



RRC

POLYTECH



Work-Integrated Learning Preparation WIL Prep

2024-2025

Frequently Asked Questions

FAQs for WIL

FAQs – Academic Requirements

What are the academic pre-requisite requirements to participate in Field Experience?

- You must have completed and passed all program courses, **except** for your elective course
 - Check your course list under the NEW STUDENT INFO tab, then PROGRAM INFO, [Transportation Trades - Home \(rrc.ca\)](http://www.rrc.ca/TransportationTrades-Home)
- You cannot be on academic probation
- You cannot have a failure in any of your pre-requisite courses

***If you do not meet these minimum requirements, please contact WILtransportation@rrc.ca so we can discuss your Field Experience plans.*

What is the minimum academic requirement to participate in Field Experience?

- You must not have any failures, and not be on academic probation or suspension.

***If you do not meet these minimum requirements, please contact WILtransportation@rrc.ca so we can discuss your Field Experience plans.*

FAQs - Support

Where can I find my list of pre-requisite courses?

- *Visit your program website, click on YOUR program, [Transportation Trades - Home \(rrc.ca\)](http://rrc.ca), click on YOUR program, then click on the NEW STUDENT INFORMATION tab, and then PROGRAM INFO tab for a list of Courses and Terms (under the "Courses and Descriptions" title in the left-hand menu)*

I need help with Field Experience, who can I contact?

- *Talk with your Field Experience instructor, and then email WILtransportation@rrc.ca if you have additional Field Experience questions.*

FAQs – International Student

As an International Student, do I need a Co-op Work Permit (CWP) to participate in Field Experience?

- *Yes, international students need to have a valid Co-op Work Permit (CWP) to attend their Field Experience placement.*

What do I need to do if I do not have Co-op Work Permit?

- *You will need to apply for your Co-op Work Permit immediately as the processing of the application can take months.*
- *Please visit our RRC Polytech International Education website for guidance with your Co-op Work Permit application, [Co-Op Work Permit : International Education at RRC Polytech](#)*
- *For questions regarding your Co-op Work Permit Application, please contact iesupport@rrc.ca*

I need a revised Letter of Acceptance (LOA) for my Co-op Work Permit Application, how do I request a revised LOA?

- *For a revised Letter of Acceptance (LOA) with a new expiry date and the proper program end date, please email international@rrc.ca*

FAQs – International Student

I need to apply for a Study Permit Extension as well, can I apply for a Co-op Work Permit at the same time?

- *Yes, if your study permit expires before the end date of your program date, it is recommended to apply for both at the same time, see link for guidance, [Study Permit Extension : International Education at RRC Polytech](#)*

How do I request a Confirmation of Enrollment (COE) Letter?

- *Visit Student Service to request a Confirmation of Enrollment (COE) Letter:*

Student Service Centre

D101-2055 Notre Dame Avenue

Winnipeg, Manitoba, Canada R3H 0J9

Phone: +1-204-632-2327

Toll-free: 1-800-903-7707

Email: register@rrc.ca

Office Hours:

Mon - Thurs | 8:00 am-3:45pm

Fri | 9:00am-3:45pm

FAQs – International Student

I need to apply for a Study Permit Extension as well, can I apply for my Co-op Work Permit and Study Permit at the same time?

- *Yes, if your study permit expires before the end date of your program date, it is recommended to apply for both at the same time, see link for guidance, [Study Permit Extension : International Education at RRC Polytech](#)*

I have more questions related to my immigration as an international student, who can I contact?

- *If you are an international student and require additional support or have questions/concerns regarding your status/permits, please connect with RRC Polytech International Education (CIEGP)*
- *For general international education questions, please email iesupport@rrc.ca*
- *To email or make an appointment with the RRC Polytech Immigration Advisor, see information in this link, [Contact Us : International Education at RRC Polytech](#)*

FAQs – Self-Registration

Do I still need to register for my Field Experience in Student Planning?

