



Living Our Vision, Mission and Core Values Instructor

This document is a direct representation of feedback received from employees of triOS College and Eastern College. Employees identified behaviours that are reflective of an Instructor demonstrating living our Vision, Mission and Core Values. These behaviours now form the performance culture expectations of an Instructor at triOS College and Eastern College.



VISION

To improve lives
by sharing our knowledge
and passion for excellence.



MISSION

Helping students become
job-ready graduates.



VALUES

To practice:

- Integrity** Do what we say we will do
 - Dedication** Strive to be the best we can be
 - Readiness** Recognize and react positively to change
 - Respect** Treat others the way they want to be treated
- ... in all of our relationships.

Performance Culture – Instructor

The role of the Instructor is to deliver instructor led training to college students in the classroom on a daily basis enabling them to graduate from the program in which they are enrolled.

Below we have identified key behaviours for an Instructor that are in line with our Vision, Mission and Core Values.

Integrity, do what we say we will do

1. Be accessible to students. Create an environment where students trust you and are comfortable coming to you to discuss concerns with their education.
2. Lead by example, come to class prepared and start class learning on-time.
3. Enforce the need for students to arrive to class on-time. Treat your classroom like a work environment so that students are prepared when they enter the work force.
4. Maintain a positive classroom learning environment and stay in control of the conversation.
5. Clearly outline course and classroom expectations at the beginning of each course.
6. Coordinate guest speakers and field trips for students to hear first-hand information about the profession.
7. Proactively identify employers that are hiring and share with your students.
8. Respond to student questions in a timely manner.
9. Submit grades within the timelines provided so that students know how they are doing in their program.
10. Relate real-world work experiences to what the students are learning.
11. Create an interactive learning environment that encourages student participation and gets students excited about their next career choice.
12. Encourage communication and networking between students in the classroom as well as out in the community.

Dedication, strive to be the best we can be

13. Make prospective and current students feel welcome and comfortable at the campus. This involves:
 - a. Creating a friendly, inviting, and supportive environment.
 - b. Greeting everyone with a smile.
 - c. Greeting students by name.
 - d. Dress for success, look professional.
14. Arrive a minimum of ten (10) minutes before the start of your day to ensure you are organized and ready to go when your shift is to start.
15. Keep students informed of past, present, and possible future innovations that will benefit them in their career choice.
16. Conduct mock interview with students to help prepare them for their job search.
17. Stay current and knowledgeable on the various courses in the program.

18. Stay current and knowledgeable on the various trends and new tools employers are using in the field.
19. Listen to student feedback and adjust delivery method to enhance the student experience.
20. Actively participate in the enrollment process by meeting with prospective students to promote the benefits of the program you are teaching.
21. Assist admissions with the onboarding of students where required.
22. Collaborate with instructors across campuses to improve and add value to the program.
23. Stay current on job opportunities relating to the field of study and share with the students.
24. Leave personal issues out of the classroom.

Readiness, recognize and react positively to change

25. Be proactive and adaptable to changing situations.
26. Recognize that students learn differently and adapt your teaching style to ensure all students are learning and understanding (e.g. lecture, video, games, group work, exercises, etc.).
27. Be adaptable to last-minute course or schedule changes. Quickly bring yourself up to speed so that you are prepared in front of the class.

Respect, treat others the way they want to be treated

28. Treat everyone with respect.
29. Avoid having personal and sensitive conversations in open areas. Move these conversations to a private office.
30. Be empathetic, show patience and compassion, and be supportive to students that are nervous about coming to school.
31. Maintain professionalism when dealing with students that are agitated and upset. Never appear judgmental, exasperated or annoyed.
32. Maintain confidentiality of the student's personal information and situation.
33. Inspire and instill confidence in students. Make them believe they can be successful in finding an internship and/or job.