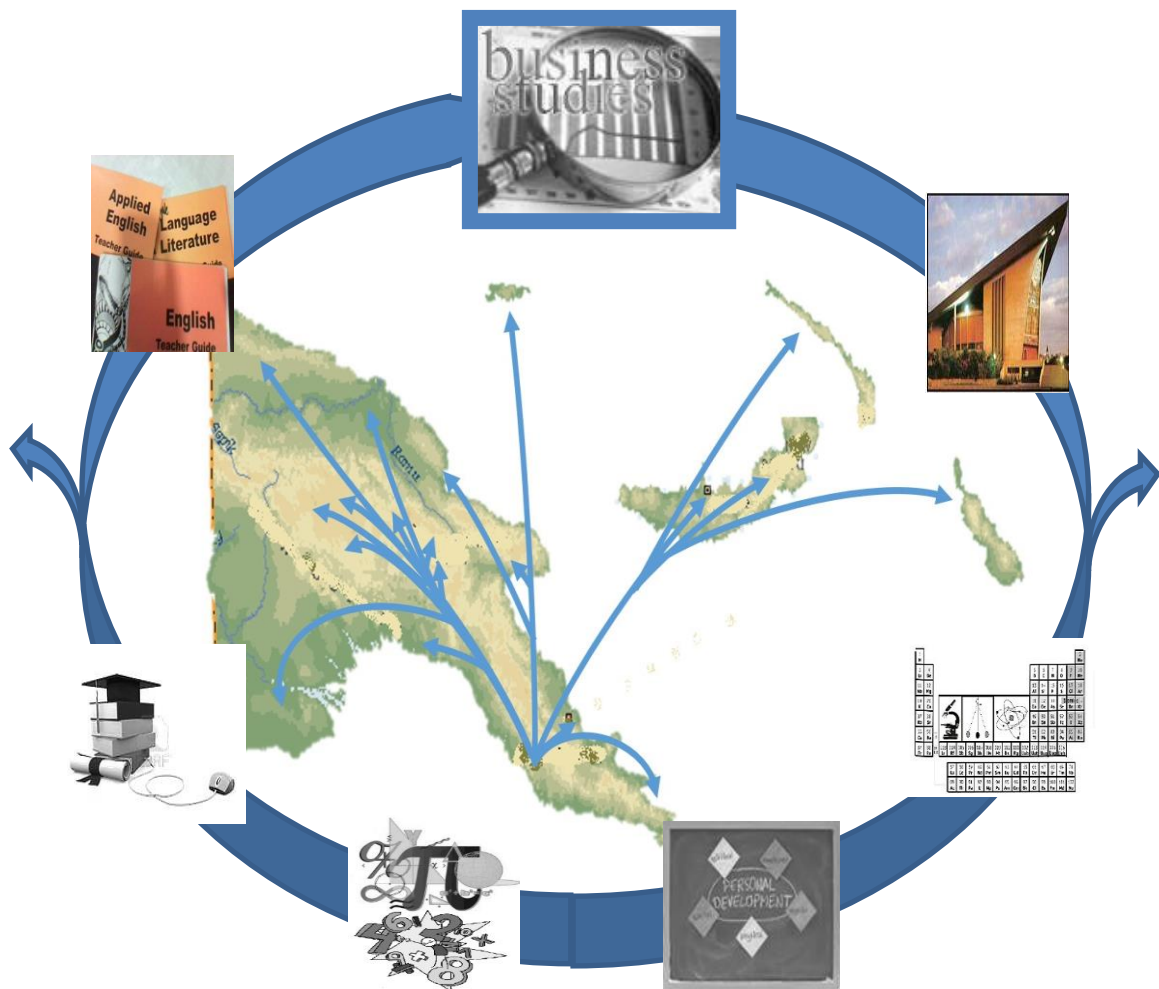




DEPARTMENT OF EDUCATION

GRADE 11 BUSINESS STUDIES

MODULE 1 PREPARING FOR THE FUTURE 1



FODE DISTANCE LEARNING



PUBLISHED BY FLEXIBLE OPEN AND DISTANCE EDUCATION
PRIVATE MAILBAG, WAIGANI, NCD
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GRADE 11

BUSINESS STUDIES

MODULE 1

PREPARING FOR THE FUTURE 1

TOPIC 1: THE JOB FILE FOLDER

TOPIC 2: APPLYING FOR A JOB

TOPIC 3: THE JOB INTERVIEW

TOPIC 4: EMPLOYMENT PROSPECTS



Acknowledgements

We acknowledge the contributions of all Primary Teachers who in one way or another helped to develop this course.

Our profound gratitude goes to the former Principal, Mr Demas Tongogo for leading FODE team towards this great achievement. Special thanks to the staff of MAL and Business Studies Department of FODE who played an active role in coordinating writing workshops, outsourcing lesson writing and editing processes.

We also acknowledge the professional guidance provided by Curriculum and Development Assessment Division throughout the processes of writing and, the services given by member of the Primary Section and Academic Committees.

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DIANA TEIT AKIS

PRINCIPAL



Flexible Open and Distance Education
Papua New Guinea

Published in 2017

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Papua New Guinea

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SECRETARY'S MESSAGE

Achieving a better future by individual students and their families, communities or the nation as a whole, depends on the kind of curriculum and the way it is delivered.

This course is part and parcel of the new reformed curriculum. The learning outcomes are student – centred and allow them to be demonstrated, assessed or measured.

It maintains the rationale, goals, aims and principles of the national curriculum and identifies the knowledge, skills, attitudes and values that students should achieve.

This is a provision by Flexible, Open and Distance Education as an alternative pathway of formal education.

The course promotes Papua New Guinea values and beliefs which are found in our Constitution, Government policies and reports. It is developed in line with the National Education Plan (2005 -2014) and addresses an increase in the number of school leavers which has been coupled with a lack of access to secondary and higher educational institutions.

Flexible, Open and Distance Education curriculum is guided by the Department of Education's Mission which is fivefold:

- To facilitate and promote the integral development of every individual
- To develop and encourage an education system which satisfies the requirements of Papua New Guinea and its people
- To establish, preserve and improve standards of education throughout Papua New Guinea
- To make the benefits of such education available as widely as possible to all of the people
- To make the education accessible to the poor and physically, mentally and socially handicapped as well as to those who are educationally disadvantaged.

The college is enhanced to provide alternative and comparable pathways for students and adults to complete their education through a one system, many pathways and same outcomes.

It is our vision that Papua New Guineans harness all appropriate and affordable technologies to pursue this program.

I commend all those teachers, curriculum writers and instructional designers who have contributed so much in developing this course.



DR. UKE KOMBRA PhD
Secretary for Education



STUDY GUIDE

- Step 1: Start with Topic 11.1.1, study the first sub-topic notes and do the Learning Activities as you go along. Turn to the back of your module to correct the answers of your learning activities.
- Step 2: When you have completed the first sub-topic notes, then, you can move on to the next subtopic. Continue to do the Learning Activities as you go along. Turn, to the back of your module to correct the answers of your learning activities.
- Step 3: If you make any mistake, go back to the notes in your module and revise the notes well and try to understand why you gave an incorrect answer.
- Step 4: After completing your topic 11.1.1, then complete the Topic Test in the Assessment Book.
- Step 5: Go to Topic 11.1.2 and repeat the same process in steps 2, 3 and 4 until you complete your second topic. You will also repeat the same process until you complete your four (4) topics.
- Step 6: After you have completed your four (4) topics, do also the Module Examination in the Assessment Book.
- Step 7: Check through your Assessment Book, when you are satisfied, then submit your Assessment Book to your Provincial Centre for marking.

Study Schedule

Here is the Study Schedule. It will guide you to complete your module and its assessment.

WEEKS	TOPICS/SUBTOPICS	ASSESSMENT	COMMENTS
1-2	Topic 11.1.1	Topic 11.1.1 Test	
3-4	Topic 11.1.2	Topic 11.1.2 Test	
5-6	Topic 11.1.3	Topic 11.1.3 Test	
7-8	Topic 11.1.4	Topic 11.1.4 Test	
9	Topic 11.1.5	Module Examination	
10	Submit your Assessment Book 1 to your Provincial Centre for marking.		

Remember

As you complete each lesson, tick the box on the contents page. This shows what you have done and what you still have to do for each Topic.

All the best and enjoy your studies with FODE- Business Studies.



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MODULE 11.1 PREPARING FOR THE FUTURE

MODULE INTRODUCTION

This module focuses on preparing you to contribute and participate meaningfully as a worker in any organisation both in the formal and informal economies. Throughout this unit, you will learn how to acquire the power of positive thinking about yourself. You are also given the opportunity to learn about the importance of compiling and developing a job file folder. This module further enables you to develop the necessary job search skills in preparation for the future.



Broad Learning Outcomes

On successful completion of this module, you will be able to:

- Identify essential and relevant documents for a job file folder.
 - Develop the skills that will help you to use the job file to apply for jobs.
 - Identify steps, procedures and appropriate skills for successful interviews.
-



Time Frame

This module should be completed within 10 weeks.

If you set an average of 3 hours per day, you should be able to complete the unit comfortably by the end of the assigned week.

Try to do all the learning activities and compare your answers with the ones provided at the end of the module. If you do not get a particular exercise right in the first attempt, you should not get discouraged but instead, go back and attempt it again. If you still do not get it right after several attempts then you should seek help from your friend or even your tutor. Do not pass any question without solving it first.



Unit 11.1.1 The Job File Folder

This topic will help prepare you to secure employment in the future. You will learn about the different ways to finding a job. You will be taught how to keep a job file folder.



Learning Outcomes;

On successful completion of this topic, you should be able to:

- define what a job file folder is.
 - develop and finalize a job file folder.
 - list ways of finding a job.
-



Introduction

Some students who make it to Grade 12 would likely to enter university and get a degree before applying for a job. As our economy develops, new jobs are being created. However, finding a job will not be an easy task. The starting point is to look within yourself. It is not a matter of what opportunities already exist “out there” in the area you live. It is not even a matter of further study or training you are able to do, although this is still an important consideration. By now you should have some idea of the kind of person you are.

Employment opportunities for Grade 12 leavers are reasonable with effective job-search techniques and thorough preparation. However, without any skills, training or work experience after leaving school, you should not expect a high paying job. You will have to start from the bottom and work your way up.



11.1.1.1 What is a job folder?

If you are a genuine job seeker, you need to organize your documents in an orderly way. You need to keep them in a place where you can easily retrieve or take out these folder when needed. It is wise to keep all your important documents together in one place. The best way to do this is by using a folder. A hard cover or handy folder is a good place to keep these documents. A folder that can be closed offers more protection than a simple manila folder. Stationery shops sell clear pocket folders which are ideal for this purpose. You can buy one and label it as '*Job File Folder*'. A **job folder** contains all the documents needed to help in your job search.

Organising your documents

A good filing system will help you to organize your documents systematically. This makes it easy to store and retrieve files. Once you have identified a folder to be used, you can start filing all your documents that can help you in your job search. These include documents such as:

- Copies of application letters that you may have already sent.
- Resume' or Curriculum Vitae.
- certificates (birth certificate, educational certificates)
- Character references.
- Any special award letters.
- School assessment reports especially the latest ones.
- Any other documents relating to your job search.



Figure 1.1. Organising documents.

Source: Business Studies for Melanesia-2010.

Advantages of a job file folder

There are several advantages of having a job folder;

- It is easier to apply for a job vacancy as all documents are in one folder.
- It is easier during interview to retrieve documents when needed.
- It is easier to update your Curriculum Vitae whenever needed.
- All documents are safe and you can easily carry them around.

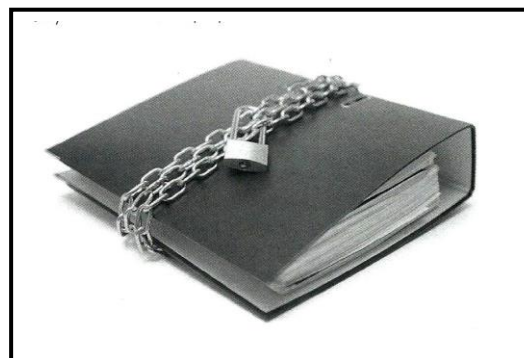


Figure 1.2. Confidential information.

Source: Business Studies for Melanesia-2010.



Confidentiality of information

The documents contained in the job folder are confidential in nature. The word **confidentiality** (*pronounced con-fid-ench-ual-ity*) refers to respecting the privacy of information about another person. All the documents that you file in this folder are confidential. You need to keep it in a safe place. If the folder falls into the wrong hands; this may have an adverse effect on your personal life for instance **impersonation**. Impersonation is to do with copying somebody else's personal information for one's own gain. When you are carrying the folder for job interview, extra care must be taken so that you do not misplace it or leave it somewhere.

The information contained in the folder is personal such as the Curriculum Vitae and school certificates. You supply this information only to a prospective employer assuming that it will only be used for the intended purpose and will not be disclosed to anyone else. This is called *privacy*.

In developed countries privacy laws are very firm. If you can prove that someone has used your personal information for some other purpose, you can sue that person. Extra care should be taken when posting Curriculum Vitae to internet job sites because identity theft, selling Curriculum Vitae to other people and similar scams are common on such sites. From your end take precaution (care) not to disclose confidential information in your curriculum vitae that may affect your personal life adversely (badly). On the other hand, you also have a duty not to disclose somebody else's confidential information to others.

Presentation of the documents

All the documents in the folder should be kept in a clean condition. When you are writing them out, it is important to set out your resume (pronounced res-ium-i) and any letters of application as clearly and neatly as you can. If you can have your documents typed, this can help in their presentation. Most employers would prefer a typed Curriculum Vitae or letter because it is neatly presented.

It is wise to keep all your documents together in one place. There are several ways in which you could store your documents.

- You can keep the documents in a strong folder. A folder that can be closed offers more protection than a simple manila folder.
- You can also keep documents in a clear pocket folder.
- You can also keep electronic copies in your computer if you have one or in a flash drive which you could carry around with you and use it whenever you need.



