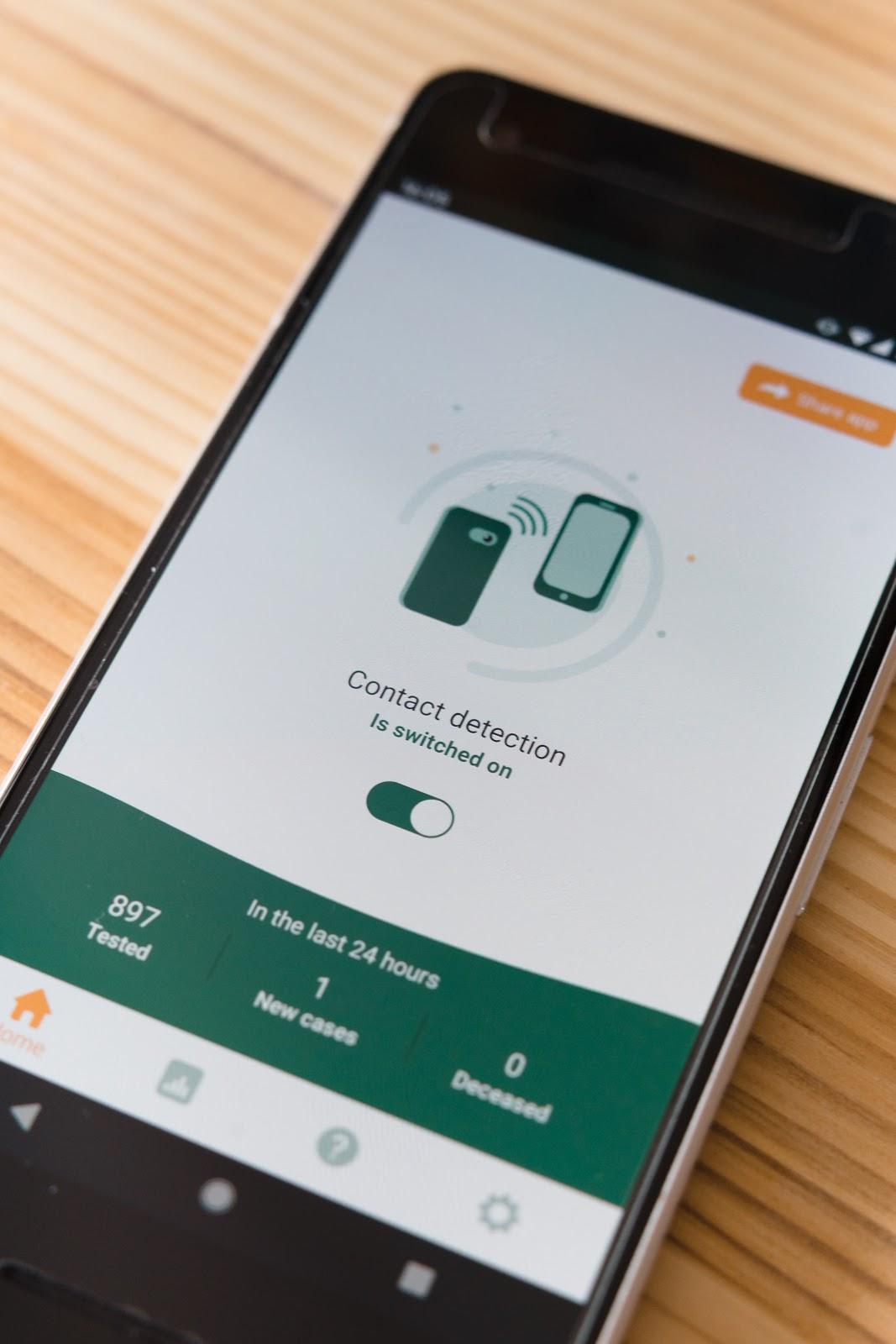
## **Unit 4: Work Experience**



Learning Outcome: complete practicum experience by performing pre-employment, verbal, written, technical and non-technical tasks

1. Objective 4.1: complete iCode portfolio to demonstrate knowledge and skills for the industry.
2. Objective 4.2: demonstrate effective and clear communication in a mock interview by obtaining a placement in an IT role
3. Objective 4.3: complete required procedures and processes during placement demonstrating satisfactory performance.

