
3. Demonstrate attitudes and skills for learning by:
  - a. Identifying strengths and limitations of self
  - b. Being receptive to feedback
  - c. Identifying strategies to address limitations of self
  - d. Seeking assistance appropriately
  - e. Completing self-evaluation
  - f. Showing initiative re: change

### **KNOWLEDGE BASED PRACTICE**

4. Demonstrate awareness of quality assurance and risk management processes to enhance Unit Clerk practice related to:
  - a. Workplace Hazardous Materials Information Sheet (WHMIS)
  - b. Fire and Safety
  - c. Universal Precautions
  - d. Personal safety
  - e. Emergency procedures
  
5. Demonstrate a working understanding of
  - a. Communication techniques
  - b. Time management
  - c. Stress management
  - d. Organizing and prioritizing workload
  - e. Problem solving skills

6. Demonstrate a working understanding of:
  - a. Organizing and coordinating appointments in the acute and community setting
  - b. Transcribing medical and surgical orders
  - c. Medical charts and forms used in the work setting
  - d. Coordinating admissions, discharges and transferring of patients
  - e. Various drug nomenclature and pharmacy procedures
  - f. Various laboratory departments, and the requisitions for laboratory orders
  - g. Various Diagnostic departments, requisitions and preparation for diagnostic procedures
  
7. Demonstrate a working understanding of supply and inventory control.

### **PROVISION OF SERVICE TO THE PUBLIC**

8. With assistance, develop cooperative relationships with health care personnel, clients, community members and community agencies.
  
9. Demonstrate caring behaviors in professional situations by:
  - a. Recognizing the uniqueness, worth and dignity of self and others
  - b. Demonstrating respect and sensitivity to self and others
  - c. Establishing, maintaining and terminating work relationships in a supportive manner

### **GRADING CRITERIA:**

#### **Course Evaluation Components**

In order to pass UC 1213 students must receive an overall minimum grade of C-. Failure to complete and submit an assignment will result in receiving a mark of zero for that assignment.

In order to pass UC 1213, students must demonstrate safe, ethical practice in the Work Experience placement setting, demonstrate professional behavior, and complete the following evaluations and assignments:

ITEM	VALUE
1. Field Notes for Week One Due Date: Friday of Week One	10%
2. Field Notes for Week Two Due Date: Friday of Week Two	10%
3. Field Notes for Week Three Due Date: Friday of Week Three	10%
4. Field Notes for Week Four Due Date: Friday of Week Four	10%
5. Mid-Term Evaluation Due Date: Friday of Week Two	30%
6. Final Evaluation Due Date: Friday of Week Four	30%

Grades for each assignment are translated into the 4-point equivalent, and then multiplied by the percentage of total mark for each assignment. The values of the percentages are added up to make a total. That total is then converted back into the grade scale to receive your final grade. If you have any questions or concerns, please see your course instructor.

The student **MUST** receive a pass in every component of the final Work Experience evaluation. An “F” in **ANY** of the course objectives will result in a failing grade.

## **Field Notes (40%)**

Field notes are a valuable method of noting how a student interacts with their assigned Unit Clerk Field Guide and other Health Care Professionals within their placement. Field notes enable course instructors to understand the day-to-day experiences of the Unit Clerk student. Writing field notes is a crucial component to being a successful Unit Clerk student because they contain the student's feelings, interactions, conversations, activities, conflicts and observations.

Field notes must be submitted each week to the course tutor. Students will write field notes each week to a maximum of 1-2 pages (not including the title page). Field Notes assignments should be dated, typed, single-spaced and should include a title page.

Your field notes should address the following:

- The shifts you were scheduled for and who you worked with on each shift.
- Describe details such as the amount of time was spent in each activity, where the activity was completed and what specifically was done, are to be included.
- Describe the tasks that you performed during the week.
- Describe the tasks that you believe went very well.
- Provide examples of positive, professional behavior.
- Provide examples of interactions or conversations that went well.
- Provide an example of an interaction that you wish you had done better and what you would do differently if a similar situation were to occur again.
- Discuss your relationship with your Unit Clerk Field Guide.