- *Yes, Field Experience is a course that needs to be registered for and completed like the rest of your term courses. If your program self-registers for your term courses, you need to self-register for your Field Experience as well, otherwise you are not*

How do I self-register for my Field Experience course?

- *Log into HUB, go into STUDENT PLANNING, then add your course in the “My Progress” tab. Then go into the “Plan and Schedule” tab and add your Course section (make sure it specifies your instructor’s name and program), then **register** for Field Experience.*
- *In your program website, click on YOUR program, then SELF-REGISTRATION INFO for a list of courses and self-registration tutorials, [Transportation Trades - Home \(rrc.ca\)](http://rrc.ca)*

Who can I contact for self-registration support?

- *For self-registration support please email PlanningSupport@rrc.ca*

FAQs – Service Advisor

Is Service Advisor a mandatory course?

- *No, Service Advisor is an elective course, and you only take Service Advisor if you have registered for this elective course*

How long is the Service Advisor course?

- *The Service Advisor elective course is 3 weeks in length total, like all other elective courses.*

What is the Service Advisor elective course?

- *Your programs are focused on the mechanical/practical technician side of the automotive service; however, this elective course gives you the opportunity to explore the customer service side of automotive service.*
- *Service Advisor consists of 1 week of theory on campus and 2 weeks of full-time, unpaid, customer service field experience with an employer.*

Why do I have to do 2 Field Experiences?

- *Your Technician Field Experience is the only mandatory Field Experience*
- *If you chose the Service Advisor course for your elective course, you would have a second field experience as part of the Service Advisor elective course.*

FAQs - General

Can I take my Field Experience at a shop of a different trade than the Program I am taking?

- *No, you need to stay within your field of study for your field experience. For example, if you are in Automotive Technician Certificate program, you are not allowed to complete your Field Experience in Heavy Duty or Marine & Powersports, or vice versa. Your Field Experience must be completed in your field of study.*

Can I go to a new employer for my Field Experience, that is not currently a partner with RRC Polytech?

- *You can get new employers added to our employer partnership list, but there is a deadline of 6 weeks prior to the start of your Field Experience. See the self-sourcing instructions in the Self-Source topic of this LEARN course.*

FAQs - General

What if I don't secure a field placement in time?

- *There will be a due date to find field placement, ahead of time, and if you have not found a Field Experience placement by that due date, please notify your Field Experience instructor and WIL Coordinator and they will assist you in finding a placement.*

What if I don't want to participate in Field Experience?

- *Field Experience is a mandatory course and unless it is completed and with a passing grade, you will not be able to graduate from your program until it is completed, with a passing grade.*

What if I don't have a drivers license?

- *You are not allowed to drive any vehicles or machinery at your Field Experience and therefore a driver's license is not needed for Field Experience, however, if you are intending to get hired, most employers need you to have a valid Driver's License to get hired.*

FAQs - General

Am I allowed to drive vehicles and machinery at my Field Experience?

- *No, you are NOT allowed to drive any vehicles or machinery during your Field Experience. You are not insured for any accidents related to you driving; neither is the equipment.*

Do I have insurance through the college as a student?

- *Yes, you have 2 types of insurances:*

1. *As a student, whether you are at the college or on unpaid Field Experience, and you get insured while in the shop, your injury/recovery expenses are covered through the Workers' Compensation Act (WCB), [Declaration of Workers in Government Employment Orders, M.R. 545/88 R](#) .*

***Please note again, you are not covered by WCB if you get injured while driving any vehicle or machinery, neither are any damaged vehicles or machinery.*

2. *You are automatically registered for Student Health Insurance upon the start of your program, unless you have opted during your first month at RRC Polytech, and this policy covers your health, drugs, dental, and vision insurance.*

*** You have an additional insurance if you are an international student, details on the "FAQ's – My Health Insurance – International Students" slide*

FAQs – My Health Insurance

What is my Student Health Insurance?