## Lesson 6 Workplace Essentials & Interview Preparation

**Activity 19: Email Etiquette**

Approximate Time: 60 minutes

Resource: [8 Email Etiquette Tips - How to Write Better Emails at Work](https://www.youtube.com/watch?v=1XctnF7C74s)

In this activity, you will learn about email etiquette. You will also get to practice email writing.

**Part A: Email Etiquette**

Directions:

1. Review [8 Email Etiquette Tips - How to Write Better Emails at Work](https://www.youtube.com/watch?v=1XctnF7C74s)
2. Listen to summarize (the gist). Then answer questions and two of the note taking skills document.

**Note-Taking Skills**

**Date Notes Taken:**

**Title of Resource:**

**Author of Resource:**

**Date of Publication:**

| * + 1. **What is the main purpose of the video?** |  |
| --- | --- |
| * + 1. **What are three – four main points?** | A.  B.  C.  D. |
| * + 1. **What are some specific details of the video? Use point form.** | A.  B.  C.  D. |
| * + 1. **Summarize what you have learned from the video in one to two sentences.** |  |

3. Watch the video a second time. Listen for details (specific points). Then, answer questions three and four of the note-taking skills document. If necessary, listen to the audio a third time.

4. Be prepared to share your responses during your class discussion.

**Part B: Formal, Informal and Semiformal Language - Practice Writing Emails**

Approximate Time: 60 minutes

Resource: Formality Chart, Sample Email & Email Template

**Directions**

1. Read about formalities.

2. Read the sample emails.

3. Answer the questions that follow.

4. Create your own email based on the scenario provided.

**Formalities**

Deobhankar, N. (2020).[*How to differentiate among the IELTS Letters: formal, semi-formal, informal*](https://ieltstothepoint.com/how-to-differentiate-between-ielts-formal-semi-formal-and-informal-letters/)*.* IELTS to the Point.

|  | Formal | **Semi-formal** | Informal |
| --- | --- | --- | --- |
| **Opening** | Dear Sir or Madam,  Dear Mr./Ms. <last name>, | Dear <first name>,  Dear Mr./Ms. <last name>, | Hello <first name>,  Dear <first name>, |
| **First Contact** | I am writing to  · enquire about…  · make a reservation…  · apply for the position of…  · confirm my booking…  · ask for further information about …  · inform you about…  · complain about  I am writing regarding the sale of | I am writing to  · ask…  · confirm about…  · let you know…  This is to invite you to join us for… | I would like to  · find about…  · share with…  · tell you…  I was wondering if you could…  Would you mind…?  Do you think you could …? |
| **Referring to previous contact** | With reference to our telephone conversation… | Thank you for your letter (dated) | Received your message (dated) |
| **Giving good news** | I am delighted to inform you that…  I was glad to hear that…  You will be pleased to learn that … | I have some great news about…  I was incredibly happy to learn that…  I was thrilled to find out that… | Great news! |
| **Giving bad news** | I am afraid it would not be possible to …  Unfortunately, we are unable to …  After careful consideration we have decided (not) to … | I regret to inform that…  I am sorry about… | Sorry, but…  I am afraid I have some sad news. |
| **Making an offer** | If you wish, I would be happy to…  Our company would be pleased to … | Would you like me to…?  Would you like us to…?  We would be happy to …  We are quite willing to … | Shall I… |
| **Making a request** | I would be grateful if you…  We would appreciate it if you would …  In addition, I would like to receive …  It would be helpful if you… | Would you please send me…?  I would appreciate your immediate attention… | I am interested in (obtaining / receiving) …  Could you…?  Please, can you…? |
| **Refusing an invitation** | I am afraid I may not be… | I will not be able to come… | I cannot attend because… |
| **Apologizing** | I would like to apologize for…  I would like to apologize for…  Please accept my apologies.  Please accept my sincere apologies. | I am sorry for/about…  Please forgive me for… | Sorry, but…  Apologies, but I am sure you will understand… |
| **Complaining** | I/We regret to inform you that our order is overdue…  I would like to query the transport charges which seem unusually high… | I am writing to express my dissatisfaction with…  I am writing to express my annoyance with… | I am not happy about…  …was very disappointing. |
| **Closing Remarks** | If you have any further questions, please do not hesitate to contact me…  If I can be of any further assistance, | If you have any questions, contact…  If you require more information …  For further details … | Call/Mail me in case/if needed… |
| **Referring to future contact** | I look forward to hearing from you…  I would appreciate a reply…  An early reply would be appreciated. | Looking forward to hearing from you | See you soon… |
| **Thanking** | I cannot thank you enough.  No words can express my gratitude.  I am extremely grateful for…  I very much appreciate your… | Thank you.  Thanking you in advance. | Thanks.  Thank you.  Thank you very much. |
| **Attachments** | Please find attached… | I am attaching… | Attached is… |
| **Sign off** | Yours sincerely,  Yours faithfully | Yours sincerely,  Kind regards, | Regards,  Love, |