Method of Writing Field Notes:

- Keep a notebook and pen with you at all times. Jot down noteworthy communications or interactions and quotes when possible.
- Document what you witness and include conversations, activities, or conflicts.
- Use keywords that jog your memory. Refer back to your keywords to develop thorough notes after you have left the Work Experience placement for the day.
- Complete your field notes immediately after leaving the Work Experience placement. Write details of the experiences when they are fresh in your mind.
- Type up a detailed version of your notes. Fill in the gaps of your field notes by reading the keywords and fully explaining the conversations you had, the activities you did or the situations you observed.

A grade will be assigned for each assignment using the marking criteria and then based on the grade descriptors (excellent, good, satisfactory, poor). Rationale will be given as to the assigned grade. Grading descriptors will be provided for each assignment.

Grande Prairie Regional College uses the alpha grading system and the following approved letter codes for all programs and courses offered by the College.

<b>GRANDE PRAIRIE REGIONAL COLLEGE</b>			
<b>GRADING CONVERSION CHART</b>			
<i>Alpha Grade</i>	<i>4-point Equivalent</i>	<i>Percentage Guidelines</i>	<i>Designation</i>
<b>A<sup>+</sup></b>	<b>4.0</b>	<b>90 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4.0</b>	<b>85 – 89</b>	
<b>A<sup>-</sup></b>	<b>3.7</b>	<b>80 – 84</b>	<b>VERY GOOD FIRST CLASS STANDING</b>
<b>B<sup>+</sup></b>	<b>3.3</b>	<b>77 – 79</b>	
<b>B</b>	<b>3.0</b>	<b>73 – 76</b>	<b>GOOD</b>
<b>B<sup>-</sup></b>	<b>2.7</b>	<b>70 – 72</b>	
<b>C<sup>+</sup></b>	<b>2.3</b>	<b>67 – 69</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2.0</b>	<b>63 – 66</b>	
<b>C<sup>-</sup></b>	<b>1.7</b>	<b>60 – 62</b>	

These are considered passing grades in Unit Clerk courses.

These are NOT considered passing grades in Unit Clerk courses.

<b>D<sup>+</sup></b>	<b>1.3</b>	<b>55 – 59</b>	<b>POOR</b>
<b>D</b>	<b>1.0</b>	<b>50 – 54</b>	<b>MINIMAL PASS</b>
<b>F</b>	<b>0.0</b>	<b>0 – 49</b>	<b>FAIL</b>
<b>WF</b>	<b>0.0</b>	<b>0</b>	<b>FAIL, withdrawal after the deadline</b>

### **Mid-Term Evaluation (30%)**

Students will be required to submit a mid-term self-evaluation at the end of week two. A formative mid-term self-evaluation at midpoint in the course will be completed and submitted to the course tutor.

For each student, the course tutor will consider input from the individual student and the Unit Clerk Field Guide in order to arrive at the mid-term grade. By mid-term, the student must consistently demonstrate appropriate behaviors in order to be able to proceed in the course.

Attendance during this UC 1213 Work Experience course is expected; absence will jeopardize successful completion of the course.

**The assignment of the Mid-term grade will be made by the course instructor.**

**An instructor, in consultation with the Chair, may immediately deny assignment of a student to, may withdraw a student from, or vary the terms or conditions or a site of a Work Experience placement, if the instructor has reasonable grounds to believe that this is necessary in order to protect public interest.**

### **Final Evaluation (30%)**

### **Final Evaluation (30%)**

Students will be required to submit a final self-evaluation at the end of week four. A summative final self-evaluation at the end of the course will be completed and submitted to the course tutor.

For each student, the course tutor will consider input from the individual student and the Unit Clerk Field Guide in order to arrive at the final grade. By the end of the course, the student must consistently demonstrate appropriate behaviors in order to pass the course.

Attendance during this UC 1213 Work Experience course is expected; absence will jeopardize successful completion of the course.