11.1.1.2 Developing and finalizing a job file folder



Figure 1.3. Documents stored in a job file folder.
Source: Business Studies for Melanesia-2010.

Contents – what should be in the folder?

Any document that can help you get a job should be kept in your folder. These include documents such as:

1. Certificates (birth certificate, educational certificates)

A **birth certificate** is a vital (important) record that documents the birth of a child. The term "birth certificate" can refer to either the original document certifying the circumstances of the birth or to a certified copy of or representation of confirming the registration of that birth. It is now very important to have a birth certificate. If you do not have one yet you need to register your birth with the Office of Civil Registry in order to be given a birth certificate.

An **academic certificate** is a document that certifies that a person has received specific education or has passed a test or series of tests. In many countries, a high school certificate is a qualification attained in secondary education. Your academic certificates are very important. As you complete certain level of education you will receive one and so you need to keep it safe always such as Grade 8, 10 or 12 school certificates.

2. Resume' or Curriculum Vitae

A **résumé** is a document used by persons to present their backgrounds and skills. Résumés can be used for a variety of reasons, but most often they are used to secure new employment. A typical résumé contains a summary of relevant job experiences and education. The résumé is usually one of the first items, along with a cover letter and sometimes an application for employment, which a potential employer sees regarding the job seeker and is typically used to screen applicants, often followed by an interview. The résumé is comparable to Curriculum Vitae (CV) in many countries, however, it is substantially shorter than a Curriculum Vitae.



3. References

Potential employers often ask job applicants for references or recommendations, so that their suitability can be verified (prove) independently. The references can be a written letter, but are often just a contact telephone number. Employers can ask for professional references, which are from former employers, or for character references, from people of distinction positions such as doctors or teachers. The source of the reference must be well known to the applicant and able to vouch for or assure their abilities during employment. You can state the names of your referees on your Curriculum Vitae and their contact details.

4. Any special award letters – example; outstanding leadership award, sports man woman of the year award and so on.

5. Cover letter/ letter of application

A **cover letter** is a letter of introduction attached to, or accompanying other document such as a résumé or curriculum vitae.

6. Copies of application letters that you may have already sent.

7. School assessment reports especially the latest ones.

8. Any other documents relating to your job search.

Advantages and disadvantages of the methods of filing job file folder.

Method of file	Advantages	Disadvantages
Folder	<ul style="list-style-type: none"> - Hard copies are kept. - Easy to retrieve when needed. 	<ul style="list-style-type: none"> - Can easily get spoilt if not looked after well. - If stolen it will be difficult to get back.
Computer	<ul style="list-style-type: none"> - Soft copies are kept. - Can be easily adjusted when needed .For example, CV. 	<ul style="list-style-type: none"> - Risky to carry around - Once data is lost they will be difficult to retrieve.
Flash Drives	<ul style="list-style-type: none"> - Can store most information - Easy to be carried around - Only soft copies are kept - Documents can easily be adjusted to suit the purpose. 	<ul style="list-style-type: none"> - Would be difficult to obtain hard copy if asked for during interview. - Once lost through theft other people can use data in it for their own gain. - Can be easily corrupted by virus.

Table 1.2. Advantages and disadvantages of the methods of filing job file folder.

Source: Business Studies for Melanesia-2010.

Finalizing a Job File Folder

Once you have your relevant documents filed neatly in a folder or stored in a computer or saved in a flash drive, you can always use them to apply for a job where possible.

Let us imagine that you see an advertisement for a job you are interested in. The advertisement will describe the type of work to be carried out. It will usually describe the



type of person needed – the qualifications and experiences of the person required. It will invite interested people to send in a letter of application for the job. You can now file your application for the advertised position by retrieving information from your job folder.

Turn to the next page to see what a job file folder may include.

A job file folder may include;

1. Curriculum Vitae
2. Cover letter
3. References
4. Certificates

Curriculum Vitae

Nowadays, when people apply for a job, they usually send curriculum vitae (CV) and a covering letter. A **Curriculum Vitae** is a short description of a person's education, training and work experience. It may also provide other relevant information when applying for a job. You should type your Curriculum Vitae and have it checked by an experienced person(s) for any mistakes. You may also include more information if you like – for example, your list of hobbies or interests and other activities outside of your work. For example, you may be a member of a sporting club, or a committee member. You may also enclose a small photograph (*ID size photo*) of yourself.

Once you write your Curriculum Vitae, it can be used whenever you apply for a job. You do not have to write a new one each time. All that you need to do is write a covering letter. It is important, however, to revise your Curriculum Vitae regularly, and keep it up to date.



Study figure 1.4 on the example of a Curriculum Vitae.

CURRICULUM VITAE

Curriculum vitae	
Joe Andy	
<div style="border: 1px solid black; padding: 5px; width: fit-content;">ID size photo here</div>	
PERSONAL DETAILS	
NAME:	Joe Andy
DATE OF BIRTH:	28 th April 1987
ADDRESS:	c/o P O Box 172, Goroka, EHP
PHONE CONTACTS:	3235657 or Mb: 7000322
MARITAL STATUS:	Single
EDUCATION	
2012	Lae Technical College PETT Clerical Course: Credit in Book keeping and Math A.
2010 – 2011	Higher School Certificate (Gr 11 – 12) (Eng: B, Math A: B, Economics: C, History: C, B/ Study: B)
2008 – 2009	High School Certificate (Gr 9 – 10) (English: Credit, Math: Credit, Science: Upper Pass, Social science: Credit)
OTHER TRAININGS	
2011	Peer Education Training (PNG National Aids Council)
WORK EXPERIENCE	
July 2012 – January 2013	Hardware Store, Goroka
Position	General Clerk
Duties	General Office Duties; filing, answering telephone calls, counter sales work
Feb 2013 – Present	Plumbers & Builders, Port Moresby
Position	Accounts Clerks
Duties	Responsible for all accounts payable and receivable and payroll Prepare monthly reconciliations. Training staff to use of computerised accounting system. Some general cashier work
INTEREST/ HOBBIES	
Reading, Meeting new people and playing soccer	
REFEREES	
1. Mr John Tau (Accounts manager, Plumbers & Builders) P O Box 1712, Boroko, NCD Phone: 322 5255/ 3235256	
2. Mr Paul Tura (Teacher, Tokarara Secondary School) P O Box 24, Waigani N.C.D	

Figure 1.4. Curriculum Vitae.
Source: Business Studies for Melanesia-2010.



Cover Letter/ Application Letter

Take note that an application letter is also known as cover letter in a letter of application for the job you should state:

- your educational qualifications.
- work experiences, if any.
- any further training.
- why you think you would be suitable for the job.
- other information such as age, sex, marital status – whether you are married or single.

A **covering letter** or an application letter should be sent together with a Curriculum Vitae. In this letter you are trying to sell yourself to the employer. You can do this by stating why you think you are suitable for the particular job. However, you should not “oversell” yourself by praising yourself too much. This gives a bad impression.

COVER LETTER /APPLICATION LETTER

<p>P.O.Box 2234 Waigani, NCD</p> <p>October 5th 2014</p> <p>The Manager Badili Hardware P. O. Box 1772 Boroko, NCD</p> <p>Dear Sir</p> <p>Subject: APPLYING FOR POSITION OF ACCOUNTS CLERK</p> <p>I am writing in reply to your advertisement for an accounts clerk in the <i>Post Courier</i> Friday, 8th August 2014.</p> <p>I have had experience working as an accounts assistant for over two years. I believe I would be competent in performing the duties expected of me because of my past experience in doing similar work.</p> <p>Although I am content in my present job, I would like to broaden my experience and take on greater responsibility. I would also like the opportunity to work in a well -known and respected organisation such as yours.</p> <p>I am available for an interview at your convenient time and can be contacted on 71914559. Please find enclosed my curriculum vitae and qualification. I look forward to hearing from you.</p> <p>Yours faithfully</p> <p><u>(Signature)</u> Joe Andy</p>

Figure 1.5. Cover letter /application letter.
Source: Business Studies for Melanesia-2010.



References and testimonials

Employers usually want to receive references before considering people for employment. If you are asked to provide references, you should select a number of people who are likely to give you a good reference. They are referred to as **referees** – do not choose a relative. You should first ask their permission to act as a **referee** for you. You should explain to your referee the type of job you have applied for. You may wish to send them a copy of the job advertisement. This should help them to give you a suitable reference for the particular job.

You are likely to be asked for both a **professional** reference and a **character** reference. A professional reference will be from someone who will say whether or not you are good at your work. It may be written by your past or present boss, or someone who works with you. A character reference will be written by someone who will make reference to your personal character. It may be written by a priest or pastor, teacher or someone in a respected position.

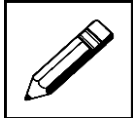
A referee will usually send the reference directly to the employer or organization concerned. Sometimes a referee will give a reference directly to the person who asks for it. This person can then use the reference whenever applying for jobs. This type of general reference is known as a **testimonial**. A testimonial will be headed, 'To **Whom It May Concern**'.

Refer to the example of a character reference page on the next.

**CHARACTER REFERENCE / TESTIMONIAL**

<p style="text-align: center;">Organisation's Letter Head</p> <p style="text-align: right;">Date: 15th Oct 2013</p> <p><u>TO IT MAY CONCERN</u></p> <p><u>RE: Betty Ben</u></p> <p>The bearer of this reference, Miss Betty Ben, is a Gr. 12 student of Port Moresby Secondary School.</p> <p>I have known Betty as the class Patron for two years. Betty is a matured young lady who is determined and strives to achieve her goals. She is hard working and has a pleasant personality.</p> <p>Betty is looking for part time job to assist her in the next academic year. In my capacity as her class patron, I have confidence in her with no doubt that she can contribute effectively run your organisation if she is given the opportunity.</p> <p>Please assist her in your capacity that she may gain work experience to develop her potential as a young citizen.</p> <p>Should you require further information please contact me on School phone # 3081111/ Mobile # 70042623.</p> <p>Thank you</p> <p>_____ Mr. Ben John Class Patron</p>
--

Figure 1.5. Cover letter /application letter.
Source: Business Studies for Melanesia-2010.

**Learning Activity 11.1.1: Complete the activities given below.**

1. List the documents that you need to file in your job file folder.


2. List down some advantages of keeping a job folder.

3. Read the job advertisement (Figure 1.7) on the right. Write an application letter in response to the advertisement assuming that you have all the requirements required on the advertisement. Present the letter in the job file folder including:

- Curriculum Vitae – write one for yourself.
- References – ask two people to be your referee.
- School reports – make copies of previous school reports.
- Certificates – copies of certificates that you have.

You may create references, school reports and certificates.

Figure 1.7. Job advertisement.
The National-2011


RECEPTIONIST

We are expanding!
Data Nets Limited is seeking to employ a highly motivated person to join our Administration team in Port Moresby.

The position responsibilities include:

- Answering incoming calls and redirecting to appropriate extensions
- Answering visitors inquiries
- Generating and updating reports
- Performing general administrative tasks

The ideal candidate for the position:

- Must have minimum of Grade 12.
- Must be proficient in Microsoft word and Excel with a minimum typing speed of 25 words per minute.
- Will preferably have 2-3 years' experience in a similar position.
- Must be organized and have methodical work habits to meet deadlines set.
- Be well presented and have a high level of communication skills (verbal and written)
- Must have own accommodation.

All applications and CV's including applicants contact telephone numbers and must be forwarded to:

**The recruitment Manager
Data Nets Limited
P O Box 5324
Boroko
National Capital District
Email: jobs@datanets.com.pg**

Applications close at 5PM on Monday 21st February 2011.



4. List the type of information which would be written on a Curriculum Vitae.

4. Explain the difference between a covering letter or a letter of application.

5. Who is a referee?

6. Explain the difference between a reference and a testimonial.

NOW CHECK YOUR ANSWER AT THE END OF THE MODULE



11.1.2 Applying for a Job

This topic will teach you how to apply for a job. You will find out ways of finding a job and applying for a job. You will also learn how to write a letter of application. These skills will assist you to find jobs easily.



Learning Outcomes;

On successful completion of this topic, you should be able to:

- List and explain ways of finding a job and applying for a job.
 - Identify steps to writing a letter of application.
-

11.1.2.1 Ways of finding a job

Not all students who complete Grade 12 will continue to higher education. Even if you do pursue higher education, on completing your studies you will want to find a job. Therefore, it is very important to understand the basics relating to *job search, job application, and job interview*. Students should begin to plan their future while they are still in school. It may be difficult what job to choose while you are still young. But it is an advantage to know the type of work you would like to do. You can then plan how to obtain the particular job you would like to have.

Read the article below about finding a job.

Finding a job and how long it takes

IF SOMEONE started looking for a job today, there is no way of knowing how it will take. You have to make looking for a job a job in itself. It needs to be a 24-hours-a-day, seven-days-a-week, 365-day-a-year job. I've known people who have taken one year and nine months to find temporary work. There are jobs still in the health care, education and some in IT, but finding a job in this economy and in these fields may take some re-education. You can't just get a teaching job if you don't have a degree. It takes a while to reinvent yourself.

There's always the opportunity of working in the temporary arena. People should be calling temporary employment firm or find light industrial jobs, or jobs that will make a minimum wage or maybe a little more. For example, if you've been an accountant your whole life, there are opportunities out there and you might be able to find some temporary jobs.

Develop a system of looking for a job. This way, you focus on the process without having to worry about the results. Keep track of the calls you make and the interviews you get. That way you can follow up on the interviews.

Sell yourself very well in an interview. What is it that you can offer that others can't? You have to be able to sell yourself. Keep selling until you get a job offer.

You'd better have good features, advantages and benefits in your presentation on yourself. You need stories that show you're successful. It's a numbers game if you're in sales. What are your numbers? What are your results?



Most people get in cycles with going on a couple of interview and then they stop. You can't stop. Until you have an offer, you have absolutely nothing.

