Resolving Problems in the Workplace

Although most work terms are successfully completed, difficulties can occur in some instances. Western is fully committed to the success of internship experiences, as they provide meaningful learning for students.

In cases where the student is experiencing difficulty performing at a satisfactory level, it is imperative that the faculty internship coordinators be involved. We will assist in finding resolutions to these situations through communications and improvement action plans. If you have an internal process in place please notify us. If you do not have formal process in place, we recommend the following procedures:

1. The employer will meet with the student and clearly outline the identified problem. A dated, written summary of the discussion and the course of action will be forwarded to Kate Baker (kbaker25@uwo.ca) and will be reviewed in 30 days for progress.

2. If the student continues to experience difficulty after the 30 days, the employer shall inform Kate, who will contact both the student and the employer to:
   a. Review and clarify the problem
   b. Suggest recommendations toward a successful resolution. The recommendations may involve such alternatives as a change in work setting for the student, continuation of the work term with agreed upon specific tasks and dates for completion, withdrawal from the work term, or other agreed upon solutions.

In all cases, Kate must be notified prior to termination of employment due to performance issues, so that supports can be put in place for the student.

Western strongly encourages that employers recognize guidelines outlined in the Employment Standards Act and other relevant Federal and Provincial employment legislation for all work terms.

Expectations and Best Practices:

- Provide a safe, inclusive, respectful workplace
- Provide work related to the posted job description including relevant, career and degree-related projects
- Provide accurate and complete information on job responsibilities, compensation, and benefits
• Provide a thorough workplace orientation, including necessary Health and Safety training
• Integrate the student into the team as a regular, valued employee
• Work with student to develop goals and learning outcomes that can be monitored over the duration of the work term
• Provide the student with relevant training and development opportunities
• Monitor student's progress, and provide formal/informal feedback on a timely basis to both the student and to the institution

Should you have any questions, please don’t hesitate to contact Kate Baker directly:

kbaker25@uwo.ca or 519-670-7110