**The assignment of final grade will be made by the course instructor.**

**An instructor, in consultation with the Chair, may immediately deny assignment of a student to, may withdraw a student from, or vary the terms or conditions or a site of a Work Experience placement, if the instructor has reasonable grounds to believe that this is necessary in order to protect public interest.**

## **EVALUATIONS/EMINATIONS:**

This course includes a mid-term evaluation and a final evaluation based on the student's achievement of course objectives and passing criteria.

This course does not include written examinations.

## **STUDENT RESPONSIBILITIES AND IMPORTANT POLICIES:**

### **Important Dates:**

Information about last day to change registrations and dropping courses are available on the GPRC website.

### **Absenteeism:**

A student who is absent more than **one** Work Experience day in the UC 1213 Work Experience course may need to make up lost time at the tutor's discretion before being allowed to continue in the program. **Absences from the work experience placement site may result in the instructor's being unable to evaluate the student's Work Experience performance, resulting in a grade of F.**

If you are going to be absent for a scheduled shift, it is expected that you call the Unit where you are scheduled to work directly and leave a message for your Unit Clerk Field Guide. As well, you must call your course instructor and notify her of your absence.

### **Work Experience Clinical Expectations**

- Wear appropriate clothing and be professionally dressed. Students are expected to abide by the dress code of the particular agency where their Work Experience is taking place. Please wear sensible closed toe shoes.
- **Please note that you are expected to be punctual and arrive on time for all scheduled shifts!** Scheduled Unit Clerk Field Guides will not wait for late students and you may miss a valuable experience.
- Most hospitals and clinical units are scent free so please avoid all perfumes, scented lotions and so on.

- Please feel free to bring some snacks for your coffee break and a lunch. A fridge and microwave are usually available for your convenience.
- For student absences: Call the Unit where you are scheduled to work directly and leave a message for your Unit Clerk Field Guide. As well, you must call your course instructor and notify her of your absence.
- All students must wear a Grande Prairie Regional College picture ID and the name tag of the agency you are placed at.
- Bring a black pen, red pen, pencil and note paper with you.

### **Policies**

Please refer to the *Grande Prairie Regional College* calendar 2010-2011 for specific policies that may pertain to this course.

### **Assignment Policy:**

All assignments are expected to be passed in at the time and place they are due. Extensions on assignments may be granted and must be negotiated with the instructor **prior** to the due date and with a date specified for late submissions.

**Assignments will only be accepted through Moodle, e-mail, and through the nursing office-timed and dated by Nursing Office personnel. Assignments placed in or under an instructor's office door WILL NOT be accepted.**

**A penalty of one letter grade per day will be deducted from the final mark of a late assignment. For example, a paper graded at a C would receive an adjusted grade of C- if handed in one day late. Late assignments are due by 1600 hours.**

## **STATEMENT ON PLAGIARISM AND CHEATING:**

**We expect honesty from our students.** This demands that the contribution of others be acknowledged (GPRC Calendar, 2010-2011). Penalties will be given according to the degree of the plagiarism or cheating. If you are unsure whether an action is plagiarism or not, please consult your course instructor.

Cheating refers to dishonest conduct such as speaking during an exam, bringing written material not authorized by the course instructor, tampering with grades, or consciously aiding another student to cheat.

Please refer to your rights and responsibilities in the Grande Prairie Regional College 2010-2011 Calendar.

## **COURSE SCHEDULE:**

*Winter 2011*

**Course Schedule: January 4 – February 4, 2011**

**Students are expected to complete 120 hours of clinical practice hours and attend seminar classes on Friday mornings.**

**Seminar Classes are scheduled for: Fridays 08:30 – 11:20am**

**Classroom location: B302**

**Required Resources: All course resources will be provided by the Instructor or posted on Moodle. There are no textbooks required for this course.**





**Grande Prairie Regional College**

**Unit Clerk Certificate Program  
Department of Nursing Education & Health Studies**

**UC 1213 Evaluation of Work Experience Practice**

**STUDENT'S NAME (Print):** \_\_\_\_\_

**COURSE INSTRUCTOR'S NAME (Print):** \_\_\_\_\_

*\*Student's overall performance will be assessed in each of the three categories.*

Excellent	Very Good	Good	Satisfactory	Unsatisfactory
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**Excellent (A)**

Student meets the course objectives at an "Excellent" level and exceeds course expectations all of the time.