People don't realize that there's no such thing as a hidden job market. You may not know about it, but it's not hidden. Finding a job is all about catching a potential employer at the right time when they need to hire someone with your skill set.

Figure 2.1. Ways of finding jobs.

Source: The Post Courier- 2015.



What is a Job?

A **job** is a regular activity performed in exchange for payment. A person usually begins a job by becoming an employee, volunteering, or starting a business. The duration of a job may range from an hour to a lifetime. If a person is trained for a certain type of job, he or she may have a profession. The series of jobs a person holds in his or her life is called a person's career.

Generally people spend a good portion (part) of their time doing a regular occupation. There are a variety of jobs: *full time, temporary, odd jobs, seasonal, freelance and self-employment*. People may have a chosen occupation for which they have received training or a degree. Those who do not hold down a steady job may do odd jobs or be unemployed.

Reasons for finding a job

In Papua New Guinea the number of people looking for work is much more than the number of formal wage jobs available. Each year the situation gets much worse as the number of job seekers is greater than the number of new jobs and the gap increases. People search for jobs for many reasons:

- They may be school leavers completing a level of education and are looking for a job
- They may be seasonally unemployed
- They may want to switch jobs because they are not satisfied with their current job

What is job seeking or job searching?

Job seeking or **job searching** is the act of looking for employment, due to unemployment or discontent with one's current position. The immediate goal of job seeking is usually to have a job interview with an employer which may lead to getting hired or employed. The job seeker typically first looks for job vacancies or employment opportunities.

Methods of finding a job

Once you have determined your future career goals and assessed your qualifications, skills, and personal attributes, the next step is to search for a job. There are jobs available in both the formal and informal sectors. The formal sector is the organized sector that follows standard procedures for recruitment of employees. In this sector, applications are called from prospective job seekers, interviews are conducted and finally an offer letter is issued.

Informal sector in this case refer to the unskilled labour market. In the informal sector, recruitment is done primarily on personal connections. In Papua New Guinea it is known as 'Wantok system' or whom you know. Sometimes a job is created as a result of job seeker's ability to persuade the employer. In such situations, your negotiations skills play a vital role in marketing yourself.

Most job vacancies are advertised in the daily newspapers, although there are other avenues for seeking employment.

Refer to the diagram on the next page that shows the different ways of job searching.

METHODS OF JOB SEARCHING

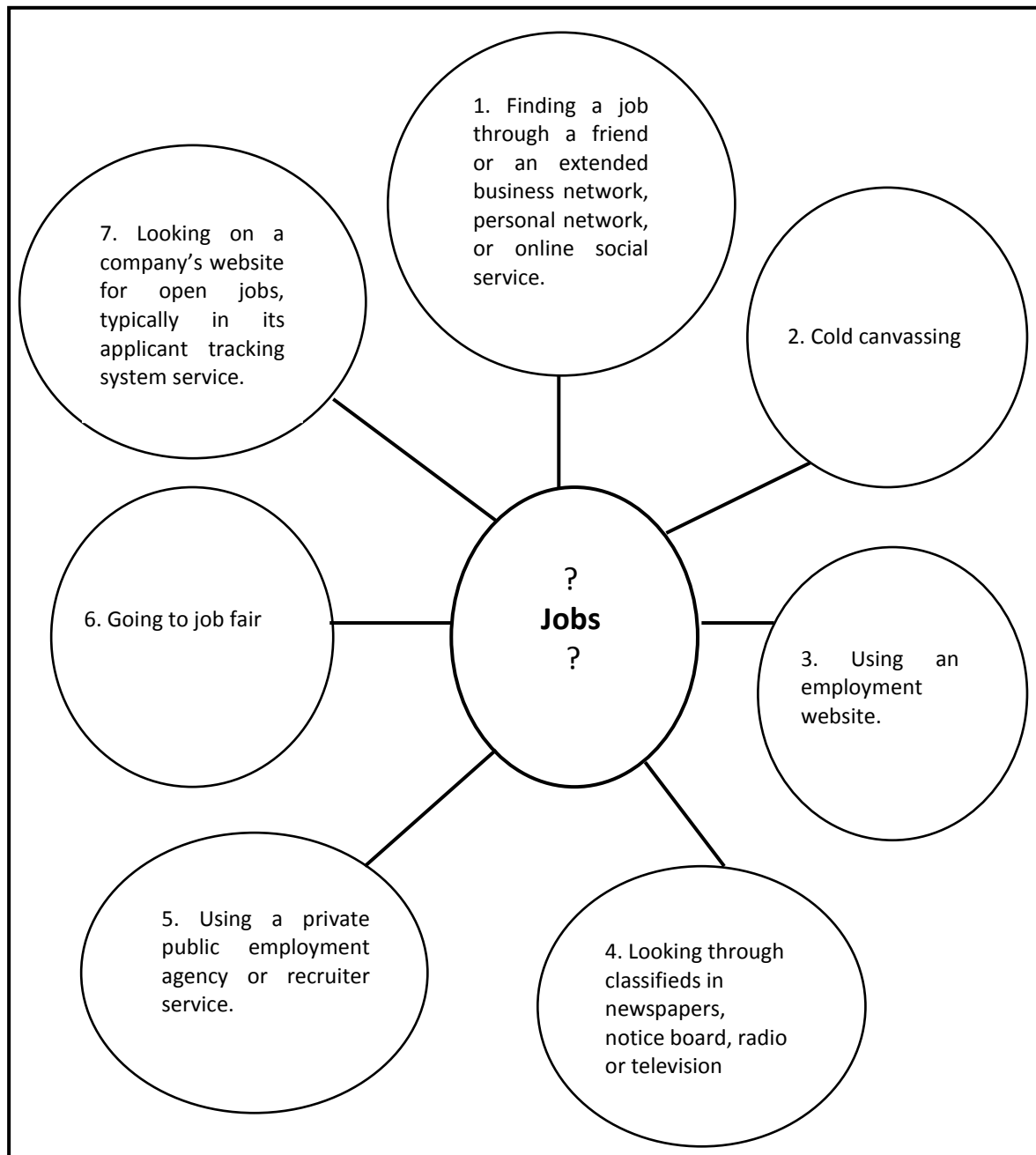


Figure 2.2. Methods of job searching.

Source: Business Studies for Melanesia-2010.

1. Finding a job through a friend or an extended business network, personal network, or online social service

With help from others, the task of finding job that meet your qualifications will be made a lot easier.

2. Cold canvassing

Cold canvassing is the term given to approaches by applicants to organizations that have not advertised a position as vacant. The process involves selecting firms of interest and



telephoning or writing for an interview. Although it takes more nerve than applying for advertised positions, significant numbers of successful applications have been achieved using this approach as the organization targeted may be considering hiring someone and the timing could be ideal.

Cold canvassing involves considerable preparation because of the research involved. This includes:

- *deciding on the field of work*
- *listing preferences for the location of work*
- *making a short list of preferences*
- *preparing an application package*
- *seeking an interview with the personal officer*
- *following up the application*

3. Using an employment website

An **employment website** is a web site that deals specifically with employment or careers. Many employment websites are designed to allow employers to post job requirements for positions to be filled and are commonly known as job boards. Other employment sites offer employer reviews, career and job-search advice, and describe different job descriptions or employers. Through a job website a prospective employee can locate and fill out a job application or submit resumes over the internet for the advertised position.

4. Looking through classifieds in newspapers

A job advertisement (whether it is in a newspaper, in a public notice or on television or radio) is an invitation to qualified people to apply for the job. By advertising, employers try to hire the most suitable employee on a competitive basis to fill the vacant position. When you are applying for an advertised position, you are competing with others.

5. Using a private or public employment agency or recruiter

There are several recruitment agencies in Papua New Guinea. Their main role is to supply employees to clients. When employers want to recruit employees, they may choose to contract this task out to recruitment agencies that specializes in this field. When these agencies receive a request from a client, they advertise the position in the newspapers and elsewhere.

Employment agencies also register job seekers in their data bases. If you are looking for a job, you can send your Curriculum Vitae to recruitment agencies, either by regular mail or electronically. When they find a client looking for employees with qualifications similar to yours, they pick up your Curriculum Vitae and call you for an interview.

6. Going to a job fair

A **job fair** is commonly referred to as a **career fair** or **career expo**. It is a fair or exhibition for employers, recruiters, and schools to meet with potential job seekers. Expos usually include company or organization tables or booths where resumes can be collected and business cards can be exchanged. In the college setting, job fairs are commonly used for entry level



job recruitment. Often sponsored by career centres, job fairs provide a convenient location for students to meet employers and perform first interviews.

Job fairs are good places to meet many company representatives from big to small corporations of all industries and sizes during a short period of time. Every job fair has a set of similar, basic elements or processes that require your attention. Job fair networking can be generally described as the process of interacting with, obtaining contact details of, and getting to know corporate recruiters (companies).

Refer to the example of job search on the next page.

JOB SEARCHING

Job board visits training centre

Students from the International Training Institute, Badili Campus were privileged to get a visit from the PNGJOBSEEK Team. The team led by the Marketing Manager,

For more information on the services of PNGJOBSEEK, call us on phone: 70907200.

Email: help@pngjobseek.com.

Mr Richard Bana did a presentation to the students on how to fully utilize the Job board Site (www.pngjobseek.com) to search and apply for jobs advertised by various organisations within all industry across Papua New Guinea.

The main message was on how to register as a job seeker and create job alerts, so that as registered job seekers, they can receive job alerts through their digicel mobile phones when jobs are advertised by organisations.

Moreover, the team distributed information cards containing key sms commands where job seekers can be able to use to explore the job board texting and receiving system generated automated replies from the job board for jobs of their of their interest advertised on the job board under 16 job categories.

Below is the table showing key sms commands that Job Seekers once registered can fully utilize to search and apply for jobs using their Digicel mobile phones.

SMS Command	To short code	TO VIEW
DT2	16562	Jobs listed in the last 2 days
DT7	16562	Jobs listed in the last 7 days
CA343	16562	Prof. Services jobs
CA344	16562	Administration job
CA348	16562	Education jobs
CA349	16562	Construction jobs
CA350	16562	Security jobs
CA353	16562	Trades and services jobs
CA355	16562	Engineering jobs
CA363	16562	Government jobs
CA368	16562	IT jobs
CA388	16562	Sales Jobs
CA676	16562	Hospitality and Tourism jobs
CA677	16562	HR and Recruitment jobs
CA678	16562	Management jobs
CA681	16562	Marketing/Communication jobs
CA687	16562	Transport / Logistics jobs
CA688	16562	Other jobs
HELP board	16562	Key text commands to use the board
JOB password	16563	Register and et username &
SEND CV	16563	Get email & PO Box to send CV
APPLY ID #	16563	Apply for jobs eg: apply 249 (where 249 is the job advert# on the board)
YES ID #	16563	Confirms you wish to apply to jobs with ID # (Yes 249)

Figure 2.3. Article on job searching.

Source: The Post Courier- 2015.



11.1.2.2 Ways of Applying For a Job

All of us, at certain times have to apply for a job. If we are fortunate, we may be interviewed. It is very important to be prepared for this. It is also worthwhile spending a lot of time finding out the best ways to go about getting a job. Having good qualifications nowadays when applying for a job does not guarantee you a job. You must also impress a recruiter with your letter of application, and in your interview.

There are not enough jobs for everyone looking for work therefore, employers can be very selective about who they employ. In this situation, only those people who meet the requirement will be successful.

You should prepare thoroughly, especially when applying for your first job. This is because it may be very hard to get a job at first without having work experience. You will be competing against people with previous job experiences. The preparations made when applying for your first job will also be useful later on. It will be helpful whenever you apply for other jobs.

Advertised Positions

When employers advertise for staff, they are usually specific about the position available as well as the qualities and skills required of successful applicants.

Employment advertisements normally include:

- type of position.
- brief details of the work to be performed.
- level of qualification required.
- level of work experience necessary.
- location of the position.
- how and when application should be made.

Turn to the next page to see an example of an advertised position.

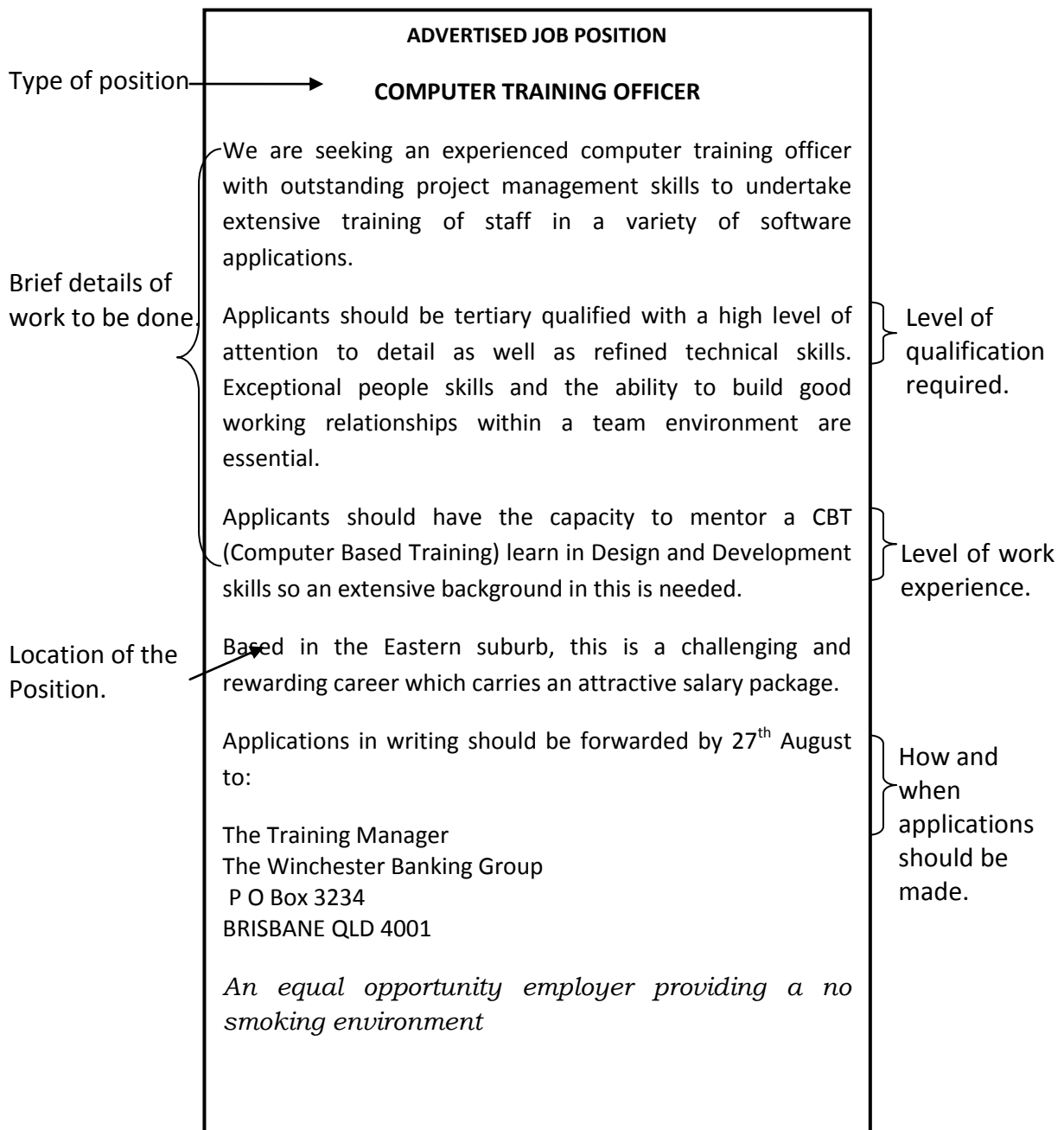


Figure 2.4. Advertisement of job.
 Source: Business Studies for Melanesia-2010.