- *Every student is registered for Extended Health & Dental insurance upon enrolment of a program.*
 - *Students with alternative and comparable coverage through another insurance provider **can choose to opt out of** this plan within the first 30 days from the start date of their program.*
 - *The Extended Health & Dental insurance covers*
 - *Dental Care*
 - *Eligible Prescriptions Drugs*
 - *Vision Care*
 - *Massage Therapy*
 - *Chiropractor Care*
 - *Ambulance*
 - *[And More ...](#)*

If I have my Manitoba Health Insurance, why do I still need the Student Health Insurance?

- *Your Manitoba Health covers emergency health and Dr. Appointments*
 - *The Extended Health Insurance covers the extra such as Health (Massage, Chiropractor), Drugs, Vision, and Dental, not covered by Manitoba Health Insurance*

FAQs – My Health Insurance – International Students

I am an International Student and do not have my Manitoba Health Card, what insurance covers my emergency health and Dr. visits?

- *International Students are automatically enrolled in the RRC Polytech **International Student Emergency Insurance Plan**, comparable insurance to Manitoba Health Insurance*
- *Enrollment confirmation emails will be sent directly to eligible International Students from **MSH International – MY CANADA PLAN PLUS** for this insurance policy*
- **Most IMPORTANT** information in your confirmation email is your **Health Insurance policy information**. It holds your:
 - Name
 - Policy Number
 - Coverage Dates
 - 24/7 Phone Number
 - 1 (833) 366 0873
 - Eligible International student from MSH Assistance
 - Coverage Start Date
 - Coverage End Date
 - Coverage Information



FAQs – My Health Insurance – International Students - Contact

How can I access my International Student Emergency Insurance?

- *Make sure you always have your International Student Emergency Insurance policy information on you*
- **IMPORTANT:**
 - *You must contact MyCanada Plan Plus (your Emergency Insurance provider) first before going for a Dr.'s visit for medical-related illness, hospitalization and emergency*
 - **Email: intrepid@intrepid247.com**
 - **Toll Free: 1 (833) 366 0873**
 - **Direct Dial Collect - 1 (416) 987 2247**

Where can I find more information about my International Student Emergency Insurance?

- *Here is the link to you International Emergency Health Insurance Plan, [RRCSA - Student Plans | Gallivan \(mystudentplan.ca\)](https://www.rrcsa.ca/student-plans)*

FAQs – My Health Insurance – Summary

Can you summarize all the different insurances we have as students?

- *All students are covered through the Workers' Compensation Act (WCB), [Declaration of Workers in Government Employment Orders, M.R. 545/88 R](#) , in case of injury at the college or at Field Experience.*
- *International Students have:*
 - *The International Emergency Insurance Plan (equivalent to Manitoba Health Insurance)*
 - *The Extended Health and Dental Insurance Plan*
- *All other Students have:*
 - *Manitoba Health Insurance*
 - *The Extended Health and Dental Insurance Plan*

FAQs – My Health Insurance – Contact

Who do I contact if I have any questions about my Health Insurance?

- *Your RRC Polytech Health Insurance contact is:*

*Notre Dame Campus
2055 Notre Dame Ave
Room CM75C
Winnipeg, Manitoba. R3H 0J9
redriverplan@mystudentplan.ca
204-632-2503*

*International Student Emergency Insurance
contact:
intrepid@intrepid247.com
Toll Free: 1 (833) 366 0873
Direct Dial Collect - 1 (416) 987 2247*

FAQs – While at Field Experience - Responsibilities and Supports

Is there a WIL Guide available?

- [RRC Polytech: Work-Integrated Learning – Information for Students](#)
 - [Work-Integrated Learning Student Responsibilities and Supports : RRC Polytech: Work-Integrated Learning](#)

Can I refuse Unsafe Work?

- [Work-Integrated Learning Student Responsibilities and Supports : RRC Polytech: Work-Integrated Learning – Safe Work](#)
 - *Students have the right to refuse unsafe work. If you encounter a work situation that you feel is unsafe:*
 - *Discuss with the workplace supervisor, before performing the task.*
 - *If the student still feels the work requested is unsafe, the student has the right to refuse, and if this is the case, contact the WIL coordinator or Instructor immediately for the next steps.*

FAQs – While at Field Experience - Responsibilities and Supports

What if I get injured on the job?