Now, read the sample emails.

Sample Email 1

| Subject: Job Inquiry |
| --- |
| To: [apple@iphone.com](mailto:apple@iphone.com) |
| CC: |
| BCC: |
| Date: March 20, 2021 |
| Hi there,  I want to know if you have any job openings. I have a certificate in coding from ABC College. i am also good with communication and people. Please call me at (403) 123-12233.  Thanks  R.G. Woods |

Questions:

1. What is the purpose of the email?

2. What formality is being used (formal, semiformal, informal)? How do you know?

3. How can this email be improved?

Sample Email 2

| Subject: Request to Review Job Application |
| --- |
| To: [apple@iphone.com](mailto:apple@iphone.com) |
| CC: |
| BCC: |
| Date: April 20, 2021 |
| To whom it may concern,  Please find enclosed my job application for jobs on your career website. I am new to Canada, but ready to work. I have good customer service skills and a degree in computer sciences. I can be reached at (403) 123-1223.  Thanks  J.C Taylor |

Questions:

1. What is the purpose of the email?

2. What formality is being used (formal, semiformal, informal)? How do you know?

3. How can this email be improved?

Sample Email 3

| Subject: Information Technology Specialist Posting #1456 |
| --- |
| To: [ibm@info.ca](mailto:ibm@info.ca%20) |
| CC: |
| BCC: |
| Date: April 19, 2021 |
| Dear Mr. Smith,  Thank you for reviewing my application for the Information Technology Specialist Posting 1456 shown on your company career portal.  Please find enclosed my job application for this position. I possess a certificate in Coding from The Immigrant Education Society completed in August 2021. I have front end and back end web development skills.  Thanks  J.C Taylor |

### **Activity 20: Cover Letters**

**Approximate Time:** 90 minutes

Much like emails, a cover letter introduces you to the employer. You must use formal language in a cover letter. In this activity, you will learn how to write an appropriate cover letter for a prospective employer.

https://www.youtube.com/watch?v=NUhDP30IRKk

1. **Parts of a Cover Letter – Vocabulary**

Read about the different parts of a cover letter. Then follow the instructions.

| **Address of Employer**  **Date**  **Your Address**  **Opening**   * To Whom It May Concern,/ Dear Sir or Madam (Used if no name is provided) * Dear Director John Jones (Use name provided)   **Reason for Writing**   * I am writing to express my interest in the [insert position] * I wish to apply for the position of … * I am writing in response to the advertisement for a [insert position]   **Introducing Yourself**   * I am currently working as… * At present, I am working for…where I am a … * I have been working in my current position for x years as a…   **Education**   * I graduated from the iCode Certificate Program at The Immigrant Education Society where I learned about… * I graduated from… * I hold a bachelor’s degree in… * I possess a high school diploma… * My first language is English. I also speak X proficiently.   **Best Candidate**   * I feel I am suitable for this role as I have … * I consider myself to be [insert talents, skills, or knowledge areas] * I am ambitious and keen to learn.   **Closing Comments**  Thank you for taking the time to consider my application.  I am available to discuss this opportunity further.  If you wish to contact me, you can do so by calling X or emailing X.  **Signing Off**  I look forward to hearing from you.  Sincerely,  Best regards, |
| --- |

**Directions**: Highlight unknown words from the cover letter. Complete the vocabulary form.

**New Vocabulary**

| **New Word** | **Part of Speech** | **Meaning** | **Use in a Sentence** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

1. **Job Search**

**Approximate Time**: 90 minutes

Directions: Visit any job search engine to find an IT position you are interested in. This can be Indeed Canada or Job Bank. Then, look at the requirements, skills, and abilities. See the example included.

**Sample Job Advertisement**

Graphical user interface, text, application, email

Description automatically generated

### **Questions (Use Skim and Scan Techniques):**

1. What is the job title?

2. What are the qualifications? Experience level?

3. List three skills needed for the position.

4. Now, look for a job of your own. Complete the Chart Below.

| **Questions** | **Answers** |
| --- | --- |
| What is the job title? |  |
| What are the qualifications? Experience level? |  |
| List three skills needed for the position. |  |

1. **Writing Your Cover Letter**

**Approximate time:** 90 minutes

Directions: using the cover letter template, write a cover letter for the job you found. Your cover letter should be no more than 2pages. Once completed, exchange your letter with a partner and give advice on what you like and what you think could be improved. Remember to use your modals of advice. Then type your cover letter for your employer

**Cover Letter Template**

**Address of Employer**

**Date**

**Your Address**

**Opening**

**Reason for Writing**

**Introducing Yourself**

**Education**

**Best Candidate**

**Closing Comments**

**Signing Of**

**Activity 21: Writing a Resume**

**Approximate Time:** 90 minutes

Writing a resume is like making a checklist of all your knowledge, skills, and experiences.

To help you get started in writing your own resume, visit Resume Genius [here](https://resumegenius.com/resume-samples/information-technology-it-resume-example). Then, look at the resume template included in this activity.

| Sunita Lall  Complete Mailing Address  Phone Number & Email  Purpose: to obtain an entry level position as an Information Technologist where my skills and abilities will be utilized and where I can grow in the company.  Competencies/Certifications  Education  Work Experience  References |
| --- |

There are many resume templates available in Microsoft Word to assist you. Here are some key rules about creating a resume.

**Resume Rules**

1. Do not include your photo. In Canada this is uncommon in most industries.

2. Use short verb clauses or statements to describe your former duties (e.g., worked with a team of seven).

3. Resumes for an entry level position are typically one to two pages in length.

4. Confirm your references before adding their names and phone numbers to your resume. This is usually a call or email to your former boss, instructor, or supervisor.

**B. Create a Resume**

Directions: Using the job posting you found in the previous activity, write a resume for yourself. Your instructor can assist you with the formatting.

**Activity 22:** Interview Preparation

**Approximate Time:** 50-60 mins

**Resource:** [Top Interview Tips Common Questions, Body Language and More](https://www.youtube.com/watch?v=HG68Ymazo18) (Indeed, 3, January 2020, 4:57)

Directions:

* 1. Watch the video [Top Interview Tips Common Questions, Body Language and More](https://www.youtube.com/watch?v=HG68Ymazo18)
  2. Listen to summarize (the gist). Then answer questions one and two only, of the note taking skills document.

**Part A: Note-Taking Skills**

**Date Notes Taken:**

**Title of Resource:**

**Author of Resource:**

**Date of Publication:**

| * + 1. **What is the main purpose of the video?** |  |
| --- | --- |
| * + 1. **What are three – four main points?** | A.  B.  C.  D. |
| * + 1. **What are some specific details of the video? Use point form.** | A.  B.  C.  D. |
| * + 1. **Summarize what you have learned from the video in one to two sentences.** |  |

3. Watch the video a second time. Listen for details (specific points). Then, answer questions three and four of the note-taking skills document. If necessary, listen to the audio a third time.

4. Be prepared to share your responses during your class discussion.

**Part B: Mock Interview**

Resource: Interview Sheet

Approximate Time: 90 minutes

In this activity, you will learn about the different types of interview questions and how to respond to these questions. This will prepare you for an interview for a position in the Information Technology sector. Then, you will think about examples you could use in an interview. Finally, you will practice responding to interview questions.