**Very Good (B)**

Student meets the course objectives at a "Very Good" level and exceeds course expectations the majority of the time.

**Good (Average) (C)**

Student meets the course objectives at a "Good" level most of the time.

**Satisfactory (D)**

Student meets the course objectives occasionally and inconsistently.

**Unsatisfactory (F)**

Student fails to meet the course objectives required to pass the course.

	A	B	C	D	F
<p><b>PROFESSIONAL RESPONSIBILITY AND ETHICAL PRACTICE</b></p> <p><b>1. Practices within legal and ethical standards.</b></p> <ul style="list-style-type: none"> <li>▪ demonstrates integrity</li> <li>▪ demonstrates responsibility and accountability</li> <li>▪ demonstrates respect for values, beliefs and rights of others</li> <li>▪ demonstrates honesty</li> </ul> <p><b>2. Demonstrates:</b></p> <ul style="list-style-type: none"> <li>▪ appropriate communication</li> <li>▪ responsibility and accountability by                             <ul style="list-style-type: none"> <li>○ Preparing for work experience</li> <li>○ Practicing according to policies and procedures of host agencies and educational unit.</li> <li>○ Professional dress and punctuality</li> </ul> </li> <li>▪ Maintains confidentiality</li> <li>▪ Self-appraisal</li> <li>▪ Demonstrates proper communication both verbal and non-verbal</li> </ul>					

	A	B	C	D	F
<p><b>3. Demonstrates attitudes and skill for learning by:</b></p> <ul style="list-style-type: none"> <li>▪ Identifying strengths and limitations of self</li> <li>▪ Being receptive to feedback</li> <li>▪ Identifying strategies to address limitations of self</li> <li>▪ Seeking assistance appropriately</li> <li>▪ Completing self evaluation</li> </ul>					
<p><b>KNOWLEDGE BASED PRACTICE</b></p>					
<p><b>A. Demonstrates awareness of quality assurance and risk management processes to enhance Unit Clerk practice related to:</b></p> <ul style="list-style-type: none"> <li>▪ Fire and Safety</li> <li>▪ Standard Precautions</li> <li>▪ Personal safety</li> <li>▪ Emergency procedures</li> </ul> <p><b>5. Demonstrates a working understanding of</b></p> <ul style="list-style-type: none"> <li>▪ Communication techniques (both verbal and non-verbal)</li> <li>▪ Time management</li> <li>▪ Stress management</li> <li>▪ Organizing and prioritizing workload</li> <li>▪ Problem solving skills</li> </ul> <p><b>6. Demonstrate a working understanding of</b></p> <ul style="list-style-type: none"> <li>▪ Organizing and coordinating appointments in the acute and community setting</li> <li>▪ Transcribing medical and surgical orders</li> <li>▪ The effective computers skills and all appropriate computer programs</li> <li>▪ Medical charts and forms used in the acute and community setting</li> <li>▪ Coordinating admissions, discharges and transferring of patients</li> <li>▪ Various drug nomenclature and pharmacy procedures</li> <li>▪ Various laboratory departments, and the requisitions for laboratory orders</li> <li>▪ Various diagnostic departments, requisitions and preparation for diagnostic procedures</li> </ul> <p><b>7. Demonstrate a working understanding of supply and inventory control.</b></p>					
<p><b>PROVISION OF SERVICE TO PUBLIC</b></p>					
<p><b>8. Develop cooperative relationships with health care personnel, clients, community members and community agencies.</b></p> <p><b>9. Demonstrate caring behaviors in professional situations by:</b></p> <ul style="list-style-type: none"> <li>▪ Recognizing the uniqueness, worth and dignity of self and others</li> <li>▪ Demonstrating respect and sensitivity to self and others</li> <li>▪ Establishing, maintaining and terminating work relationships in a supportive manner</li> </ul>					

**Work Experience Days Missed:**

**Student Concerns:**

**Unit Clerk Field Guide Comments:**

**Course Instructor Comments:**

**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Course Instructor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Grade:** \_\_\_\_\_



# Grande Prairie Regional College

## Unit Clerk Certificate Program Department of Nursing Education & Health Studies

### UC 1213

### Unit Clerk Work Experience Field Guide Feedback Form

### Mid-Term

Student's Name: \_\_\_\_\_ Location: \_\_\_\_\_

Unit Clerk Field Guide's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Area of Responsibility	Above Average	Meets Requirements	Opportunity For Growth
<b>Communication:</b>			
Actively listens to Unit Clerk Field Guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participates during unit discussions when appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Questions, in a positive manner, any material or instructions not understood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strives to communicate well by concentrating fully on what is being said and by avoiding inappropriate or poorly chosen words.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follows proper procedures when there is a question or complaint by seeking out guidance from the Unit Clerk Field Guide at an appropriate time and in an appropriate location.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effectively maintained confidentiality at all times.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appeared confident during interactions with the public and other health care professionals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interacts positively with the public and other health care professionals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Area of Responsibility	Above Average	Meets Requirements	Opportunity For Growth
<b>Reliability:</b>			
Prioritizes and schedules time effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoids imposing on others by taking long breaks or coming in late or leaving early.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completes all assigned work accurately and in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates common sense and sound judgment in performing work tasks and routines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates punctuality and proper notification of illness or absence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates responsibility, honesty and integrity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates self-direction and a willingness to learn.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appropriately seeks direction when uncertain of expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintained active involvement with work related tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrated flexibility and the ability to adapt to adjust to the demands of the job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Personal and Professional Behaviors:</b>			
Professionally dressed. Mode of dress was appropriate for the work experience placement and its activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refrains from disruptive behavior such as excessive talking.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receives feedback appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refrains from criticizing others' work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates interest and motivation in completing assignments, tasks or activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**General Comments:**

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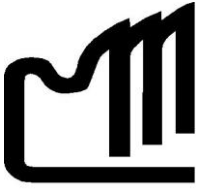


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# Grande Prairie Regional College

## Unit Clerk Certificate Program Department of Nursing Education & Health Studies

### UC 1213

### Unit Clerk Work Experience Field Guide Feedback Form

### Final

**Student's Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_

**Unit Clerk Field Guide's Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Area of Responsibility	Above Average	Meets Requirements	Opportunity For Growth
<b>Communication:</b>			
Actively listens to Unit Clerk Field Guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participates during unit discussions when appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Questions, in a positive manner, any material or instructions not understood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strives to communicate well by concentrating fully on what is being said and by avoiding inappropriate or poorly chosen words.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follows proper procedures when there is a question or complaint by seeking out guidance from the Unit Clerk Field Guide at an appropriate time and in an appropriate location.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effectively maintained confidentiality at all times.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appeared confident during interactions with the public and other health care professionals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interacts positively with the public and other health care professionals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Area of Responsibility	Above Average	Meets Requirements	Opportunity For Growth
<b>Reliability:</b>			
Prioritizes and schedules time effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoids imposing on others by taking long breaks or coming in late or leaving early.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completes all assigned work accurately and in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates common sense and sound judgment in performing work tasks and routines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates punctuality and proper notification of illness or absence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates responsibility, honesty and integrity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates self-direction and a willingness to learn.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appropriately seeks direction when uncertain of expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintained active involvement with work related tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrated flexibility and the ability to adapt to adjust to the demands of the job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Personal and Professional Behaviors:</b>			
Professionally dressed. Mode of dress was appropriate for the work experience placement and its activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refrains from disruptive behavior such as excessive talking.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receives feedback appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refrains from criticizing others' work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates interest and motivation in completing assignments, tasks or activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**General Comments:**

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