- [Work-Integrated Learning Student Responsibilities and Supports : RRC Polytech: Work-Integrated Learning – WIL Workplace Injuries](#)
- *If you sustain an injury in the workplace while in the WIL field placement, you must:*
 - *If required, seek medical assistance immediately.*
 - *Notify the workplace supervisor immediately following an injury. Follow safety reporting procedures of the host site/employer.*
 - *Report all injuries to the WIL Coordinator or Instructor as soon as possible. Reporting promptly ensures all procedures are followed for student safety as well as avoids delays in support. Report the incident to SHSS (RRC Polytech Health and Safety Services) via the [online reporting form](#). The student may be contacted by SHSS to provide further information about the injury, including WCB information.*
 - *The student may contact the WCB directly by calling: 204-954-4321 to report your claim. SHSS will also be in communication with WCB.*
 - *SHSS is available to assist in the return-to-work process required by your health care provider and/or WCB.*
 - *Once it is confirmed that you can return to the WIL worksite, with or without modifications, students must notify their WIL Coordinator and workplace supervisor of the anticipated day of return to the site.*

FAQs – While at Field Experience - Responsibilities and Supports

What if I get injured on the job?

- [Work-Integrated Learning Student Responsibilities and Supports : RRC Polytech: Work-Integrated Learning – Student Illness While on WIL](#)
- *If you are sick during your WIL hours:*
 - *Notify your workplace supervisor immediately*
 - *Then notify your WIL Coordinator or Instructor immediately as well*
 - *If a medical note is required, it should be sent by email to healthservices@rrc.ca. When submitting, please provide your WIL Coordinator name and contact information as the college contact person. ** Do not send doctor's note to WIL Coordinator or your Instructor.*
 - *SHSS is available to assist in the return-to-work process recommended by your health care provider and/or WCB. [Health services](#) are available to students throughout the work term.*

FAQs – While at Field Experience - Responsibilities and Supports

What if I have a concern/complaint with my employer?

- *You are encouraged to be a representative of a professional work setting as much as possible – this includes you as a student working responsibly, safely, and mindfully of the employers' needs, just like any other employee.*
- *You should be able to work in a harassment-free environment. With any workplace concerns we ask that you approach your supervisor/manager first. If issues are not resolved, or are severe in nature, please contact your Field Experience instructor and WIL Coordinator, WILtransportation@rrc.ca, as soon as possible.*

FAQs - Tips

Any final tips or recommendations?

- *Prepare your Cover Letter and Resume early on of your program.*
- *Utilize Red River College Polytechnic Services, for a list of Services and Supports, visit YOUR program website, [Transportation Trades - Home \(rrc.ca\)](http://rrc.ca)*
- *Book a one-on-one with your WIL Coordinator [HERE](#) . Please book it far ahead of your field placement taking place to discuss field placement opportunities and options.*
- *It's never too early to start researching companies/jobs/skills*
- *Stay connected and keep up the communication! The Field Experience instructor and WIL Coordinator are here to help you succeed*

FAQs – Resume

I don't have any prior work experience; will this be a challenge for my resume?

- *Not necessarily. Focus on other skills or abilities you may have developed. Have you ever volunteered or received academic awards? If so, these are all valuable items that can go on your resume in place of formal work experience.*
- *Also focus on what you do have such as a great attitude, being punctual, dependable and teachable. Have confidence in those traits and develop them and take pride in them.*

My prior work experience is not mechanical related (retail/hospitality/construction, etc.), will employers still hire me?

- *Absolutely! Our employers understand that you will not be a flawless technical worker after your first year of school. Every prior position provides a lot of fantastic transferrable skills such as responsibility, delegation, teamwork, conflict resolution, and problem solving. Any experience is good experience!*



THANK YOU!

FOR FURTHER INFORMATION PLEASE CONTACT WILTRANSPORTATION@RRC.CA



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