

Columbia College Approach to Work

Columbia's future is based on the success of its employees in meeting the present and future needs of learners and employers.

Columbia's professional employees assume duties and responsibilities within a team environment, enabling individuals to fulfill their expectations with the support and assistance of other team members. The more efficient and effective each individual becomes, the more effectively the team functions as a whole. In turn, this provides the avenue for the organization to achieve its goals in a realistic and achievable manner.

Columbia believes input into decision making should be sought from employees as much as possible. Input is sought in such areas as short and long term planning, program development, provision of services, budgets, administration, employee selection, and quality assurance and customer satisfaction. This involvement of individual employees challenges them to their fullest and requires them to expand their knowledge, skills, and professional behaviour in a wide range of areas.

Columbia's primary purpose is to serve its learners and to do everything possible to foster success in their education, training and future career. This means Columbia must first understand where their customers are going, what their current and future needs are and determine how it can assist them in achieving their goals.

To be effective in serving our learners, Columbia employees are capable of conducting future employer and learner needs assessment. They are subject specialists, who are skilled in facilitating learning. For learners to do their best, employees create a climate for learning and working that enhances success. Learners are treated with respect, intelligence, energy, drive, enthusiasm and honesty.

Quality Control

Columbia's employees believe quality control as well as setting and maintaining quality standards are an integral responsibility of each employee. Employees constantly attempt to establish new standards and monitor the delivery of existing services.

Every employee has a responsibility to question the status quo. We welcome respectful professional input from team members to maintain and/or improve the quality of programs or services.

Purchasing Control

Chairperson/Managers are responsible for the purchase of approved products or services. It is their responsibility to spend college funds as wisely and cost effectively as possible. Purchasing decisions include: warranty, guarantee, past performance, quality of product/service, utility; resale value; effect on each team member's ability to deliver efficient service, as well as many other variables. Team members also realize multiple advantages of purchasing from fewer vendors. All team members recognize the importance of constantly reducing waste and improving the efficiency of service. This approach may also capture greater market share; provide more jobs; enhance job security; and allow for opportunities for promotion, recognition and increased remuneration.

Leadership

Leadership is the responsibility of every team member. Columbia's approach to leadership is demonstrated by supporting and assisting others. Leadership is understanding human needs, showing compassion, taking responsibility, and encouraging others. Leadership is finding ways to resolve problems, anticipate needs, work as team members, finding ways to assist others who are encountering difficulty; helping others become more effective contributors to the team and organizations; finding new ways to address old problems and achieve better results.

Management

Management responsibilities include employee and student recruitment, selection, training and supervision. Additional responsibilities may include budget development and administration, program and instructional design, sales and marketing. Management also includes planning, developing, organizing, controlling, supervising, monitoring, reporting, analyzing, problem solving, communicating, and effective decision-making.

Decision-Making

Columbia offers an environment that encourages input, feedback and shared decision-making. In decision-making situations, the first priority is to make decisions in the best interest of the external customer (e.g. the learner and their potential employer); the second priority is in the best interest of the program or department; the third priority is in the best interest of the internal customers and company; the final priority is in the team member's best interest. This process enables individuals and teams to express and hear views to better understand Columbia College's decision-making process.

Setting Goals and Objectives

Goals and objectives are normally identified by program/department teams and recommended to their supervisor.

A goal is a target, an expectation, a direction. Goals must be clearly stated, achievable, realistic, measurable, meaningful and tied to a time, date, place and standard (SMART). With a defined goal, employees will have clearer purpose and direction. With a target to achieve they can determine if and when they have succeeded.

Objectives are sub-steps or action-directed statements arranged in a logical order or sequence that need to be carried out in order to achieve a stated goal. Objective statements enable employees to break down a goal into sub-units. The goal can then be approached in a more simplified, achievable manner.

Levels of Service

Columbia's professional employees recognizes two levels of service:

- * Standard
- * Exceptional

Each team at Columbia has clearly defined the standard services it provides to its customers. Customers can expect Columbia employees to perform at this level. All levels of service are set at realistic expectations.

The employees are encouraged to challenge themselves and members of their team to perform beyond these standards in order to achieve exceptional service resulting in increased customer business, and job security.

Shared Facilities

Columbia employees share facilities, furnishings, equipment and materials that have been provided for the benefit of all customers. We share these with other employees within and outside our program/department.

Quality Components

Columbia College strives to provide quality employees, products, and equipment within the limitation time, manpower and services.

Professional Development

Columbia provides ongoing funds and opportunities to assist team members in their professional development. The company's Professional Development Plan and the Professional Development Corporate Scholarship Program are designed to promote continued professional growth to enable team members to develop a long-term relationship with the organization.

Hiring Practices

Columbia College is committed to an open hiring practice through which we endeavor to ensure hiring and promoting of the best suited and most qualified professional candidate. We encourage internal candidates to apply for vacant or new positions they are qualified for which provides an avenue for continuing career development.

Columbia College uses two types of competitions to fill vacancies:

Internal Competition – vacant or new position is made available only to current employees to fill, and

Internal/External Competition – vacant or new position is open to both internal candidates and candidates from outside the college.

Only college team members who have completed twelve (12) months in their current position may apply for vacant or new positions unless prior managerial approval has been obtained by the interested team member. Such approval shall not be unreasonably withheld.

An internal competition will usually be the initial stage for filling a vacant position; if no suitable candidate is found, then an internal/external competition is initiated.