Before applying for a position, applicants need to consider whether or not they have met the specified criteria. For example, it would be pointless for a grade 10 school leaver to apply for a position as an office administrator.

There are many positions advertised which specify preferred requirements such as:

- computer experience preferred.
- knowledge of control preferred but not essential.
- shorthand an advantage.



These can be interpreted as the applicant has fulfilled the key criteria, thus, the variable requirements will not be essential. However, if most of the criteria are met by other applicants, the person with additional preferred skills could have a better chance of securing the position.

When considering the advertised position, the applicant should first read the advertisement carefully making a list of all the educational qualifications, work experience and personal skills required. Those that can comfortably match should be ticked, a cross placed against any requirement that cannot be demonstrated and a question mark for others. If there are two or more crosses against key criteria, the applicant should reconsider applying. When most of them are met, it is perfectly acceptable to state in the letter of application as;

While I am confident of meeting your requirements, I lack comprehensive experience of but am very willing to undertake further training in this area.

In general, advertisements provide a skeleton outline of the job and invite applicants to contact the organization for a full, written description as set out in the *selection criteria* and *position description or statement of duty*. A **Job Description** or **JD** describes the duties or roles to be performed in that particular position as advertised.

Position Description

Position description as shown on page 30, outlines all the skills and responsibilities necessary to fulfill the requirements of a job.

Turn to the next page to see an example of a position description.



POSITION DESCRIPTION

1. **TITLE:** Administration Officer
2. **STREAM:** Administration
3. **LEVEL:** 4
4. **SECTION:** Operations Department
5. **POSITION OBJECTIVES:**
 - a) **Global Objectives**

To co-ordinate the administrative functions of the Operations Unit, including direct liaison with the Customer Service Department.
 - b) **Objectives within the Organization**
 - provide secretarial support to the Operations Manager
 - filter telephone calls for manager and forward e-mail messages
 - supervision of two junior staff
 - c) **Objectives within the Organisation**
 - liaise with Customer Service on all matters associated with operations
 - receive and process all enquiries.
6. **POSITION REQUIREMENTS**
 - a) **Skills**
 - Proficiency with a high level of accuracy in the operations of MS Word for Windows 7.3 and spread sheet packages; effective communication and public communication skills, well developed report writing skills.; general computing, efficient operation of a variety of office equipment.
 - Organisation skills including prioritising tasks and highly effective time management skills.
 - b) **Knowledge**
 - Work knowledge of relevant policies and procedures relating to Operations Department.
 - c) **Experience and qualifications**
 - Level 2 certificate in Office Administration Skills
 - Advanced word processing certificate
 - Minimum year 12 education
 - Minimum three years in administrative work
7. **KEY RESPONSIBILITIES**
 - a) **Operations Unit**
 - Process routine correspondence
 - Prepare timely report on regular basis
 - b) **General Clerical Assistance**
 - Minutes of meeting, as required
 - File management
 - c) **Other duties**
 - Assist with training of junior staff
 - Liaise with customer service
8. **EXTENT OF AUTHORITY**

The position is subject to minimal supervision with attitude to make decisions in order to achieve the clear objectives of limiting escalation of minor problems.
9. **ACCOUNTABILITY**

The position is accountable to Manager Operations Department

Figure 2.5. Position description.

Source: Business Studies for Melanesia-2010.



Selection Criteria

Selection criteria are specific attributes required of applicants for a particular position.

The selection criteria can be in two parts:

- the mandatory or key criteria.
- other desirable selection criteria for the position, such as personal attributes.

Advertised positions, particularly government positions, require applicants to address selection criteria. Responses to these criteria are used by an interviewer, or panel of interviewers, to assess applicant's suitability for advertised position.

Position: Office Manager

Status: Permanent Full-Time

Accountable to: Finance Manager

Key Criteria:

1. Books keeping to trial balance
2. Records management (both manual and computerized)
3. Minimum typing speed of 50wpm
4. General office management

Exception written, verbal and organized

Figure 2.6. Advertisement of job- selection criteria.
Source: Business Studies for Melanesia-2010.

Methods of applying for an advertised job

Job advertisements should indicate whether applications are to be in writing or by telephone or on-line. Irrespective of application method specified, it is to the applicant's advantage when preparing application to know as much as possible about the employing organization.

1. Written Applications

When an advertisement states 'Applications in writing should be forwarded to...' the organization requires the response to be in writing and on no account should an application be made by telephone or by internet. However, if further information is required, applicants should contact the business.

If the job advertisement states that the *letter of application* should not be in the applicant's handwriting, then it is better to word – process (type) the response. Resumes should always be word - processed or typed neatly.



Many advertisements direct applicants to contact the organization to obtain a job description and selection criteria. Upon receipt of these, the applicant should:

- study both documents very carefully, highlighting key points.
- cross match duties to criteria.
- research information about the business.
- draft an initial response according to the criteria, being mindful of word limits too.
- edit and revise the response.
- prepare the resume ensuring reference is made with factful information in the criteria.
- compose an application letter.

Written application packages may include a letter of application, a resume or curriculum vitae, and responses to selection criteria.

2. Telephone Applications

When using a telephone to arrange an interview, the same care should be taken as with a written application. The initial telephone interview will determine whether or not the applicant is given further consideration.

To enhance telephone application, the applicant should:

- Read the advertisement carefully and match the skills in the same way as with a written application. This will help when asked for specific skills or experience.
- Have the resume and the job advertisement on hand. This will help to prompt the applicant when answering specific questions about such facts as dates or length of service.
- Be well prepared. Preparation equals confidence, so if this has been thorough, the applicant should feel self-assured.
- Have a list of questions ready. This ensures that all aspects of job are discussed.
- Have pen and paper at hand. Be ready to write important details.
- Observe the following guidelines during the call:
 - Speak clearly and confidently.
 - After the introduction, explain the nature of telephone call.
 - Think carefully about any questions asked and give, clear concise answers.
 - Ask for an interview as it is sometimes awkward to give all necessary information over the telephone.
 - Always try to comply with suggested interview time.
 - Carefully note the place of interview, and the name of the person you should see.
 - Try to keep the call to a minimum time.

3. Online Application

Applying for jobs can be done on line. That is, using internet services through computers and laptops to apply for the job you are seeking or applying for.



4. Application Forms

A job application form (often simply called an application) is a form or collection of forms that an individual seeking employment must fill out. It is a part of the process of informing an employer of the applicant's availability and desire to be employed.

Some businesses may receive letters of application, and still require applicants to fill out the business' own application form. From the business point of view, this means that the information gathered about each applicant will be the same. This makes it easier to compare the applicants and see their respective strengths and weaknesses. Application forms vary for different businesses, as each business will be on the lookout for different strengths and weaknesses, depending on what industry they are in.

Before an interview, the employer may require the applicant to complete a standard employment application form. Some employees supply printed application form, others ask applicants to complete an online application. This must be read carefully before answering questions. All information should be neatly printed because an application form with obvious corrections will not impress anyone. If in doubt about any aspect of the form, queries should be directed to the person who provided the form.

An application form that is standard would contain the same type of information for every applicant who would like to apply for positions within the organization.

A standard application form would require the applicant to submit details such as:

- Position applied for and the date.
- Personal details of the applicant – *name, age and address*.
- Educational qualifications.
- Work experience details.
- Referees.

In a standard application the outline will be the same and so you may not write what you wish to write but answer according to what you are required to complete.

Refer to a sample of application form on the next page.



SAMPLE APPLICATION FORM FOR EMPLOYMENT

Turner, Long & Colley				
APPLICATION FOR EMPLOYMENT				
Position Applied for:			Date:	
Name:				
	<i>Surname</i>		<i>Given names</i>	
Address:				
Telephone:	Pte ()	Bus ()	Fax ()	
Place of Birth:	Date of Birth: / /		Tax File No:	
What is your residency status in Australia? <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Student		If residency is not permanent, do you have a working visa? <input type="checkbox"/> Yes <input type="checkbox"/> No		
EDUCATION if insufficient space , please use reverse of form				
	Name of institution	Dates attended	Qualifications/ Results	
Tertiary				
Secondary				
Other				
WORK EXPERIENCE List previous positions beginning with the most recent				
Employer	Address	Position Held	Dates Employed	
			From	To
REFEREES Do not list family members				
Name	Address	Occupation or position	Telephone	
			()	
			()	
			()	
Signature _____			Date __/__/__	
FOR OFFICE USE ONLY				
Evidence OF entitlement to work produced:				
Birth Cert. & Photo <input type="checkbox"/> Permanent Residency <input type="checkbox"/> Temp. Residence Visa <input type="checkbox"/> Aust/ Nz passport Aust. Citizenship Certificate & photo				

Figure 2.7. Application form for employment.
Source: Business Studies for Melanesia-2010.



When it comes to applying for a job there is also a set of procedures that is normally expected to be followed. The first contact between the person applying for the job and organization wanting to find staff is the letter of application. This is a letter written by the person who wants to apply for a job.

A letter of application or cover letter is prepared and sent (along with a Curriculum Vitae or resume') in the following situations:

1. You are responding to an advertised job.
2. You are assuming there are jobs opening (vacancy) in a business to suit your qualifications. (Expression of Interest letter)

Letters of application can vary according to individual preferences, but should:

- be specific and succinct (brief).
- introduce the applicant.
- summarize qualification and skills.
- limit the letter to one page.
- demonstrate how the applicant's skills match the firm's requirements.
- request an interview.
- be typed.

In your letter of application, briefly explain why you are particularly suited for the job you are applying for. A CV or resume' should be attached to the letter of application providing background.

Formats of Application Letter

A job application letter is an example of a business letter. The two important aspects of business letter writing are *layout* and *contents*. The layout or format of the letter creates the appearance and gives the first impression to the reader. The contents are important because they ensure the reader understands and fully accepts the message. There are two main types of layout or format of a business letters:

- 1. Full block layout** – Full block letters have every line aligned on the left margin. Open punctuation omits all non-essential punctuation. This means omitting the colon or comma after the salutation and the comma after the complimentary close.
- 2. 'Block' or 'modified block'** - Modified block letters have unindented paragraphs and all elements are flush with the left margin except the date, the reference number (if any), the complimentary close and the signature block which are right of centre. Standard punctuation has minimal punctuation with a colon or comma after the salutation and the comma after the complimentary close.

Turn to the next pages 36 and 37 to see the formats of the full block and the block letters.