**Common Interview Questions**

| **Question** | **Purpose** |
| --- | --- |
| Tell us a little about… | To get information about your knowledge, skills, and experiences that are on the job posting. |
| Yes/No Questions | To get information about technical skills (e.g., if you have given a presentation, resolved an error, created websites) |
| What would you do if… | Assesses the candidate’s ability to think on his or her feet or to think critically. |
| Leading Questions  (e.g., As a representative of IBM, you will be required to…do you have skills in this area?) | Do not give a yes/no answer only. Give examples to support your response. |
| Multi-Questions  (two or more questions linked to the same topic) | These are two- or three-part questions which are normally about a sequence of tasks.  State the situation, steps you took and the results. |
| Behavior Questions - Uses Past Experiences to predict future behavior. | Give examples of positive work experiences to show how you would be a good candidate (e.g., communication, teamwork, processes, and procedures are usually good topics to practice) |

**Interview Questions – General Questions**

| **Questions** | **Response** |
| --- | --- |
| 1. Tell us about your coding experience. |  |
| 2. Have you ever developed a website or web application? |  |
| 3. What would you do if you receive an email from a colleague about an error message? |  |
| 4. As an IT specialist, you will be required to work with many people by phone and email, how will you ensure quality customer service? |  |
| 5. Tell us about a time you had to resolve an issue at work. What was your role, what did you do, and what was the result? |  |

**Extension Activity**

**Resource:** [16 Web Developer Interview Questions](https://www.roberthalf.com/blog/evaluating-job-candidates/16-web-developer-interview-questions-every-hiring-manager-should-ask)

**Approximate Time:** 30 minutes

**Directions**: Read [16 Web Developer Interview Questions](https://www.roberthalf.com/blog/evaluating-job-candidates/16-web-developer-interview-questions-every-hiring-manager-should-ask). Select one to three additional questions to respond to in an interview. Record them in the chart below.

| **Additional Interview Questions** | **Response** |
| --- | --- |
|  |  |
|  |  |
|  |  |

**C. Mock Interview – Role Play**

**Directions**: Read the scenario. Then, work with a partner and practice answering common interview questions. A is the interviewer and B is the candidate. Then, switch roles. You can use Task B to help you with the interview questions.

**Scenario**

You are applying for an entry level Coding position in Calgary, Alberta. Use your previous work experiences and experiences from the iCode Program at The Immigrant Education Society to answer the questions. The role of the employer, A, has already been written.

A: Good morning.

B:

A: Tell me about yourself.

B:

A: What are your strengths?

B:

A: Why are you applying for this job?

B:

A: Where do you see yourself in five years?

B:

A: Can you tell me briefly about some projects you’ve worked on? What did you do from start to finish?

B:

A: What do you do when an application stops working?

B:

A: How do you manage multiple tasks at one time?

B:

A: Tell me about a time you had to complete a task. What was the task? What was your role? What steps did you take? What was the result?

B:

A: What are your salary expectations?

B:

A: When are you able to start working?

B:

A: Do you have any questions for us?

B:

A: Thank you for your time. This concludes the interview. We will be in touch shortly.

**Activity 24:** Writing a good README.MD on GitHub

Students should have a useful descriptive readme.md file on their GitHub Repository. We will help you write and think of ideas you can add to your readme.md to showcase what you have learned to potential employers.

**Fill in this outline** :

Project Title:

Project Description:

How to install and run the project:

How to use the project:

1. read the article and see what they can improve on what they have written.
2. search on “all github” in the search bar to find other things that other readme.md have that they would like to add to their own.
3. make a list of all the ideas that are interesting to you. In a group, share what you have found with each other
4. Rewrite your readme.md with all your new information.
5. Break out into different rooms and ask students to share their new and improved readme.md with each other.

**Activity 25:** Project Presentation

**Directions: give a five-minute presentation about your web application and/or website. Include:**

1. a description
2. systems requirements
3. interface and tools used
4. privacy and accessibility considerations
5. what you did to troubleshoot challenges
6. plan to manage the application or website in the future

|  | **Excellent (9-10)** | **Good (7-8)**  **(Achieved)** | **Satisfactory (5-6)** | **Needs Improvement**  **(1-4)** |
| --- | --- | --- | --- | --- |
| Description of Web Development/Description of Application Development |  |  |  |  |
| Explanation of Systems Requirements |  |  |  |  |
| Explanation of Modifications Made |  |  |  |  |
| Explanation of Interface and Tools Used |  |  |  |  |
| Explanation of Privacy and compliance considered |  |  |  |  |
| Explain what happened when the app/website was tested. Was it successful? Why or why not? |  |  |  |  |
| Explain how you will manage the site or application. |  |  |  |  |
| Report: spelling, grammar, and punctuation. |  |  |  |  |

### Activity 26: More Mock Interviews

Approximate Time: 30 minutes

#### Task A: Common Interview Questions

**Resource:**Doyle, A. (2019). *Information Technology (IT) Job Interview Questions. Retrieved from* <https://www.thebalancecareers.com/information-technology-it-job-interview-questions-2061206>

**Directions**: read the article, IT Job Interview Questions. Then, look up the definitions for each unknown word and add to the glossary in Moodle.

| **Question** | **Purpose** |
| --- | --- |
| Tell us a little about… | To get information about your knowledge, skills, and experiences that are on the job description. |
| Yes/ No Questions | To get information about technical skills (e.g., if you have used HTML, CSS) |
| What would you do if… | Assesses the candidate’s ability to think on his/her feet or think critically |

| Multiple questions or more questions linked to the same topic | These are two or three-part questions, which are normally about a sequence of tasks (e.g., state the situation or task, steps you took, and the results) |
| --- | --- |
| Behavior questions – uses past experiences to predict future behaviours | Give examples of positive work experiences to show how you would be a good candidate (e.g., communication, teamwork, and following processes and procedures are good examples to focus on) |

 Task B: Responding to Interview Questions

**Resource: STAR Interviews** [**https://youtu.be/qKBubKO-798**](https://youtu.be/qKBubKO-798)

**Directions:**Think about the reflection questions below, then write your response. Then, watch the STAR Interview video.

| **Question** | **Response** |
| --- | --- |
| 1. Tell us a little about your IT experience. |  |
| 2. Have you ever maintained a website? |  |
| 3. What would you do if you are running behind on a project? |  |

| 4. Tell me about a time you had a misunderstanding or work difficulty with a co-worker. What was the situation? What steps did you take to resolve the problem? What was the result? |  |
| --- | --- |

### B. STAR Interview Practice

**Approximate Time: 30-45 minutes**

**Directions:**Read the scenario. Then, work with a partner and practice answering common interview questions. A is the interviewer and B is the candidate. Then, switch roles. You can use Task B to help you with the interview questions.

Scenario

You are applying for an Entry Level Information Technologist position in Red Deer, Alberta. Use your previous work experiences and experiences from the iCode Program at The Immigrant Education Society to answer the questions. The role of the employer, A, has already been written.

A: Good morning.

B:                                                                                                                                                                 A: Tell me about yourself?

B:                                                                                                                                                                A: What are your strengths?

B:                                                                                                                                                                 A: Why are you applying for this job?

B:                                                                                                                                                                 A: Where do you see yourself in five years?

B:

A: This position requires strong attention to detail and ability to work with others. Please describe your attention to detail and experience in a team activity.

B:

A: Tell me about a time when you had to complete a difficult task. What did you do and what was the result?

B:                                                                                                                                                                A: What are your salary expectations?

B:

A: When are you able to start working?

B:

A: Thank you for your time. This concludes the interview. We will be in touch shortly.

 Activity 24: Student Practicum Schedule & Emergency Contact Form

Approximate Time: 30 minutes

1. **Schedule**

**Directions:** complete the practicum schedule and submit it on Moodle to the instructor.

|  | **Sunday** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 6:30am |  |  |  |  |  |  |  |
| 7:30am |  |  |  |  |  |  |  |
| 8:30am |  |  |  |  |  |  |  |
| 9:30am |  |  |  |  |  |  |  |
| 10:30am |  |  |  |  |  |  |  |
| 11:30am |  |  |  |  |  |  |  |
| 12:30pm |  |  |  |  |  |  |  |
| 1:30pm |  |  |  |  |  |  |  |
| 2:30pm |  |  |  |  |  |  |  |
| 3:30pm |  |  |  |  |  |  |  |
| 4:30pm |  |  |  |  |  |  |  |

**B. Student Emergency Contact Form**

Approximate Time: 30 minutes

**Directions:** complete the emergency contact form and submit it on Moodle to the instructor.

| Student Worker’s name: | Student Work Address: |
| --- | --- |
| Supervisor’s name: | Supervisor’s Phone Number:  Supervisor’s Email Address: |
| Student’s Phone Number: | Emergency Contact Name 1:  Emergency Contact Phone Number 1: Emergency Contact Email Address 1: |
| The Immigrant Education Society Emergency Contact: | The Immigrant Education Society Emergency Contact Number: |

### Lesson 7 Reflection

Approximate Time: 15 minutes

Reflection Questions

1. What is one question that you still have?
2. What is one thing new that you learned today?

## 