



PARTICIPANT HANDBOOK

Junior IT Analyst Program
Junior Data Analyst Program
Security Operations Analyst Program

CONGRATULATIONS!

Congratulations on your acceptance to NPower Canada's programs! NPower Canada is a non-profit organization that assists job-seekers in Canada in launching fulfilling and sustainable careers.

Starting a new training program can be a big adjustment, so we've designed a handbook to help you prepare for your program. This handbook will provide you with all the details you need to know before starting the program.

You'll be joining other eager professionals like yourself, all committed to personal and professional development, job placement, and post-hire coaching. We are excited to have you as part of our program and look forward to helping you achieve your career goals.



*The NPower Canada team
can't wait to meet you!*

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What should I expect at NPower Canada

Accessible Learning

- ✓ Your blended learning experience will include live workshops, seminars and individual study sessions. Course materials are available online through Blackboard and Coursera.
- ✓ Interactive, varied learning through a combination of group work, videos, screencasts and readings that you can access at any time.

Flipped Classroom

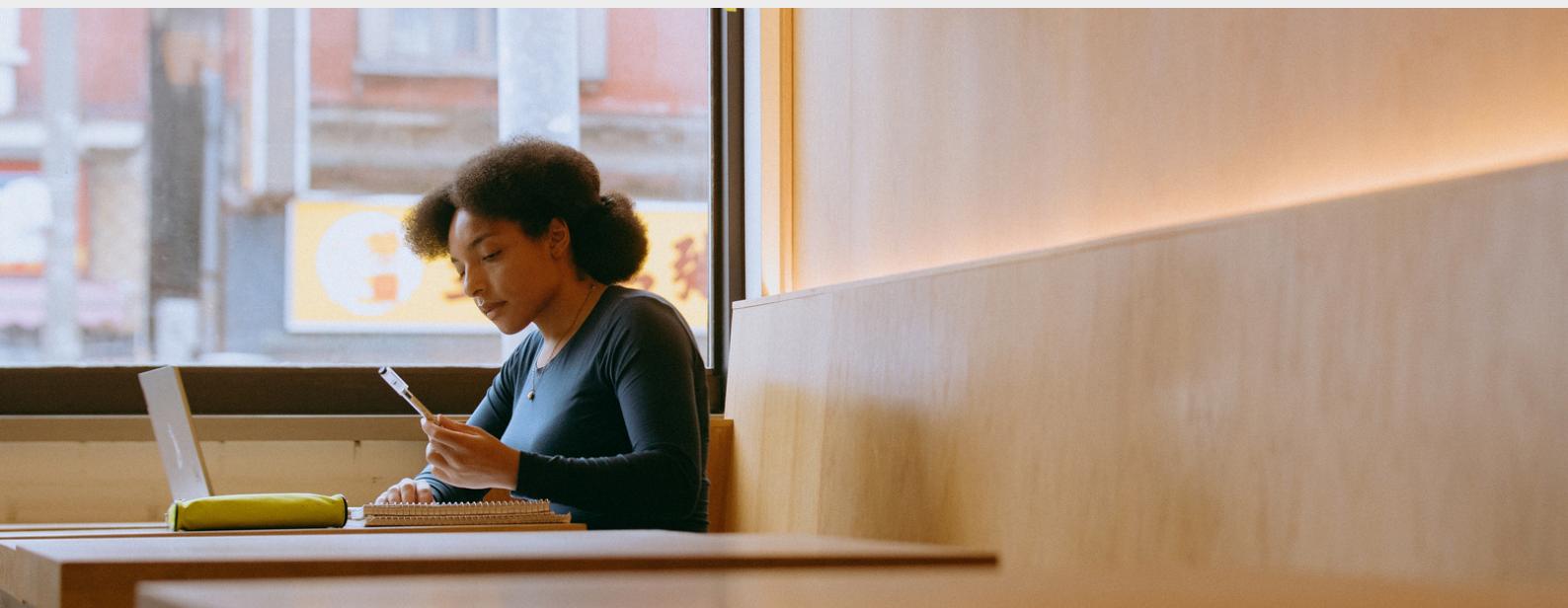
- ✓ The flipped classroom approach is an instructional strategy and a type of blended learning, which requires you to review your material before each workshop.
- ✓ This learning approach allows you to apply your learning in sessions through activities, discussions and simulations.

Live Workshops

- ✓ Instructor-led workshops by a range of knowledgeable instructors delivered weekly.
- ✓ An opportunity to ask questions and learn more about specific topics.
- ✓ Interact with like-minded individuals that share similar interests and passions.

Practice

- ✓ Small group projects and skill-based demonstrations that focus on workplace scenarios.
- ✓ Weekly quizzes, self-assessments and reflection.
- ✓ Scenario-based learning such as mock interviews to ensure that you are well-prepared for your upcoming employment opportunities.
- ✓ Peer study groups, discussion forums, and community-building opportunities.



Employment Preparation

- ✓ Dive into different areas of employment preparation such as interviewing, resume tailoring, cover letter writing and more.
- ✓ Professional development is very important in enhancing your employability skills; it will improve your confidence, teach you new skills and help take your career to the next level.
- ✓ Introduction to different tools to support your job search such as job tracker, interview questions, 1:1 practice with a Program Management team member.

Surveys

- ✓ Your feedback is important to us, you will be required to complete various surveys to share your experience and recommendations on improving our programs.
- ✓ You will also be asked to complete several surveys for our Funders during and after participating in NPower Canada.
- ✓ NPower Canada will only see anonymous survey answers. Your answers will not affect your participation in NPower Canada in any way.



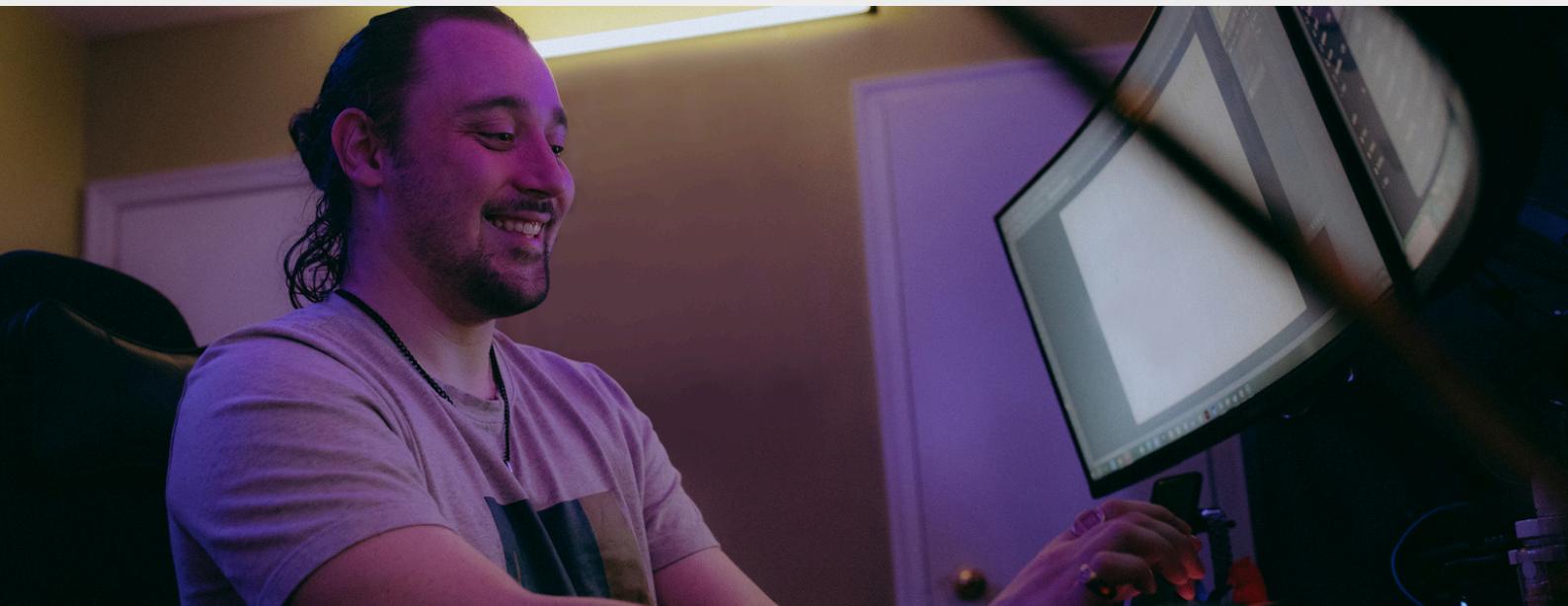
Income Assistance Information

Please note that if you are currently receiving any form of income assistance (such as through Service Canada, disability supports, provincial government, etc.) we recommend getting in touch with your provider. **NPower Canada does not provide financial assistance of any kind.**

When having your discussion, please mention the points below:

- ✓ We strongly recommend you inform your provider that you have been accepted into one of NPower Canada's part-time employment support and skills development programs, which is cost-free. In addition to participating in this workforce program you will also receive ongoing job search and employment placement support for the next 5 years.
- ✓ Our programs are part-time delivered with additional time provided for 1:1 meetings, coaching, office hours and study groups. You are able to work while attending our program as long as the hours do not conflict with program time.
- ✓ NPower Canada is a non-profit organization and a workforce development program. NPower Canada should not be considered as a post-secondary institution or a paid-employment program.

Upon having this discussion, you may be eligible for further support from your income assistance service provider. Once you have started the program, the Program Management Team will be happy to provide you with a letter to give your service provider.



Program Platforms

At NPower Canada, various **digital platforms** are used to enhance the learning experience and professional development of participants.



Blackboard serves as the primary learning management system, providing access to course material, project deadlines, announcements, and resources. Participants will receive an email invitation to join Blackboard before Orientation and are encouraged to turn on notifications to stay updated.



Coursera is utilized for online learning content, where participants watch videos and read articles as part of their daily coursework.



For structured learning, **Articulate Rise** offers interactive modules that include quizzes, flashcards, and other engaging elements.



OneDrive allows for secure file storage and collaboration.



While **Zoom** is used for live workshops, employer events, and graduation.



Lastly, **LinkedIn** helps participants build their professional networks and online presence, with guidance from Career & Employment Specialists on personal branding during the program.

Get Started: If you do not currently have a Zoom or LinkedIn account, please create one prior to day 1 of Orientation.

Learning Platform Accessibility

To support all learning abilities across our participant population, the following includes information on accessibility details for our most widely used platforms.

All information and details have been derived from each platform's official website and have been linked at the bottom of each section below. For any assistance with this, please contact your Program Management Team and they will be able to connect you with NPower Canada's Wraparound Supports department.

Blackboard

Users are encouraged to navigate using headings, which are consistent throughout the application. Blackboard categorizes headings by H1 (identifies the page at hand), H2 (describes major sections of a page), and H3 (title of content items).

Landmarks are based on ARIA, which makes web content and applications more accessible. Blackboard Learn Landmarks include application, banner, complementary, content info, course menu, content area, form, main, navigation, and search.

The following global keyboard shortcuts can be used to conduct common actions within Blackboard Learn.

- ✓ **Tab:** Navigate links, fields and options on the page.
- ✓ **Shift + Tab:** Navigate to previous links, fields, and options.
- ✓ **Enter:** Select link, function, activate option, and expand/collapse section.
- ✓ **Space:** Select or switch options.
- ✓ **Up and down arrows:** Open drop-down lists that have an Apply or Go function to activate an option. Navigate the choices with the up and down arrows. Open drop-down lists that do not have an Apply or Go function: Tab to the drop-down list and press Enter to open it. Use Alt/Option + the up and down arrows to select an option.

Screen Readers

For screen readers on Blackboard, use ChromeTM and JAWS on a Windows system, and use Safari and VoiceOver on a Mac.

Blackboard Learn has created a Screen Reader Tutorial to provide users who access the application through a screen reader with information to help them use the system successfully. Click [here](#) to Download screen reader tutorial word document.

Visit the Accessibility on Blackboard learning page for more information on Blackboard and its accessibility features.

Coursera

Summary of accessibility on Coursera:

- ✓ Closed captions are available on all course lecture videos
- ✓ Learners may flag issues for content that isn't captioned appropriately by submitting tickets
- ✓ Videos are available to learners at any time allowing learners to get ahead
- ✓ Content creating partners are expected to conform with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, which undergoes independent review bi-annually
- ✓ Coursera's Accessibility team continues to work to create a more inclusive learning environment

Visit Coursera's accessibility policy and read the Accessibility Statement for more information on Coursera's accessibility features.

Online Learning

For our learning environments, a computer, microphone and internet connection will be required for your program:

COMPUTER SPECIFICATIONS

Hardware

- ✓ PC Laptop/Desktop (Highly recommended)
- ✓ 4 cores
- ✓ 8GB RAM
- ✓ 20GB free space
- ✓ Working microphone and camera

Software

- ✓ Windows 10/11 (highly recommended)
- ✓ Latest version of Google Chrome
- ✓ Disclaimer: You can add software or make changes to your computer, but please do it at your own risk and ensure your system has the capability to handle the new software

Internet Connection

- ✓ 150mpb/s Internet connection

If you currently do not have a working computer, microphone or internet connection, please see the recommendations below:

- ✓ Visit a local library or co-working space
- ✓ Borrow a computer
- ✓ Amazon/Retail Stores
- ✓ Contact Employment Assistance Programs (Ontario Works, WorkBC, AlbertaWorks etc)
- ✓ Mobile Internet Plans & Hotspot Devices
- ✓ Connect with your Program Management Team to explore alternative options to support your learning.

Plagiarism Policy

NPower Canada's Programs are workplace environments that work to support participants in their success both personally and professionally. Academic integrity is essential to success at NPower Canada and in the Canadian workplace.

Participants are expected to acknowledge all sources of ideas used in all of their assignments and submissions on Coursera and for workshops throughout the program to maintain academic integrity.

Forms of dishonesty include cheating on assessments, using work prepared by others, copying and pasting, including someone else's work without citations, and violating copyright laws.

Note that Coursera has the right to remove participants from the platform and revoke their participation in a program after academic integrity has been violated. In NPower Canada workshops, the first academic honesty offense will be responded to with a verbal warning by the instructor; the second will result in a Feedback Notice. A third offense may result in dismissal from the program. NPower Canada reserves the right to dismiss participants who have been identified by Coursera as having plagiarized.

Ask for clarification in the event you are unsure if what you have produced violates academic integrity. If you have any questions about NPower's Plagiarism Policy, please reach out to a Program Management Team member.

Artificial Intelligence (AI) Policy

All NPower Canada program participants are expected to adhere to the following privacy and security best practices when using AI tools:

- **Evaluation of AI Tools:** Prior to use of an AI tool, the tool must be vetted and approved by NPower Canada to mitigate risk. This includes the tools' security features, terms of service and privacy policy.
- **Protection of Confidential Data and Intellectual Property:** Participants must not upload or share any data that is confidential, proprietary without prior approval from Program Management Teams. This includes data related to participants, staff and the daily operations of NPower Canada, as well as NPower Canada Intellectual Property.
- **Use of Reputable AI Tools:** Program participants and alumni must use only reputable AI tools and be cautious when using tools developed by individuals or companies without established reputations.
- **Data Privacy and Confidentiality:** Program participants and alumni must exercise discretion when using AI tools. They must receive appropriate approval prior to use and must receive approval from all individuals involved.

Respect and Workplace Behaviour

Positive and professional behaviour is a key expectation for NPower Canada participants as it reflects trust, respect, responsibility, fairness, caring and commitment.

To build a safe, high-quality learning environment for everyone, each participant must agree to:

Community and Interpersonal

- ✓ Engage in conversations that are positive and helpful by being encouraging and supportive of others
- ✓ Be aware of different learning styles, personalities and personal challenges and strive to be versatile and accommodating of others
- ✓ Notify a NPower Canada Program Management member immediately if I learn that another participant is in crisis and may be in danger for any reason be it due to external factors or risk self-harm
- ✓ Refrain from the use of alcohol, marijuana, and illicit drugs during training, site tours/events, interviews and employment

Virtual Training Expectations

- ✓ Meet project/assignment deadlines and complete all other internship and workplace/training tasks in a timely and professional manner
- ✓ Actively participate in my own learning by being fully engaged, actively listening, contributing, problem-solving and asking and answering questions during lessons, activities, and group collaboration
- ✓ Discuss with an NPower Canada Program Management Team member any accommodations required to learn and work most effectively
- ✓ Encourage my peers by offering to help, working collaboratively, and explaining concepts when needed



Personal Growth and Professional Development

- ✓ Take care of myself and my basic needs and seek support if I am experiencing challenges
- ✓ Seek support from staff and/or peers and develop a plan when feeling frustrated, lost or unmotivated to overcome setbacks

- ✓ Ask for help and clarification from my peers and/or NPower Canada Staff members when needed
- ✓ Implement feedback from staff and actively seek feedback

Academic Standing and Potential Employment Opportunities

- ✓ I understand that earning certification(s) will endorse one's knowledge and commitment and give me access to a greater pool of employment opportunities
- ✓ I understand that NPower Canada will provide a voucher to write the certification if/when the participant demonstrate readiness including all the criteria outlined in the Program Agreement.

Program Supports

NPower Canada programs offer various support to assist you in achieving your professional and technical goals.

Wraparound Support

At NPower Canada, we're invested in supporting our participants and alumni as comprehensively as we can. Our Wraparound Support aspect of the program can help you to get connected with resources and community organizations that could help you to address challenges that may interfere with your progress in the program, or in life.



Resources Available

For any resources, NPower Canada staff reference a resource list created and updated by the Wraparound Support team. These resources are related to and include the following needs:

- ✓ Housing, Food & Clothing, Financial & Money
- ✓ Mental Health Counselling & Suicide / Crisis
- ✓ Childcare & Caregiving
- ✓ Immigration & Settlement
- ✓ Learning English, Learning French (specific provinces only)
- ✓ Legal Services
- ✓ Substance Use
- ✓ Temporary Employment
- ✓ Specific resources catered to 2SLGBTQ+, BIPOC, and disabled groups

Important: provision of resources by our staff does not guarantee immediate access to services as this depends on the organization's capacity, eligibility requirements, and resources available.

How to Access Resources

As a participant in the program, your Career & Employment Specialist can explore and share resources with you based on the Participant Needs you've identified in the admissions questionnaire, and will follow up with resources once the program has started, if you've indicated interest in resources for your Participant Needs.

As an alumnus and graduate of the program, you can request support with resources from your Career & Employment Specialist.

How to Access Referrals

Referrals are made on a request basis. If you're interested in support with getting connected to an agency, please make the request through your Career & Employment Specialist, as a participant in the program and as an alumnus.

Important: NPower Canada Wraparound Support team works with Community Engagement to create and establish strong partnerships with local and national agencies. Also, NPower Canada is open to facilitating new connections with agencies that are not yet included in our current community partner list.

For more information regarding Wraparound Support, please contact your Career & Employment Specialist, or email wraparoundsupport@npowercanada.ca.

Orientation

Orientation is a week-long introduction to NPower Canada programs. You will gain insight into what to expect in the upcoming weeks in all three pillars of the NPower Canada programs.

To prepare you for Orientation, be sure to review and sign the Program Agreement. This agreement can be found in an email from the Admissions Team prior to the start of Orientation and a copy can be found on Blackboard. It is required that all enrolled participants review and sign this agreement before the start of the program.

Depending on your region, you may be required to sign specific intake forms. Spend some time on the Blackboard platform, by selecting the different links and introducing yourself on the Introductions forum for participants.

The five tips to be successful in Orientation are:

- ✓ **Arrive on time;** attendance is very important in this program
- ✓ **Get involved in collaborative learning;** get to know your team members, participate in the icebreaker activities, get familiar with the different platforms
- ✓ **Manage your time effectively;** meet your weekly deadlines, limit procrastination, use your time wisely after workshops to enhance your learning and stay on track
- ✓ **Take advantage of the opportunities;** schedule meetings with the Management Team to discuss any challenges or anticipated missed deadlines
- ✓ **Ask for help;** ask a team member, Career & Employment Specialist, Technical Instructor or Program Manager.



Attendance

Participants are expected to attend all Technical and Professional Development sessions. If you are unable to attend, please follow the communication protocol outlined in the Program Agreement.

Homework

Set aside up to 15 hours or more a week to complete your learning deliverables, outside of the weekly workshops. It is a fast paced program that will require you to complete numerous deliverables to successfully complete the program in 15 weeks.

Management Meetings and Group Work

Program Management Team members will schedule meetings with you to discuss program progress, follow ups or conduct mock interviews. Please arrive on-time and prepared for these meetings. Feel free to follow the office hours to schedule your own meeting with one of the Program Management Team members.

Group work will occur, so you'll need to book time with your team outside of workshop hours.

Employment Readiness

NPower Canada is a national employment program that provides participants with free in-demand digital and professional skills training, and connects them to new and rewarding career opportunities with some of Canada's largest employers. However, it will require effort and commitment from you.

Employment Opportunities

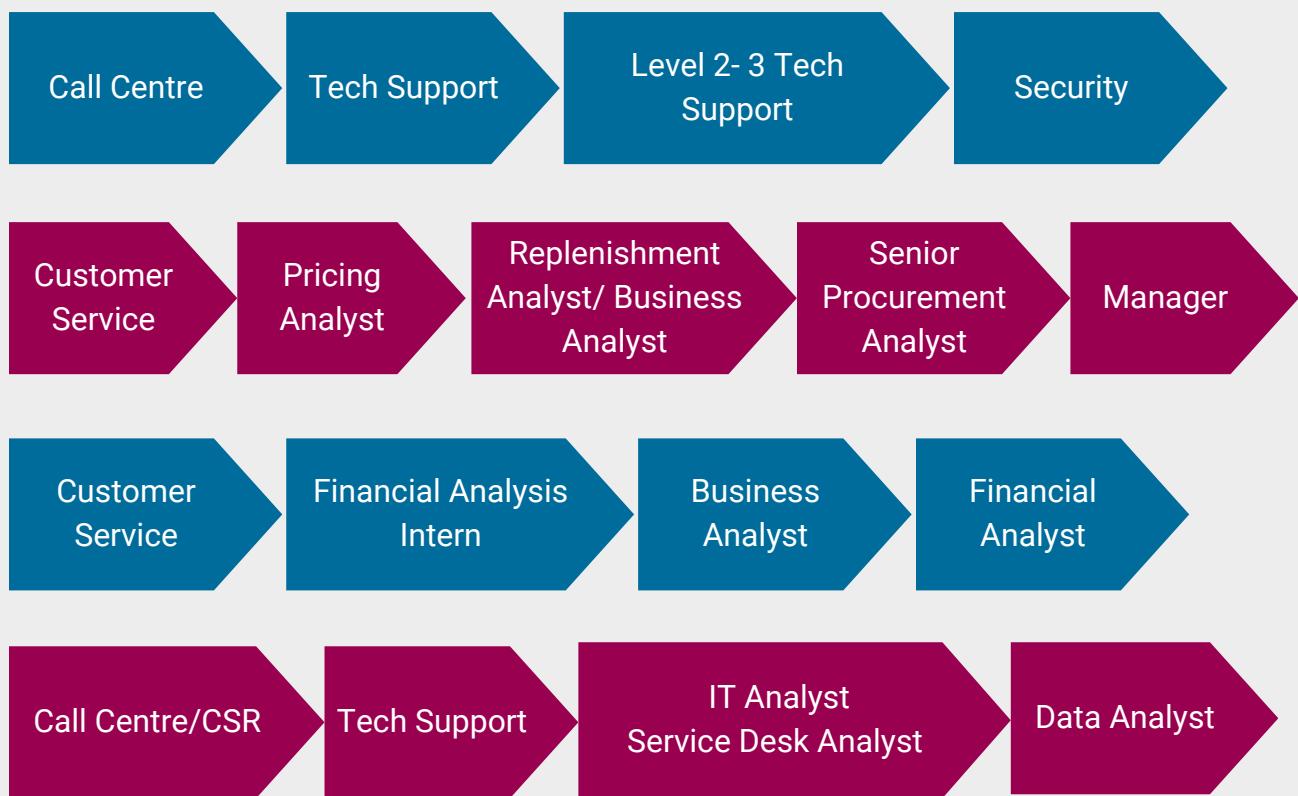
As a NPower Canada participant, you must dedicate time each day to search for job opportunities across various employment platforms. NPower Canada's Career & Employment Specialists are committed to assisting individuals in finding suitable positions aligned with their skills, experience, and career aspirations. They focus on identifying entry-level roles within the IT industry to familiarize candidates with emerging technologies, fostering their professional growth. Additionally, NPower Canada actively submits resumes to employers for a range of opportunities.

Participants are expected to maintain punctuality, respond promptly to emails, diligently update their job trackers, and complete assignments on time. A lack of commitment, such as consistent lateness or neglecting study for certifications, can hinder candidates from being recommended for job placement.



NPower Canada can actively submit resumes to employers for a range of opportunities, including co-ops, short-term/long-term contracts, and full-time positions. The chances of accessing these opportunities are influenced by a candidate's professionalism, positive attitude, responsiveness, technical skills, and overall performance during the training period.

Throughout the hiring process, participants must keep Program Management informed about any communications with potential employers. It's imperative to remain attentive to emails and voicemails, checking them multiple times daily, as opportunities can arise swiftly. While not every job opportunity may align perfectly with a participant's aspirations, each position offers valuable experiences, networking opportunities, and the potential for further career development. Additionally, part of the earned salary can be allocated towards advancing through additional certifications and education, further bolstering career prospects.



Travel during program

A minimum of two weeks is required for a participant to submit for more than one day off. If you have an upcoming appointment or out-of-town arrangement (ie. Driving test, doctor's appointment, court hearing, family trip etc) that requires you to be away from the program, please send an email to the Program Management Team email address.

We highly encourage participants to avoid taking long-duration trips during the program, as this is a fast-paced program. In the past, participants have experienced challenges with keeping up with the program when travelling throughout the program weeks.

Employed during the program

We highly recommend that you work shifts that do not interfere with the program schedule, to avoid impacting your ability to complete daily deliverables, study material and prepare for weekly assessments as well as attend any employer events.

If this is not possible, we ask that you communicate with the Program Management Team as soon as possible. The team will explore possible accommodation options with you.

Participate in program from outside of Canada

Participants CANNOT participate in this program if they reside outside of Canada. If you are scheduled to leave Canada for a long duration (vacation, personal leave, etc.), please connect with the Program Management Team during the first week of the program.

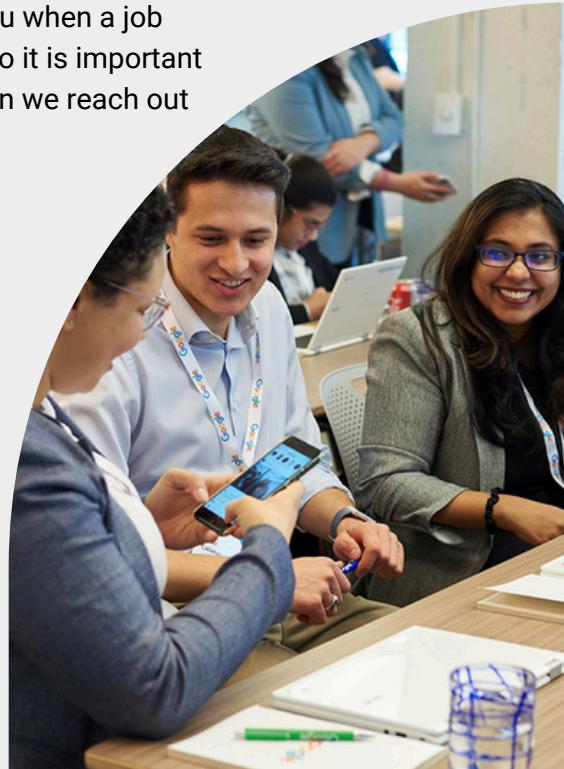
It is important to note that NPower Canada will only assist with finding employment in Canada.

Stay Connected

Remember to turn on your notifications because we will contact you when a job opportunity is open for you to apply. It can be a quick turnaround, so it is important that you stay connected with the Program Management Team when we reach out to you and follow the instructions provided.

Character Development

Your personal qualities play a vital role in your career growth. Employers assess various factors such as interviews, references, and other key skills while hiring new employees. Traits like respect, integrity, and others are developed through both learning and real-life experiences. It is always better to start developing these habits when you are surrounded by a team of professionals who can help improve your technical and professional skills.



Post Program

After completing the NPower Canada program, you will continue working with your Career & Employment Specialist during the first six months to job search, tailor your resume, and conduct mock interviews. While you continue to search independently for employment opportunities, we encourage you to stay connected with our Career & Employment Specialists for networking events, hiring events, and continuous learning opportunities.

If you anticipate being unable to work immediately following the program, you must inform the Program Management Team and your CES so that together we can create an employment plan you can explore at a later time.

Best Practices Post Program

- ✓ **Openness to Opportunities:** Be open-minded about job opportunities sent by your Career & Employment Specialist. Consider various roles within tech industries that align with your skills and interests. Embrace the possibility of exploring new paths that you may not have initially considered based on the skills you have.
- ✓ **Communicate Career Goals:** Define your career goals and communicate them clearly to Career & Employment Specialist (CES). Understanding your objectives, skills, and goals will help them tailor their guidance and support to align with your aspirations.
- ✓ **Regular Check-ins:** Maintain consistent communication with your Career & Employment Specialist throughout the post-program period. While they will schedule regular check-ins to discuss progress - You are also expected to reach out to share challenges, and next steps with your job search.
- ✓ **Engage Alumni Resources:** Leverage resources and networks provided by your Career & Employment Specialist post-program. Engage with hiring events, volunteer opportunities and mentorship opportunities.
- ✓ **Celebrate Milestones:** Acknowledge and celebrate small milestones in your job search journey. Whether it's securing an interview, receiving positive feedback, or reaching a certain number of applications submitted, recognizing your progress can boost your morale.

Recommendations to Succeed

- ✓ **Active Job Search:** Actively engage in the job search process. Dedicate time each week to research job openings, submit applications, and network with potential employers. Be sure to communicate with your Career & Employment Specialist on any results i.e. Phone Screen, Interview Rejection.
- ✓ **Be Proactive:** Continue seeking opportunities on your own and from your Career & Employment Specialist even after securing interviews. Keep your CES informed about your progress and seek advice whenever needed.

- ✓ **Setting Realistic Goals:** Set achievable job search goals with the guidance of your Career & Employment Specialist. Understand that finding the right job may take time, and it's essential to stay patient and persistent.
- ✓ **Feedback Receptivity:** Be open to receiving feedback and constructive criticism from your Career & Employment Specialist (CES). Your CES will share feedback from employers while using their expertise in the field and the role to provide personalized guidance. Embrace their feedback as a tool to not only polish your job search skills but to work closer to your goals.
- ✓ **Patience and Perseverance:** Understand that the job search process may be challenging and may involve rejection. Stay persistent, maintain a positive attitude, and learn from each experience.

By following these recommendations and maintaining open communication with your Career & Employment Specialist, you can increase your chances of securing a job within 6 months post-program. The key is to be proactive, receptive to feedback, and persistent in your job search efforts.

Alumni Services

When you complete a three-month core program with NPower Canada, you will be joining a large and diverse network of over 10,000 alumni across Canada.

All NPower Canada alumni have immediate access to a private Alumni LinkedIn Group, Alumni Newsletter and ongoing service of Alumni Workshops and Events focused on personal empowerment, professional development and career growth.

After the first six months post graduation, alumni may apply for additional technical training certification opportunities offered through NPower Canada's Alumni Programs. Alumni Programs are delivered in a self-directed, online learning format, require a high level of independence, and are available at a limited capacity. Any and all available Alumni Programs will be advertised through the Alumni webpage on the NPower Canada website.

Referral Program

If you know someone who could benefit from our programs, please refer them to us. Referring someone not only benefits them, but it also benefits you!

Getting Started Checklist

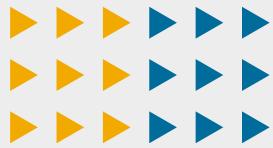
- Create an Outlook Account (if you don't already have one)
- Create a LinkedIn Account (if you don't already have one)
- Create a Zoom Account (if you don't already have one)
- Read all pages in this Participant Handbook
- Watch the National Information Session Video
- Access Blackboard
- Review and sign Program Agreement
- Save the contact details for your Program Management Team (site email, phone number, names of team members)
- Adjust your work schedule, if needed
- Set your alarm for day 1 of Orientation (Arrive on time!)



Questions

Do you have a question? Which department should you contact?

QUESTIONS RELATED TO:	DEPARTMENT
<ul style="list-style-type: none">• NPower Canada Interview Process,• Application Information• Interview Questionnaire• National Information Session Link• Offer Letter• Orientation Zoom Link (Unable to access the link, start/end time)	admissions@npowercanada.ca
<ul style="list-style-type: none">• Program Assignments• Orientation week details• Technical difficulties accessing program workshops• Unable to attend a workshop• Need a resource (housing, food, childcare)• An extension on in-class assignment	Your Program Management Team
<ul style="list-style-type: none">• Learning Success Supports• Specific referrals (Therapy, Emergency Shelter, Language etc)	wraparoundsupport@npowercanada.ca
<ul style="list-style-type: none">• Alumni Services• Post-program supports• Alumni Career Events• Connect with your Alumni Placement Specialist before Week 8	alumniengagement@npowercanada.ca



npower canada

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