1. FORMAT OF 'FULL BLOCK' STYLE OF BUSINESS LETTER LAYOUT

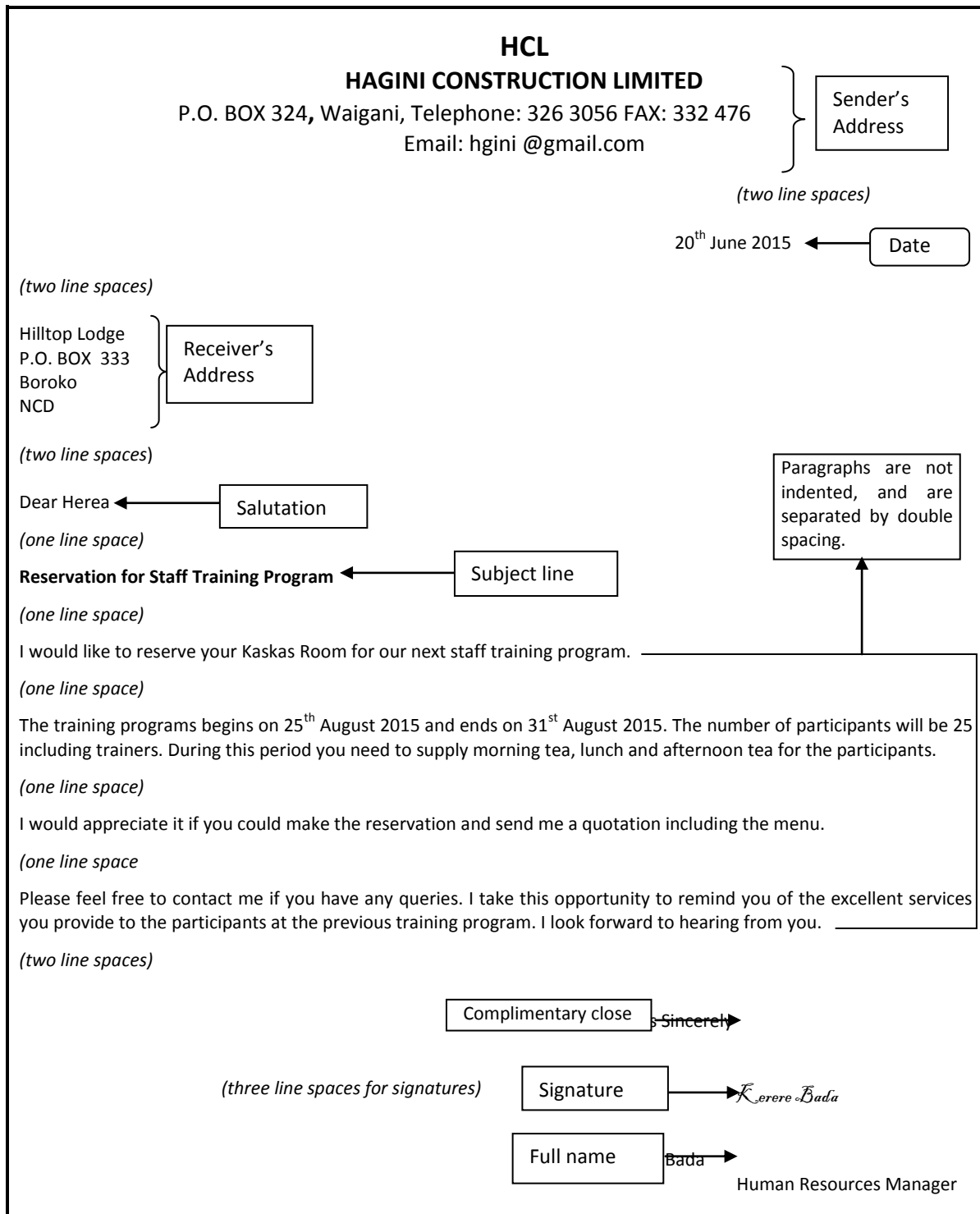


Figure 2.8. Format of 'full block' style of business letter layout.

Source: Business Studies for Melanesia-2010.



2. FORMAT OF 'BLOCK' STYLE OF BUSINESS LETTER LAYOUT

HCL
HAGINI CONSTRUCTION LIMITED
P.O. BOX 324, Waigani, Telephone: 326 3056 FAX: 332 476
Email: hgini@gmail.com

(two line spaces)

20th June 2015

Hilltop Lodge
P.O. BOX 333
Boroko
NCD

(two line spaces)

Dear Herea

(one line space)

Reservation for Staff Training Program

(one line space)

I would like to reserve your Kaskas Room for our next staff training program.

(one line space)

The training programs begins on 25th August 2015 and ends on 31st August 2015. The number of participants will be 25 including trainers. During this period you need to supply morning tea, lunch and afternoon tea for the participants.

(one line space)

I would appreciate it if you could make the reservation and send me a quotation including the menu.

(one line space)

Please feel free to contact me if you have any queries. I take this opportunity to remind you of the excellent services you provide to the participants at the previous training program. I look forward to hearing from you.

(two line spaces)

Yours Sincerely

Kerere Bada (three line spaces for signatures)

Kerere Bada
Human Resources Manager

Figure 2.9. Format of 'block' style of business letter layout.

Source: Business Studies for Melanesia-2010.



The main body of business letters depends on the type of letter. For job application letters;

1. Confirm the subject you are writing about, for example:
Re: Application for job of clerical assistant as advertised in the *Post Courier* on 26th September, 2007.
2. Write a brief paragraph introducing yourself and repeating that you would like to apply for the job advertised.
3. In paragraph 2 give details about yourself in a positive way to the employer. Make sure that you refer to the qualifications and qualities mentioned in the advertisement and show that you have them.

Parts of an application letter

The parts of an application letter are listed in the table below. Some are essential and some are optional.

Essential parts	Optional parts
Heading or letter head	Subject heading
Date	Attention line
Receivers address	Reference number
Greeting/ salutation	Enclosure
Body of the letter	File number
Complimentary close	Sender's mobile number
Sender's signature and designation	Sender's email address

Table 2.1. Parts of an application letter.
Source: Business Studies for Melanesia-2010.

Explanations

1. **Heading or Letter head** – The letter head or heading contains the sender's address.
2. **Date**- On every letter there must be a date. This helps future correspondence with both parties (sender and receiver).
3. **Inside address** - The inside address is the address of the receiver. It comes between the date and the salutation, two lines below the date.
4. **Salutation** – This will begin at left margin, two line spaces below the inside address. "Dear Sir" or "Dear Madam" or "Dear Hiring Manager" when the writer does not know the name of the addressee. When the writer knows the name the appropriate title and name is used.
5. **Subject line** – The subject line refers to the subject of the letter. By looking at the subject line, the reader can understand the purpose of the letter. It helps to catch the reader's attention from the beginning of the letter. The subject line is placed one space below the salutation.
6. **Body** – The body of the letter has three parts: opening paragraph, main paragraph and closing paragraph. The aim of the opening paragraph is to catch the reader's attention and create a desire to read further. The main paragraph presents details and



information about the subject matter. In the closing paragraph the letter should come to a logical end. It has two purposes: to indicate future action and to close courteously.

7. **Complimentary close** - This is typed two line spaces below the body of the letter. The complimentary close must be matched with the form of address used in the greeting.
8. **Signature** - The sender's (applicant's) signature is placed after the complimentary close. His or her name and designation is typed after the signature.

You can also refer to the *Appendix 6* for further explanation and illustration of the different parts of a letter.

Types of application letters

There are two types of application letters:

- *Solicited letter.*
- *Unsolicited letter.*

Solicited Letter

A solicited application letter is one you send in response to an advertised position. In a solicited letter you are required to include the following information:

- Date of advertisement
- Source of advertisement (e.g. newspaper)
- Position applied for
- Reference number of the position
- A statement indicating that you have the qualifications, skills and experience mentioned in the job announcement.

As a job seeker you are also required to meet the deadline given in the advertisement because late applications are rejected.

Unsolicited Application Letter

An unsolicited letter is one that you send when a prospective employer has not advertised particular job openings. In an unsolicited letter, you assume that there are job possibilities that will suit your qualifications, skills and experience. Often used when cold canvassing as explained under methods of finding a job.

As the application letter has the potential to create a favorable impression with an employer, the applicant should use this main selling point to his or her advantage.



When writing a letter of application, the following tips should be observed.

Do...	Do Not....
<ul style="list-style-type: none">• Remember that presentation is very important.• Try to write an interesting letter that will catch the readers eye.• Consider using pale coloured paper or white sheet.• Be business-like in tone.	<ul style="list-style-type: none">• Start with the phrase 'I am writing...' (This should be obvious)• Start every paragraph with 'I'.• Write a lengthy letter – use one page only.• Think that cross-outs and correctional fluid are acceptable – they aren't.• State that you are 'available at any time for an interview'. If you are currently working or have another interview appointment arranged, you may not be available at the time the employer suggests. A 'mutually convenient time' is more accurate.• Send photocopies of application letters.

Table 2.2. Do's and Don'ts of writing a letter.
Source: Business Studies for Melanesia-2010.

**SOLICITED LETTER**

Jenny Joe
P O Box 326
Boroko, NCD

20th January 2013

Mr John Molly
Human Resource Manager
PUMA Energy Supplies Ltd
P. O. Box 1029
Port Moresby
NCD

Dear Mr Molly

Subject: Post of Data Entry Operator

I am pleased to apply for the above position which was advertised in the "Post Courier" on 10th January 2013.

I completed Grade 12 at Gerehu Secondary School in 2012 and graduated with Upper Secondary School Certificate. I studied Information and Communication Technology (ICT) as a subject and received a credit pass.

I have been working part time as a data entry officer since November 2012 with Coastal Conservation Project in Port Moresby. I am confident that I can perform the job effectively as my qualifications, skills, experiences and career goals perfectly match with your job requirement. I am a hardworking person who has the determination to achieve results and meet deadlines.

Enclosed are my Curriculum Vitae for your perusal.

I look forward to hearing from you.

Yours faithfully

(signature)

Miss Jenny Joe (applicant)

Figure 2.10 . Solicited letter.

Source: Business Studies for Melanesia-2010.



UNSOLICITED LETTER

Gilbert Nou
P. O. Box 158
BOROKO
NCD

Date: 13th August 2012

Mr John Brown
Human Resource Manager
Vision City Ltd
Port Moresby
NCD

Dear Mr Brown

Subject: Expression of Interest for Job Vacancy

I learnt through media that your company is in the process of opening a new supermarket in Port Moresby in the near future. I firmly believe that there will be job vacancies for sales staff of the new supermarket.

I completed my Upper Secondary School Certificate in 2011 at Gerehu Secondary School. I have chosen a sales career and enrolled at Port Moresby Institution of Business Management to follow a course leading to certificate in sales. I completed the course in June and I am currently working at Boroko Superstore as an intern. I will be completing the internship by the end of this month. During this period, I have been exposed to various activities specialising in retail sales. I am confident that I have the necessary qualifications and skills to perform as a sales assistant.

Enclosed is my Curriculum Vitae for your consideration.

I would appreciate to come for an interview with you.

I look forward to hearing from you soon.

Thank you

Yours sincerely

Gilbert Nou

Figure 2.11. Unsolicited letter.
Source: Business Studies for Melanesia-2010.



Curriculum Vitae's and Resume

The term *Curriculum Vitae*, pronounced kari-quilam vitei comes from the Latin words *Curriculum Vitae*, which mean “the course of life” (curriculum = course, *vitae* = of life). A Curriculum Vitae provides your personal details and lists your educational background, work experiences and interests.

The term *resume* comes from French. It means “summary”. A resume summarizes your qualifications, skills and achievements. The key word here is “summary”; a resume is usually shorter than a Curriculum Vitae. It is a brief account of one’s career to date. This is an extremely important document and applicants should take great care with its preparation because it can be the difference between obtaining an interview or not.

INFORMATION ON THE CURRICULUM VITAE

Category	Details
<ul style="list-style-type: none"> Personal Details 	This section includes: <ul style="list-style-type: none"> Full Name Date of birth Gender (Male / female) Place of residence Telephone number (home and mobile) Current address
<ul style="list-style-type: none"> Educational Qualifications 	This section includes list of academic qualifications starting with the latest one down.
<ul style="list-style-type: none"> Professional Membership 	List membership of, and positions held in professional associations.
<ul style="list-style-type: none"> Training or Professional Development 	Any training or professional development that you have attended.
<ul style="list-style-type: none"> Summary of skills and personal qualities 	Any particular skills or personal qualities.
<ul style="list-style-type: none"> Career Objectives 	Your objectives that you would achieve in certain careers?
<ul style="list-style-type: none"> Work experience or Career History 	List of your career history and experiences from the most current down.
<ul style="list-style-type: none"> Special Interest 	Anything that you like doing outside of your working duties
<ul style="list-style-type: none"> Address and Contact Details Of Referees 	Your referee must be a person in a position of responsibility that an employer will trust to give a true description of your character, behavior and abilities.

Table 2.3. Information on the Curriculum Vitae.
Source: Business Studies for Melanesia-2010.

Compiling the Application

Ensure all your documents are in order as follows:

- Cover page.
The applicant's name, reference number of the position, position title and the closing date for the applications should appear on this page.
- Application letter.
- Curriculum vitae or Resume.
- Academic transcripts or Certificates.
- Selection criteria responses.
- References.
Originals of written references are valuable and should not be forwarded to employers with resume as many organizations do not respond to all applicants and they may become lost.

All documents should be contained in a suitable folder and forwarded ensuring that;

- An appropriate envelop is used which is large enough to avoid folding the application.
- The envelope must addressed correctly according to the advertised information.



Figure 2.12. Compiling the application.
Source: Business Studies for Melanesia-

Use of false documents

Because of the rising number of school leavers and the increased competition for courses and jobs, some individuals turn to the use of false documents in their applications. Sometimes they get documents belonging to somebody else and apply for work using that other person's name. Sometimes they use correctional fluid to change the details on certificates and references and then make photocopies of the altered ones. With the introduction of technology people can easily alter documents for their own use.

These practices are illegal. If you do this and you get caught you may end up facing charges of false pretence in court. Institutions and employers are very much aware of false documents. They know how to identify false documents.



Learning Activity 11.1.2: Complete the activities given below.

1. What is a job?

2. List four (4) varieties of jobs available.

3. What is job seeking?

4. List three (3) reasons for finding jobs.

a. _____

b. _____

c. _____

5. Briefly explain cold canvassing.

6. How would you expect to learn about job vacancies? List five possible sources of information.

7. List six (6) aspects of a vacant position that a job advertisement should outline.

8. Read the advertisement given below and answer the following questions.



KINGSTON
www.kingston.com.pg

KK Kingston Limited is a leading manufacturer of industrial chemicals, paper, plastics, PET and rotomould products; and suppliers of machine tools, safety equipment, engineering, construction and other industrial products to PNG's industry sector.

COMMERCIAL ANALYST (×2)
LAE AND PORT MORESBY

Job Summary
To be responsibility for supplying and analyzing the Commercial and Sales activity via performance indicators derived from the Company's business activities to senior management. Analysis, review disposition, and reporting of trends and business drivers. This will include costs, revenue and production.

Key responsibilities will include:

- Provide costing information for all potential/current service users (customers) when required, following the appropriate authorization of the Commercial / finance Managers:
- Provide sales analysis to budget and forecasts:
- Benchmark key customers to ensure market share and competitiveness.

To be successful for this role you must have the following:

- Bachelor's Degree, majoring in Accountancy or relevant.
- At least 3 years' experience in a similar role or environment.
- Demonstrate leadership skills, with the ability to work with management team in the organisation;
- Be "hands on" fast thinker.
- Strong work ethics, be productive, committed and strive for customer satisfaction.
- Advance computer skills using excel, word and outlook.
- A valid current driver's license.

If you are looking for a challenge or change in career and have enthusiasm, motivation and want to be appreciated for the effort you put in and if you have the skills and attributes we are seeking- we want to hear from you.
Apply in writing with CV, references and contact details to:

Commercial Analyst Vacancy
K.K.Kingston Ltd
PO Box 1104
Lae, NCD
Or Email: hr@kingston.com.pg

Applications close on Friday 23rd January 2015. Only short listed applicants will be contacted. KK Kingston Ltd reserves the right to select a right candidate before the closing date.

Committed for Quality

Figure 2.14. Advertisement of a vacancy.

Source: The National January -2015

9. a. What is the position as per the advertisement?

b. Where is the location of the position?

c. What is the level of qualification needed to qualify for the position?

d. What is the level of experience needed?

e. How and when should the application be made?



f. Give a brief description of the job.

g. What are some skills that an applicant must have?

h. Identify and list some personal qualities or attributes needed by the applicant.

10. Why do some organizations require letters of application to be handwritten?

11. List the main points to consider when:

a. writing a letter of application.

b. compiling a resume.

12. What is the difference between a solicited and an unsolicited letter of application?

NOW CHECK YOUR ANSWERS AT THE END OF THE MODULE



11.1.3 The Job Interview

In this topic, you will be taught how to prepare and present yourself during job interviews. You will learn how to prepare yourself for a job interview and follow the procedures involved in a job interview. You will also be taught how to participate in a job interview.



Learning Outcomes;

On successful completion of this topic, you should be able to:

- Explain how to prepare for an interview.
 - List the procedures involved in an interview.
 - Participate in an interview simulation.
-



11.1.3.1 Preparing for an interview

What is a job interview?

A job interview is a process in which a potential employee is evaluated by an employer for prospective employment in their company, organization, or firm. It involves two people – the **interviewer** and the **interviewee**. The interviewer refers to the person who will be asking questions to the applicant. The interviewee refers to the potential applicant. The interviewer will mainly ask questions to the interviewee.

The purpose of any interview is to find out information about the person being interviewed. During this process, the interviewer representing the employer hopes to determine whether or not the applicant is suitable for the job.

The employer goes through the application letters and Curriculum Vitae provided by the applicants soon after the deadline has passed. The applicants who do not meet the basic requirements stated in the job advertisement are excluded first. Once this initial rejection list is over, a **shortlist** is made from the eligible applicants. This may be the top 10 or 15. This means that not all eligible applicants are called for interviews. In some job advertisements it is clearly stated that only shortlisted candidates will be interviewed. If you are one of the shortlisted candidates you will be notified officially by the employer to attend an interview. This notification may be by letter, fax, email or telephone call. In this notification you are advised of the date, time and venue for the interview, along with the documents you are required to produce.

What to do to Prepare for an interview

If you are lucky enough to be offered an interview for a specific job you have applied for, you will have to prepare carefully. The employer already knows you have the minimum education and skills for the job from reading your resume'. At the interview your success will depend on (1) *how you look and act*, and (2) *how well you speak*. The interview is all about selling yourself through your presentation and speech.

What to do to prepare for an interview;

- 1. Learn about the organization.** You need to have some knowledge about the organization, its products or services, its competitors and the job you have applied for to convince the interviewer.
- 2. Practice the interview.** Think about the questions more frequently asked in interviews (Refer to the table on the next page). Rehearse answering these questions with family members or friends. But do not memorize your answers. At the interview, interviewers ask most of the questions but sometimes you are allowed to ask some of them. You need to prepare these as well. Refer to the table on the next page.

SAMPLE TABLE OF QUESTIONS ASKED IN AN INTERVIEW

Questions interviewers ask	Questions to ask interviewers
<p>The following are some of the questions that interviewers frequently ask applicants.</p> <ul style="list-style-type: none"> • How would you describe yourself? • What are your greatest strengths and weaknesses? • How did you choose this company? • What do you know about the company? • What are your long-term career goals? • What things are most important to you in a job? • Why should I hire you? • What experience have you had in this type of work? • How soon can you start work if you are selected? • Would you be willing to work after-hours and on weekends if necessary? 	<p>The following are some of the questions that applicants might ask interviewers.</p> <ul style="list-style-type: none"> • How soon would I be expected to start if selected? • Does this position involve travelling? • Will there be any training program prior to starting? • How soon will you inform me about the results of this interview? • How many days of work in this company? • What is the initial salary for this position?

Table 3.1. Questions asked in an interview.
Source: Business Studies for Melanesia-2010.

3. **Check your job file folder** and make sure that all original documents such as resume or Curriculum Vitae, references, academic results, certificates, awards, samples and any other essential material required for the interview are placed in order in the folder.
4. Make sure you know the **exact time** of the interview, where to go and who to ask for and plan to be there on time.
5. **Dress appropriately.** Wear clean and neatly pressed clothes. Take some time to make yourself look good for the interview, but don't overdress. Try to look professional rather than cute.

Performing at an interview

Presenting yourself at an interview is very important. The following tips will assist in the interview process.

- Dress neatly and appropriately.
- Reach the venue at least half an hour earlier than the interview time and relax.
- Greet the interviewers once you enter the interview room.
- Wait until you are asked to sit down.
- Sit up straight in your chair and be alert and enthusiastic.
- Smile and maintain good eye contact. If interviewed by a panel, address each member in turn.
- Be polite and say thank you where appropriate.
- Answer questions honestly.



Figure 3.1. Performing at an interview.
Source: Business Studies for Melanesia-2010.

- Speak clearly and answer directly.
- Use your normal tone of voice and accent.
- First listen to the question, understand it properly and then answer.
- Be confident.
- Maintain a positive attitude.
- Be careful about your facial expression and other body movements.
- Sell yourself without being boastful.
- Confirm interest in the position at the conclusion of the interview.
- Always thank the interviewers for their time and opportunity to discuss the position.

Things NOT to do at an Interview:

- Do not take anyone with you to an interview.
- Do not sit down until you are asked to do so.
- Do not put your bag or folder on the desk. Place them on the floor or beside or on your lap if no other spot is indicated.
- Do not play with pens, money in your pocket, your mobile phone or other objects.
- Do not smoke, even if you are offered a cigarette. Never chew gum or betelnut.
- Do not interrupt the interviewer with questions.
- Give full answers to question, avoiding answers such as “yeah”, “duno”, “nuh” and “s”pose so”.
- Do not criticize former employers or co-workers.
- Do not let your mobile phone ring; switch it off.

TIPS NOT TO DO IN AN INTERVIEW



Figure 3.2. Tips not to do in an interview.

Source: Business Studies for Melanesia-2010.

11.1.3.2 Procedures in an interview

A **formal** situation is one in which there are certain set of procedures that determine how one acts or what one does in that situation. These procedures have been established over time and are generally accepted by society as the '*right way*' of doing something. The way of doing things that are considered polite and appropriate by most members of the society is called **etiquette**.

In a formal job interview, there is a certain procedure to follow, and the questions asked are very direct. It is very important to follow procedures in an interview in order to be successful in the interview. It is important to get off to a good start when you first make contact with another person. The first time you meet people or make contact in some way with them, they will immediately form some opinion about you. This opinion is called **first impression**. First impressions are not always accurate, but they do tend to stay in a person's memory for a long time. If the first impression you make on another person is bad you may not be given a second chance to clear up any misunderstanding. It is important that you are *prepared* before you make the first contact. You must be very clear in your own mind as to what you propose to do, and how.

Be prepared to impress! Job opportunities are often lost in the first one to three minutes of the interview and the first impressions are of utmost importance. Refer to the cartoon below.

BE PREPARED TO IMPRESS

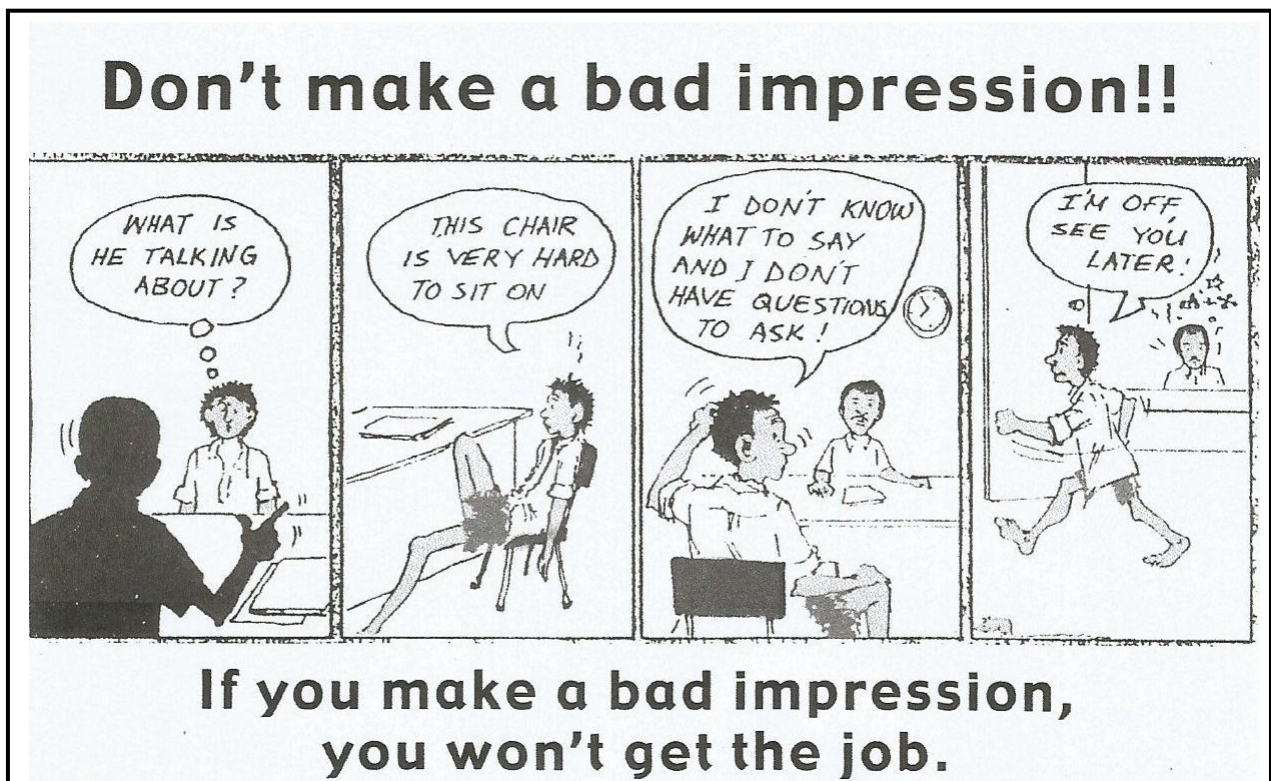


Figure 3.3. Bad impression and its consequences.

Source: Business Studies for Melanesia-2010.



Processes in an Interview

A typical job interview has a single candidate meeting between one and three persons representing the employer; the potential supervisor of the employee is usually involved in the interview process. A larger *interview panel* will often have a specialized human resources worker. While the meeting can be over in as little as 15 minutes, job interviews usually last less than two hours.

The bulk of the job interview will involve the interviewers asking the candidate questions about his or her job history, personality, work style and other factors relevant to the job. For instance, a common interview question is "*What are your strengths and weaknesses?*" The candidate will usually be given a chance to ask any questions at the end of the interview. These questions are strongly encouraged since they allow the interviewee to acquire more information about the job and the company, but they can also demonstrate the candidate's strong interest in them. When interviewers ask about the weaknesses of a candidate, they are acknowledging the fact that they are not perfect. However, the interviewer is not really interested in their weaknesses but how they may make up for them. It also displays the skill of self-reflection and the pursuit for self-improvement.

Candidates for lower paid and lower skilled positions tend to have much simpler job interviews than candidates for senior positions. For instance, a lawyer's job interview will be much more demanding than that of a cashier in a retail shop.

Most job interviews are formal; the larger the firm, the more formal and structured the interview will be. Candidates generally dress slightly better than they would for work, with a suit (*called an interview suit*) being appropriate for a white-collar job interview.

Additionally, some professions have specific types of job interviews; for performing artists, this is an *audition* in which the emphasis is placed on the performance ability of the candidate.

In many companies, *assessment days* are increasingly being used, particularly for graduate positions, which may include analysis tasks, group activities, presentation exercises, and psychometric testing.

In recent years it has become increasingly common for employers to request job applicants who are successfully shortlisted to deliver one or more presentations at their interview. The purpose of the *presentation* in this setting may be to *either* demonstrate candidates' skills and abilities in presenting, or to highlight their knowledge of a given subject likely to relate closely to the job role for which they have applied. It is common for the applicant to be notified of the request for them to deliver a presentation along with their invitation to attend the interview. Usually applicants are only provided with a title for the presentation and a time limit which the presentation should not exceed.

Interview Phases

There are three phases in an interview.

1. The **pre-interview phase (stage)** which occurs before the interviewer and candidate meet.
2. The **interview phase (stage)** where the interview is conducted and



3. The **post-interview phase** where the interviewer forms judgments of candidate qualifications and makes final decision.

Although separate, these three phases are related. That is, impressions interviewers form earlier may affect how they view the person in the later phase.

1. Pre-interview phase

In this phase, interviewers are likely to already have ideas about the characteristics that would make a person ideal or qualified for the position. Interviewers also have information about the applicant usually in the form of a resume, test scores, or prior contacts with the applicant. Interviewers then often integrate information that they have on an applicant with their ideas about the ideal employee to form a pre-interview evaluation of the candidate. In this way, interviewers typically have an impression of you even before the actual face-to-face interview interaction.

Despite the relevance of the information, any information interviewers obtain about the applicant before the interview is likely to influence their pre-interview impression of the candidate.

Why is all this important? It is important because what interviewers think about you before they meet you, can have an effect on how they treat you in the interview and what they remember about you. Furthermore, researchers have found that what interviewers think about the applicant before the interview (pre-interview phase) is related to how they evaluate the candidate after the interview, despite how the candidate may have performed during the interview.

2. Interview phase

The interview phase entails the actual conduct of the interview, the interaction between the interviewer and the applicant. Interviewer's initial impressions about the applicant before the interview may influence the amount of time an interviewer spends in the interview with the applicant, the interviewer's behaviour and questioning of the applicant, and the interviewer's post-interview evaluations. Pre-interview impressions also can affect what the interviewer notices about the interviewee, recalls from the interview, and how an interviewer interprets what the applicant says and does in the interview.

For example; Interviews are typically conducted face-to-face, over the phone, or through video conferencing for example, skype are a social interactions between two individuals. Thus, the behaviour of the interviewer during the interview likely "leaks" information to the interviewee. That is, you can sometimes tell during the interview whether the interviewer thinks positively or negatively about you. Knowing this information can actually affect how the applicant behaves, resulting in a self-fulfilling prophecy effect. For example, interviewees who feel the interviewer does not think they are qualified may be more anxious and feel they need to prove they are qualified. Such anxiety may hinder how well they actually perform and present themselves during the interview and fulfilling the original thoughts of the interviewer. Alternatively, interviewees who perceive an interviewer believes they are qualified for the job may feel more at ease and comfortable during the exchange, and consequently actually perform better in the interview. It should be noted again, that because of the dynamic nature of the interview, the interaction between the behaviours and



thoughts of both parties is a continuous process whereby information is processed and influences subsequent behaviour, thoughts, and evaluations.

3. Post-interview phase

After the interview is conducted, the interviewer must form an evaluation of the interviewer's qualifications for the position. The interviewer most likely takes into consideration all the information, even from the pre-interview phase, and put together to form a post-interview evaluation of the applicant. In the final stage of the interview process, the interviewer uses his or her evaluation of the candidate (**that is, in the form of interview ratings or judgment**) to make a final decision. Sometimes other selection tools (For example; work samples, cognitive (reasoning) ability tests, personality tests) are used in combination with the interview to make final hiring decisions; however, interviews remain the most commonly used selection device.

Interview questions

The interview panel asks questions during the interview to assess each applicant's suitability for the position. All shortlisted candidates are asked the same questions and their responses are ranked. Apart from submitting a good application letter and resume', you have to look, act and speak better than the other applicants at the interview. Employers use job interviews to identify applicants who are punctual, well organized, confident and able to communicate well with others. Try to concentrate on showing that you have these qualities during the interview.

TYPICAL QUESTIONS ASKED BY INTERVIEWERS

- | | |
|---|--|
| <div style="border: 1px solid black; display: inline-block; padding: 2px 5px; margin-bottom: 10px;">?</div> <ul style="list-style-type: none">• Tell us about your last job.• What was it that you liked about your last job?• Why did you leave?• Can you think of a time when you were very pleased with your job performance? Can you elaborate?• What are your ambitions for the future?• Are you currently studying?• Do you have future plan for study?• What would you do if asked to perform a task which you disagree? Give an example of how you have handled this in the past.• How have you handled mistakes made on the job? | <ul style="list-style-type: none">• What do you think are your strengths and weaknesses?• Do you work well in a team? Give an example of your team work.• Do you have a career plan?• Why do you want this particular job?• Have you ever done this type of work before?• What do you know about this company/industry?• What would you like to know about the job that you don't already know?• Why do you think you should be given this job?• Is there anything else you would like to say? |
|---|--|

***Unacceptable Interview Questions***

?

- Are you planning to get married in the near future?
- How old are you?
- Who picks up the children after school?
- Where were you born?
- Are you affiliated with any political party?

- What would you do if your spouse was transferred?
 - Are you planning a family?
 - When are you planning to retire?
-

Possible questions by applicants

?

- What will be expected of me in this job?
 - What will my duties be?
 - Is there a duty statement for this job?
 - How many others do the same or similar kinds of work?
 - Why is the position vacant?
 - What is the structure of the department?
 - Are there other job possibilities in the organisation?
 - What are the opportunities for promotion?
 - How often are performance appraisals undertaken?
 - Will I need to work overtime or at weekends?
 - Are there any parking facilities available?
 - What are the dress requirements?
 - Is it necessary for me to wear a uniform
-

Table 3.2. Interview questions.

Source: Business Studies for Melanesia-2010.



11.1.3.3 Participation in interview – Simulation

A job interview typically precedes (come before) the hiring decision, and is used to evaluate the candidate. The interview is usually preceded by the evaluation of submitted résumés from interested candidates, then selecting a small number of candidates for interviews. Potential job interview opportunities also include networking events and career fairs. The job interview is considered one of the most useful tools for evaluating potential employees. It demands significant resources from the employer. An interview also allows the candidate to assess the corporate culture and demands of the job.

Multiple rounds of job interviews may be used where there are many candidates or the job is particularly challenging or desirable. Earlier rounds may involve fewer staff from the employers and will typically be much shorter and less in-depth. A common initial interview form is the phone interview, a job interview conducted over the telephone. This is especially common when the candidates do not live near the employer and has the advantage of keeping costs low for both sides.

Once all candidates have been interviewed, the employer typically selects the most desirable candidate and begins the negotiation of a job offer. The interview captures a wide variety of applicant attributes. These concepts or ideas captured in an interview can be classified into three categories:

1. Job-relevant interview content

Interview questions are generally designed to find applicant attributes that are specifically relevant to the job questions intended to assess the necessary one to successfully perform on the job.

The job-relevant concepts or ideas that have been assessed in the interview can be classified into three categories: *general traits, experiential factors, and core job elements*.

General traits/attributes refer to relatively stable applicant traits which include.

- Mental ability. Applicants' capacity to learn and process information.
- Personality. meticulous (careful), agreeable, emotional stability, friendliness, openness to new experiences, changes.
- Interest, goals, and values. Applicant motives, goals.

Experiential factors refers to job knowledge that the applicant has acquired over time.

- Experience- Job-relevant knowledge derived from prior experience.
- Education- Job-relevant knowledge derived from prior education.
- Training- Job-relevant knowledge derived from prior training.

Core job elements refers to the knowledge, skills, abilities associated with the job and commitment.

- Declarative knowledge. Applicants' learned knowledge.
- Procedural skills and abilities. Applicants' ability to complete the tasks required to do the job
- Motivation. Applicants' willingness to exert the effort required to do the job.

2. Interviewee performance



The Interviewers evaluations of the applicants responses also tend to highlight how an applicant behaves in the interview. These may not be directly related to the concepts the interview questions were designed to assess, but can be related to aspects of the job for which they are applying. Applicants, without realizing it, may engage in a number of behaviours that influence ratings of their performance. The applicant may have acquired these behaviours during training or from previous interview experience. These interviewee performance constructs can also be classified into three categories: *social effectiveness skills, interpersonal presentation, and personal/contextual factors.*

Social effectiveness skills

- Impression management- Applicants' attempt to make sure the interviewer forms a positive impression of them.
- Social skills- Applicants' ability to adapt his/her behaviour according to the demands of the situation to positively influence the interviewer.
- Self-monitoring- Applicants' regulation of behaviours to control the image presented to the interviewer.
- Relational control- Applicants' attempt to control the flow of the conversation.

Interpersonal Presentation

- Verbal expression- Pitch, rate, pauses.
- Nonverbal behaviour- Gaze, smile, hand movement, body orientation.

Personal/contextual factors

- Interview training- Coaching, mock interviews with feedback.
- Interview experience- Number of prior interviews.
- Interview self-efficacy- Applicants' perceived ability to do well in the interview.
- Interview motivation- Applicants' motivation to succeed in an interview.

3. Job Interviewer biases

The following are personal and demographic characteristics that can potentially influence interviewer evaluations of interviewee responses. Demographic statistics refer to other personal attributes such as age, marital status and others. These factors are typically not relevant to whether the individual can do the job (that is, not related to job performance), thus, their influence on interview ratings should be minimized or excluded. In fact, there are laws in many countries that prohibit consideration of many of these protected classes of people when making selection decisions. Using structured interviews with multiple interviewers coupled with training may help reduce the effect of the following characteristics on interview ratings.

The list of job-irrelevant interviewer biases is presented below.

- **Attractiveness**- Applicant physical attractiveness can influence interviewer's evaluation of one's interview performance.
 - **Race**- Whites tend to score higher than Blacks and Hispanics; racial similarity between interviewer and applicant, on the other hand, has not been found to influence interview ratings.
 - **Gender**- Females tend to receive slightly higher interview scores than their male counterparts; gender similarity does not seem to influence interview ratings.
-



- **Similarities in background and attitudes-** Interviewers perceived interpersonal attraction was found to influence interview ratings.
- **Culture-** Applicants with an ethnic name and a foreign accent were viewed less favourably than applicants with just an ethnic name and no accent or an applicant with a traditional name with or without an accent.

The extent to which ratings of interviewee performance reflect certain ideas varies widely depending on the level of structure of the interview, the kind of questions asked, interviewer or applicant biases, applicant professional dress or non-verbal behaviour, and a host of other factors.

Ranking Applicants' Responses

When interviewers ask questions, they may rank the applicants' responses on a form similar to the sample interview form below. These rankings can be confirmed with the rankings of the selection criteria responses to arrive at an overall score for each applicant. The interview panel then confers to determine the successful candidate.

INTERVIEW ASSESSMENT FORM

Interview Assessment Form					
POSITION: _____		DATE: _____			
CANDIDATE: _____					
RANKING SCALE:					
A Highly Suitable					
B Suitable					
C Suitable with further training or reduced responsibility. (Specify in comments)					
D Unsuitable					
		A	B	C	D
Education					
<ul style="list-style-type: none"> • General education • Specialised education 					
Skills					
<ul style="list-style-type: none"> • Debtors' and Creditors' ledgers • Debt Collection • Computer • Public relations 					
Experience					
<ul style="list-style-type: none"> • Previous experience in accounting firm • Coding and collating documents • Quality assurance 					
Personal Skills					
<ul style="list-style-type: none"> • Shows leadership qualities • Displays initiative • Flexible and adaptable • Good communicator 					
Motivation					
<ul style="list-style-type: none"> • Ambition • Realistic goals • Degree of determination 					

**Comments**

Table 3.3. Interview assessment form.
Source: Business Studies for Melanesia-2010.

After the Interview

The successful candidate is notified by the organization either in writing or by telephone. It is appropriate for applicants to contact the organization in about seven to ten days to inquire about the progress of application. This shows genuine interest.

If unsuccessful, it is acceptable to:

- Seek feedback to improve future prospects.
- Ask about the business policy of retaining application records for a position that may arise in the future.
- Use a checklist similar to the one below to complete a self-assessment of the interview performance. This will reflect areas for improvement.

INTERVIEW PERFORMANCE CHECKLIST

Interview Performance	Comments/ Rating			
	Excellent	Very Good	Satisfactory	Needs Improvement
1.Punctual				
2.Dress and appearance				
3.Application form accurate				
4.Portfolio Complete				
5.Resume professionally presented				
6.Business-like manner				
7.Responses to question				
6.Sold self well at interview				
8.Spoke clearly				
9.Nervousness under control				
10.Knowledge of organization				
11.Honest, modest				
12.Indicated clear ambition				
13.Positive attitude				
14.Expressed interest in job				
15.Quality of questions asked of interview				
16.Followed up on the interview				

Table 3.4. Interview performance checklist.
Source: Business Studies for Melanesia-2010.

Successful applicants are notified by letter regarding their appointment. Unsuccessful candidates can expect notifications in writing within a few weeks after the interview. If feedback on the interview is desired, it is available to applicants upon request. The selection committee is able to give personal feedback on ratings and this information should be used by the applicant to improve future interview performances.

It is impossible not to feel disappointed if unsuccessful. However, applicants should learn from the experience and continue to apply for jobs. The more positions applied for, the greater the chance of getting an interview and, ultimately, a job.

INTERVIEW TIPS



Figure 3.4. Interview tips.
Source: Business Studies for Melanesia-2010.

Methods of Interview

Once you have your resume sent to a company and if your resume is shortlisted then interview process will start. Depending on what you are applying for, you may have just one interview or experience multiple interviews during the interview process. The interview process varies from company to company. An interview is a conversation between two or more people where questions are asked by the interviewer to elicit facts or statements from the interviewee.

1. One-to-one interview (face-to-face). This is an interview where the candidate is interviewed by one person from the recruiting organization. This is possible when the interviewer has the sole authority to select suitable candidates for the position. It is a verbal and visual interaction between two people, the interviewer and the candidate, for a particular purpose. The purpose of this interview is to match the candidate with the job. It is a two-way communication.

ONE-TO-ONE INTERVIEW

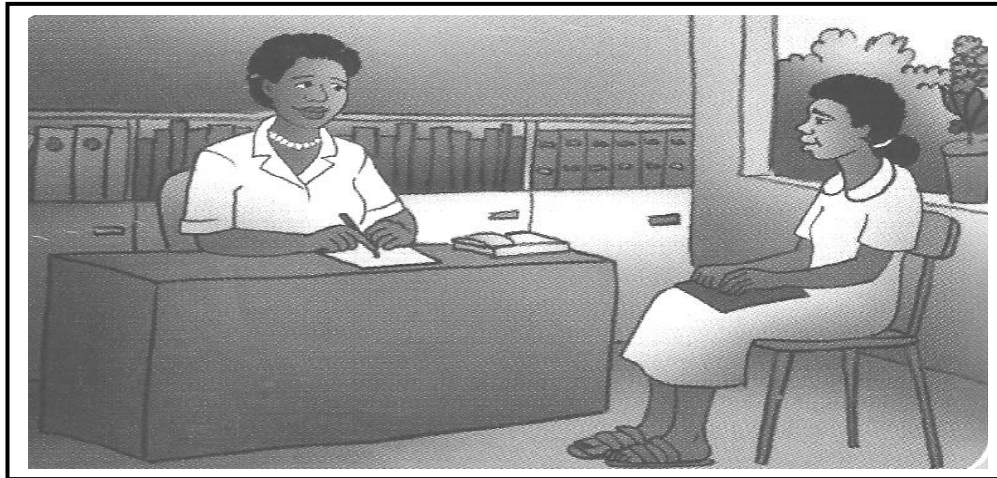


Figure 3.5. One-to-one interview.
Source: Business Studies for Melanesia-2010.

- 3. Panel interview.** This is an interview where a panel of people interview one person. The panel may consist of three or five members depending on the policy of the organization. In a situation like this, members of the panel may ask various questions to the applicant. These are basically pre-prepared questions because before the interview, members of the panel meet and decide the interview format and what type of questions to be asked. Panel interviews are usually more difficult than one-to-one interview.

PANEL INTERVIEW

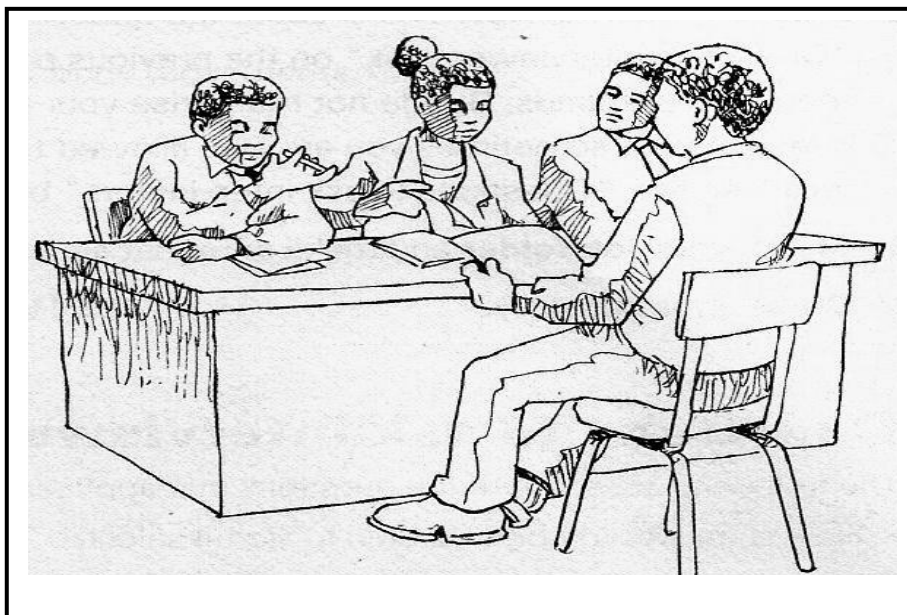


Figure 3.6. Panel interview.
Source: Business Studies for Melanesia-2010.

Other interview formats include *telephone interviews* and interviews via video conferencing.



3. Screening or telephone interview

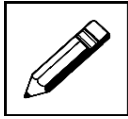
Telephone interviews take place if a recruiter wishes to reduce the number of prospective candidates before deciding on a shortlist for face-to-face interviews. They also take place if a job applicant is a significant distance away from the premises of the hiring company, such as abroad or in another state or province. A phone interview is a very cost effective way to screen candidates. These can last anywhere from 15-45 minutes. You should prepare for it like an open book exam. It is recommended that you have in front of you your resume, the job description, a list of references, some prepared answers to challenging questions and perhaps something about the company. The vast majority of communication is verbal. Because they cannot see your body language, it is critically important to have positive and polished answers with energetic tone and inflection. Be sure what the next step is.

4. Video Conferencing

The phone interview is still more common, but some companies prefer video conference as away to size up the candidate visually before going to the expense of setting up an in-person interview. Video conferencing is typically used to conduct interviews using video technology. The same interview strategies used to meet interviewer in person applies for video conferencing; clothing, body language and dialogue.

5. Video Interview

Video interviews are a modern variation of telephone interviews. Prospective candidates are asked pre-set questions using computer software then their immediate responses are recorded. These responses are then viewed and evaluated by recruiters to form a shortlist of suitable candidates for face-to-face interviews.



Learning Activity 11.1.3: Complete the activities given below.

1. Define job interview.

2. What is the purpose of a job interview?

3. What must you do as you prepare for interview?

4. Define interviewee and interviewer.

5. What is first impression? Why is it important?

6. Identify and list any three (3) tips that will assist you in an interview process.

- a. _____
- b. _____
- c. _____

7. During an interview you will be asked a series of questions. Think of six (6) questions that you may be asked by the interviewer.

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____
- g. _____

8. Before an interview, you should try to anticipate the type of questions likely to be asked. State how you would go about doing it.

9. Give two (2) examples of the type of questions you might ask during an interview.



10. What is the difference between one to one interview and a panel interview.

11. What does an interviewer do during an interview?

12. Briefly describe the three phases of an interview.

a.

b.

c.

13. The interview captures a wide variety of ideas. State three broad categories of these ideas

a.

b.

c.

14. How do interviewers rank an applicant's responses?

15. What happens after the interview?

NOW CHECK YOUR ANSWERS AT THE END OF THE MODULE



11.1.4 Employment Prospects

In this topic, you will find out about the types of jobs that will suit you when applying for one. You will learn about the career path and employment alternative and the importance of personality and interest in choosing a career. Also, you will learn about the kind of academic qualification you must have when choosing a career.



Learning Outcomes;

On successful completion of this topic, you should be able to:

- Explain career path and employment alternatives.
 - List and explain the importance of personality and interest in choosing a career.
 - Identify the academic qualification in choosing a career.
-



11.1.4.1 The Career Path and Employment Alternatives

What is a career?

Career describes an individual's journey through learning, work and other aspects of life. There are a number of ways to define a career and the term is used in a variety of ways.

Career is defined by the (Oxford English Dictionary) as a person's "course or progress through life or a distinct portion of life". In this definition career is understood to relate to a range of aspects of an individual's life, learning and work.

Career is also frequently understood to relate to the working aspects of an individual's life.

A third way in which the term career is being used is to describe an occupation or a profession that usually involves special training or formal education, and is considered to be a person's lifework. In this case "a career" is seen as a sequence of related jobs usually pursued within a single industry or sector. For example, "a career in law" or "a career in the building trade".

Career Planning

A career path refers to the direction or guide one takes in choosing a future career, profession or job. In career planning a person develops a career path based on their interest ability, learning and development.

It is important to come up with your career planning as it gives you the much needed direction and makes it clear where you see yourself in future. You are made aware of your strengths and weaknesses and the skills and knowledge that are required to achieve your goals in future.

A large proportion of our life is spent in achieving our career goals, thus, it is very important to make sure that right steps were taken and correct planning was done in the early years of your life. There are very few lucky ones who are born with a clear mind and who know what they want to do and where they see themselves in life ahead. But majority of us are not sure what we want from life and so it is very important to plan out things. Thus, career planning is what gives your career, and in some way your life, true meaning and purpose.

Career Planning Strategies

Successful career planning strategies include:

1. Setting career goals

The career management process begins with setting goals/objectives. A relatively specific goal/objective must be formulated. This task may be quite difficult when the individual lacks knowledge of career opportunities and/or is not fully aware of his or her talents and abilities. However, the entire career management process is based on the establishment of defined goals/objectives whether specific or general in nature.

- **short term goals (one to two years).** describe the specific tasks, activities or job functions of the desired position which are in line with personal strengths and experience.
- **long term goals (three to five years).** These may be an extension of short term goals and reflect longer term aspirations. Try to be realistic and only set goals that are attainable within this time frame.



2. Conducting a personal skills audit

Self-assessment is a process that helps you in assessing your skills, potential, strengths and your ability to fulfil your aims. As the name of the step suggests, you assess yourself and then, based on your analysis and keeping your strengths and weaknesses in mind, you draft your future plan. By drafting your future plan we mean that executing this step helps you to finalize the profession and career path you want to choose. Make sure that you choose and finalize more than one career, keep one or two careers in case you decide to roll back. In case the career you choose does not satisfy you or later in time you come to know that this was not meant for you, you must have a backup plan.

3. Performance Appraisals

Recognising areas for improvement

Once you have self-analysed your strengths, weaknesses, skills and potentials. The second step is to fill the loopholes you have identified. You have to see what are the qualities and skills that are required to help you achieve your goals. For instance you might decide that you need training or a particular course in a field in order to make you perfect for the profession you have chosen.

4. Performance appraisals

It is used to assess whether a person job performance, job suitability and appropriate use of talents and skills. It is in line with their career path aspiration.

Refer to the article on page 69 and read about appraisal to have a better understanding of what appraisals are.

APPRAISAL

APPRAISALS an important part of any job

BY PAM PWER, MIPS

An appraisal is an important way of assessing an employee's job performance and / or job prospects. Some companies carry out appraisals frequently during the first 12 months, then perhaps once a year thereafter. Sometimes appraisals are carried out by managers, quite often are carried out by the employee's immediate supervisor, then reviewed by the manager.

Appraisal Objectives:

- To discuss the job in detail;
- To review employee performance during the relevant period;
- To bring forward any adverse feelings;
- To give the employee the chance to bring up any problems he/she may be having with other workers and or supervisors;
- For the employer to better understand the employees expectations
- To review and discuss salary aims/ prospects/ planning;

- To review and discuss possible staffing needs/plans.

Self-assurance is most important, and matters raised at an appraisal could well bring the incentive an employee requires to make better use of his/her talents. Self-improvement may come through extra training programs, human resource development and improved self-confidence. Managers, supervisors and employees can all benefit through further training.

Managers/ Supervisors:

- Allow ample time for discussion without interpretation;
- Be aware that your employee may be nervous at the interview;
- Be prepared to listen, then discuss what the employee is saying;
- Accept criticism of yourself, and then discuss it more fully when timing is more appropriate;
- Advise the employee of any staff changes which may have an effect on that person's position;
- Don't just dismiss the questions about salary or career prospects; be prepared to discuss for or against and give reasons;

- Give praise where due as incentives for further efforts;
- Ensure the employee is given ample opportunity to review the written appraisal prior to signing.

Employees:

- Give yourself and honest assessment of your performance prior to the interview;
- Be prepared for some criticism of yourself and or your job performance and be prepared to discuss same;
- Make sure your complaints or grievances (if any) are justified and real;
- Enquire about possible salary increase or promotion, then be prepared to discuss the pros and cons as presented by the performance of your supervisor;
- Be prepared to accept pointers for improvement in your performance;
- Take the opportunity to read your written appraisal prior to signing, then request copy of the same.

Figure 4.1. Panel interview.

Source: The Australian Secretary, 1993

Performance appraisal is used to assess whether a person's job performance, job suitability and appropriate use of talents and skills is in line with their career path aspiration.

5. Networking

Networking means interacting with others within the same organisation or the same type of industry to form contacts and friendships that can be used in a business environment.

6. Acquiring a mentor



A mentor is usually someone within the organisation, nominated as a role model, who can coach a less experienced staff member (often a younger person) in advancing within the organisation.

Starting Work

Increasingly, employers offer new employees *contracts* or *letters of appointment* which both parties are required to sign. These documents are the binding legal contracts between employers and employees, and are different from other types of contracts. Employees should take care to ensure they fully understand all terms and conditions of employment before signing any agreement. If in doubt, refer agreements to a legal adviser or appropriate professional.

Once candidates have been successful in securing positions, they are guided in their tasks and roles by the job description or statement of duties. It is against this specification that their performance will be measured and assessed, with each area of responsibility scored and their overall work ranked according to performance.

Employment Alternatives

During the process of job hunting, every person looking for work should consider other employment alternatives, including:

- *Part-time and temporary*

Part time or temporary work is the preferred career path for many people. Those who take on part-time or temporary work, and who prove themselves to be honest and reliable, are often later employed on a full-time, permanent basis.

Temporary work or temporary employment refers to a situation where the employee is expected to leave the employer within a certain period of time. Temporary employees are sometimes called "contractual", "seasonal", "interim", "casual staff", "freelance"; or the word may be shortened to "temps." In some instances, temporary professional employees (particularly in the white-collar worker fields, such as law, engineering, and accounting) even refer to themselves as "consultants." This is not to be confused with consultants (as in management consulting).

Temporary workers may work full-time or part-time, depending on the individual case. In some instances, temporary workers receive benefits (such as traveling allowance), but usually benefits are only given to permanent employees. Not all temporary employees find jobs through a temporary employment agency. For example, a person can simply apply at a local park for seasonal jobs.

- *Job sharing*-Job sharing is a growing trend where two people may share a full time position.
- *Voluntary work*- Another type of work worth considering is voluntary work which can provide valuable experience that can only be gained in a work situation. This can revive self-confidence and enable job-seekers to meet people and make contacts. It also enables people to ease back into the workforce after an absence, as well as providing an insight into the type of work expected in a particular field.



- *Working from home*- Today many people work from home; some are employed by the organisation, others are self-employed. With improvements in communication technologies, 'homeworking 'is becoming much more common. Self-employed people generally find their own work rather than being provided with work by an employer, earning income from a trade or business that they operate.
- *Telecommuting* - Telecommuting means working formally away from the office via telephone, computer, modem and fax.



11.1.4.2 The importance of Personality and Interest in Choosing a Career

The first step of job search is the **self-evaluation**. **Self-evaluation** is all about knowing yourself, your strengths and weaknesses. It is possible to undertake self-evaluation if you have a record of achievements and experiences.

In this unit, you will learn how to maintain a record of achievements, perform a self-evaluation, set career goals and apply for a job.

Recording achievements and experiences

Before you undertake a self-evaluation, you need to keep a record of your achievements and experiences. This record can be kept manually or electronically. It is important to update the record continuously. At any given time you must have an updated record.

- **Achievement.** In this context, achievements include both academic and extracurricular activities. Academic achievements are referred to as *educational qualifications*. For example academic achievements include; *Completion of Grade 10, Completion of Grade 12 and Certificate of Computer Applications*.

Extra-curricular activities might include; *School prefect, Captain of school soccer team, