**Topic 1: Write a paragraph (120-140 words) about the rules and principles in a code of ethics in a technology company (list the rules/ principle, explain and give examples)**

1. What are the rules and principles in a code of ethics?

2. How can you explain those?

3. What are examples of those?

4. How do the rules and principles influence your work?

*5.* How is the working environment you want to work?

6. Do you think they are important in your work?

All companies and businesses have a code of ethics to ensure professional behaviors for their employees. Here are some rules and principles in a code of ethics that IT professionals should follow. First, respect intellectual property.This means you should apply for a patent, register for a trademark or copyright for your invention to protect your ownership of that work. In addition, you are not allowed to plagiarize, copy or duplicate others’ works. Second, respect to others’ privacy. It’s important for you not to read your colleagues’ emails and always withhold your customers’ personal information. Finally, obey the law. You must follow the rules of the company such as arriving on time, dressing suitably, turning off the computer before leaving work, …Code of ethics is really important for all companies because it can help employees work honestly and with integrity, which may create a more harmonious work environment.

Tất cả các công ty, doanh nghiệp đều có bộ quy tắc đạo đức để đảm bảo hành vi chuyên nghiệp cho nhân viên của mình. Dưới đây là một số quy tắc và nguyên tắc trong bộ quy tắc đạo đức mà các chuyên gia CNTT nên tuân theo. Đầu tiên, hãy tôn trọng quyền sở hữu trí tuệ. Điều này có nghĩa là bạn nên nộp đơn xin cấp bằng sáng chế, đăng ký nhãn hiệu hoặc bản quyền cho phát minh của mình để bảo vệ quyền sở hữu tác phẩm đó của bạn. Ngoài ra, bạn không được phép đạo văn, sao chép hoặc sao chép tác phẩm của người khác. Thứ hai, tôn trọng quyền riêng tư của người khác. Điều quan trọng là bạn không được đọc email của đồng nghiệp và luôn giữ kín thông tin cá nhân của khách hàng. Cuối cùng là tuân theo pháp luật. Bạn phải tuân thủ các nội quy, quy định do công ty đưa ra như đến đúng giờ, ăn mặc chỉnh tề, tắt máy tính trước khi tan làm,…Quy tắc đạo đức thực sự quan trọng đối với tất cả các công ty vì nó có thể giúp nhân viên làm việc trung thực và chính trực, điều này có thể tạo ra một môi trường làm việc hài hòa hơn.

**Topic 2: Write a brief instruction (120-140 words) to register copyright in IT**

1. What are the files you need to have?

2. Where do you need to go to?

3. What steps do you do?

4. How much do you pay?

5. Do you think it is important to register copyright in IT? Why (not)?

You should copyright your invention as soon as it is completed to protect ownership of your work. (1) To register copyright, you need to prepare a number of documents including: application form, certified copy of ID and two original works, etc. (2) Then, you bring all documents to Vietnam copyright agency and follow these steps. (3) First, you fill out the application form and pay the fee. (4) The copyright registration fee depends on the specific type of your work. After payment is complete, your application form will be attached with an application number. Next, you will have to wait 30 days. If there are no objections, the copyright office examiner will examine your registration carefully. If no similarity is found, your registration is approved. Finally, you receive an extract from the Registrar's Office. (5) Copyright registration is really important because it not only protects your work from dishonesty but also protects your rights and intellectual property.

Bạn nên đăng ký bản quyền cho phát minh của mình ngay khi nó được hoàn thành để bảo vệ quyền sở hữu tác phẩm của bạn. (1) Để đăng ký bản quyền, bạn cần chuẩn bị một số tài liệu bao gồm: đơn đăng ký, bản sao có chứng thực CMND và hai tác phẩm gốc, v.v. (2) Sau đó, bạn mang toàn bộ tài liệu đến cơ quan bản quyền Việt Nam và làm theo các bước sau. (3) Đầu tiên, bạn điền vào mẫu đơn đăng ký và nộp phí. (4) Phí đăng ký bản quyền tùy thuộc vào loại tác phẩm cụ thể của bạn. Sau khi thanh toán hoàn tất, mẫu đơn đăng ký của bạn sẽ được đính kèm với số đơn đăng ký. Tiếp theo, bạn sẽ phải đợi 30 ngày nếu không có phản đối. Nếu không có sự phản đối nào, giám định viên của văn phòng bản quyền sẽ kiểm tra việc đăng ký của bạn một cách cẩn thận. Nếu không tìm thấy sự tương đồng, đăng ký của bạn được chấp thuận. Cuối cùng, bạn nhận được một bản trích xuất từ ​​Văn phòng Đăng ký. (5) Đăng ký bản quyền thực sự quan trọng vì nó không chỉ bảo vệ tác phẩm của bạn khỏi sự thiếu trung thực mà còn bảo vệ quyền lợi và sở hữu trí tuệ của bạn.

**Topic 3: Describe the steps to develop a piece of software you know well (120-140 words)**

1. What software do you want to describe?

2. What is this software used for?

3. How many steps are there?

4. What are the steps?

5. What notes do you need to consider? (if necessary)

(1) Google chrome is a cross-platform web browser developed by Google. (2) It is used to access websites on the Internet. (3) There are 6 main steps to develop Google Chrome including planning, analysis, design, development, testing, maintenance. (4) In the first planning step, the developer collects information from the customer and builds an overview of the software. The second step is analysis, the software is carefully analyzed to ensure that it will eventually function properly. The design step basically builds the architecture of the software. The next step – development, is coding and converting design documents into actual software. The testing phase evaluates the software for bugs and errors. In the final step - maintenance, the software will be regularly maintained and upgraded to adapt to changes. (5) Before developing your app, remember to research the market carefully as it can help you avoid making many mistakes in the first place.

**Topic 4: Write a paragraph (120-140 words) to** **give instruction to install computer software or hardware**

**1.** What computer software/ hardware do you want to install?

2. What is computer software/ hardware used for?

3. How many steps are there?

4. What are done in each step?

5. What notes/ cautions do you need to consider? (if necessary)

**(1)** I would like to talk about some steps to install Google Chrome. **(2)** Google Chrome is used for accessing the World Wide Web. **(3)** You can easily install Google Chrome by following four simple steps below. **(4)** First, access the Google Chrome website. Then click on the blue box that says "Download Chrome." When the executable file has been downloaded, double click on this file to make the installation run. Now, you just need click on ‘Next’ and follow the onscreen instructions to complete the installation. Finally, reboot your PC if prompted. **(5)** Before you start to install Chrome, you must check if Chrome supports your operating system. In addition, an Internet connection is required during installation, so always keep your computer stay connected to the Internet.

(1) Tôi xin nói về một số bước cài đặt Google Chrome. (2) Google Chrome được sử dụng để truy cập World Wide Web. (3) Bạn có thể dễ dàng cài đặt Google Chrome bằng cách thực hiện theo bốn bước đơn giản dưới đây. (4) Đầu tiên truy cập vào trang web Google Chrome. Sau đó nhấp vào hộp màu xanh có nội dung "Tải xuống Chrome". Khi tệp thực thi đã được tải xuống, hãy nhấp đúp vào tệp này để chạy cài đặt. Bây giờ, bạn chỉ cần nhấp vào ‘Tiếp theo’ và làm theo hướng dẫn trên màn hình để hoàn tất cài đặt. Cuối cùng, khởi động lại PC của bạn nếu được nhắc. (5) Trước khi bắt đầu cài đặt Chrome, bạn phải kiểm tra xem Chrome có hỗ trợ hệ điều hành của bạn hay không. Ngoài ra, cần có kết nối Internet trong quá trình cài đặt, vì vậy hãy luôn giữ cho máy tính của bạn luôn kết nối với Internet.

**Topic 5: Write a paragraph (120-140 words) to describe a computer maintenance procedure (at least two components).**

**1.** What computer components are maintained?

2. How often is each component maintained?

3. What activities are done in each component’s maintenance?

4. What is the most important step in maintenance procedure?

5. Why is the maintenance necessary?

Computer maintenance is important to keep your computer running well. (1) We need to maintain all parts of the computer, including software. (2) Maintenance frequency depends on the type of component. (3) For internal components, every 6 to 12 months we should use an air compressor to blow dust out of the case or use a dry cloth to clean the power supply, hard drive, motherboard, etc. .. For external components, every month, we should use a dry cloth to clean the screen, keyboard and mouse. For software, you should scan for viruses, update the operating system, and run disk cleanup to delete unnecessary files on a regular basis. (4) All operations are of equal importance because without one of them, the computer cannot function at its best. (5) The average lifespan of a computer is 5 to 6 years; however, it can last 7 to 8 years if stored properly. So, remember to maintain your computers regularly to prolong their lifespan.

Bảo trì máy tính là việc quan trọng để giữ cho máy tính của bạn hoạt động tốt. (1) Chúng ta cần bảo trì tất cả các bộ phận của máy tính, bao gồm cả phần mềm. (2) Tần suất bảo trì thay đổi tùy theo loại thành phần. (3) Đối với linh kiện bên trong, định kỳ 6 đến 12 tháng chúng ta nên sử dụng máy nén khí để thổi bụi ra khỏi thùng máy hoặc dùng khăn khô để lau chùi bộ nguồn, ổ cứng, bo mạch chủ, v.v... Đối với linh kiện bên ngoài, mỗi lần Tháng, chúng ta nên dùng khăn ẩm để lau màn hình, bàn phím và chuột. Đối với phần mềm, bạn nên quét virus, cập nhật hệ điều hành và chạy dọn dẹp ổ đĩa để xóa các file không cần thiết một cách thường xuyên. (4) Mọi thao tác đều có tầm quan trọng như nhau vì thiếu một trong số chúng thì máy tính không thể hoạt động tốt nhất. (5) Tuổi thọ trung bình của máy tính là từ 5 đến 6 năm; tuy nhiên, nó có thể tồn tại từ 7 đến 8 năm nếu được bảo quản đúng cách. Vì vậy, hãy nhớ bảo trì máy tính thường xuyên để kéo dài tuổi thọ của chúng.

**Topic 6: As a member of a testing team, write a review (120-140 words) on an IT product that you know well.**

1. What is the name of the product?

2. What do you think of its features (design, color, size, shape, durability, image quality, ….)?

3. What is your opinion on its performance?

4. What are its pros and cons?

5. What is your recommendation to improve this product?

**(1)** Now, I would like to review iPhone 12 pro max. **(2)** The phone features a new flat-sided design, which makes it look more industrial and brings a solid feel. However, compared to its previous versions, it is a bit less comfortable to hold. Besides the tradional colors such as black, white and gold, the phone is also available in four more colors: Graphite, Gold, Silver and Pacific Blue providing users with various color choices. **(3)** When it comes to performance, the phone is powered by A14 Bionic chip and has 8GB of Ram with the starting storage of 128GB, which allows users to browse, upload and download faster. In terms of battery life, the phone supports for 65W fast-charging and its battery can last up to 17 hours. **(4)** From the above features, it can be said that the iPhone 12 Pro Max is really beautiful, has long battery life and top-notch performance. **(5)** However, it feels almost too large, quite heavy and expensive. Therefore, it’s recommended that the developers should reduce the cost to be suitable with people from all walks of life.

**Topic 7:** **Write a paragraph (120-140 words) about the procedures for handling a customer’s complaint.**

Explain what should a support technician should or shouldn't do in each step

* Greeting
* Active listening
* Gaining agreement
* Apologizing, empathizing and assuring
* Problem solving
* Confirmation

All support technician must follow this procedure for handling a customer’s complaint. The first step is ***greeting*** the customer and identifying yourself. A good greeting should contain the information such as your name, position, company name. The second step is ***active listening***. In this step, you need listen to the customer’s complaint and collect necessary information such as customer’s name, phone number and specifics of the problem. The third step is ***gaining agreement***. You need to summarize the customer’s issue and confirm that you have the correct information. The fourth step is ***apologizing, empathizing and assuring***. Offer an apology if the problem is caused by the company or one of your products. Always show your empathy and assure the customer that we will do everything to help them. The next step is ***problem solving***. Remember to handle the customer’s problem as quickly as possible. If the customer wants you to call back later, end the conversation with a friendly tone and work on the issue. The final step is ***confirmation***. In this step, you need to ensure that the issue has been resolved to customer’s satisfaction.

**Topic 8: Write a paragraph (120-140 words) about codes of ethics, responsibilities, skills, qualifications/ degrees needed for your future job.**

1. What is your major and your future job option?

2. What are your job responsibilities?

3. What degree/ qualifications do you need to have to get a good job?

4. What skills do you need to have for your future job?

5. What codes of ethics should you follow in your future job?

**(1)** Now, I’m the third-year student majoring in Information Technology at HaUI. This major provides me a lot of job choices such as programmer, webmaster, computer security specialist … **(2)** After graduation, I would like to become a web designer who is responsible for designing websites. **(3)** Besides the bachelor’s degree in IT, I need to obtain some international certificates such as IELTS or TOEIC which will help to beautify my CV and make it outstanding from other applicants. **(4)** Furthermore, it’s also necessary to equip myself with important skills such as teamwork, problem-solving, communication skill... **(5)** To become a professional web designer, I myself must follow a code of ethics. First, I must obey the laws and policies set by the company. Besides, it’s important to respect intellectual property by saying no to plagiarism or duplicating. Information Technology is a broad and hard field; therefore, from now I’ll have to try my best to accumulate knowledge and work-related skills to become an excellent web designer in the future.

**Topic 9: Write a paragraph (120-140 words) about tips for a perfect CV.**

**You should mention:**

* Style, Format and Tone
* Grammar, Spelling and Punctuation
* Heading/ Personal information
* Work experience
* Education
* Skills
* References
* …

When it comes to creating a perfect CV, attention should be given to several key elements. First, it's important to choose a professional tone and use a clear layout with headings so it is easy to read. Besides, remember to check carefully for any spelling or grammar mistakes as they can make a bad impression. Typically, a CV should be no longer than two pages and has six sections, including: objective/ summary statement, personal information, education, work experience, skills and references. You should start with a short statement about what you want to achieve in your career. Then, include your personal info like your full name, phone number, email and address. In the education section, you should list your academic qualifications, certifications, and language proficiency. When detailing your work experience, you should emphasize any relevant work experience, internships, or part-time jobs. In the skills section, highlight both technical and soft skills related to the job, providing examples where possible. You can also mention references if you have them. It's important to avoid writing irrelevant information such as personal details or hobbies, and also ensure that the CV is free of errors.

**Topic 10:** **Talk about some tips for a successful job interview.**

**Suggested questions:**

1. What should you prepare for a job interview? (outfit, application packet – CV, cover letter, copies of qualification, medical report, company research, etc.)

2. What should you do to stay calm and confident before the interview?

3. How do you make a good first impression in the job interview?

4. What are the things to avoid doing or saying during the job interview?

5. What questions should you ask the interviewers at the end of the job interview?

A successful interview requires preparation, confidence, and professionalism. Before the interview, you should research the company and the position to gain a better understanding of what they're looking for in an employee. Besides, it’s important to review the job description and think about how your skills and experiences match the requirements of the position. Remember to practice answering common interview questions, so you can be calm and speak confidently about your experiences, achievements as well as your strengths in the interview. On the day of the interview, make a good first impression by arriving early, dressing appropriately and make sure you have all the necessary documents, such as your resume, cover letter, and references. During the interview, listen carefully to the questions and answer them thoughtfully, and remember to avoid negative comments about previous employers or colleagues. At the end of the interview, you should ask some relevant questions to demonstrate your interest in the role and the company, for example: “When will I get the result of the interview?” Or “How does the company measure success for this position?” By following these tips, you can present yourself as a strong candidate and increase your chances of landing the job.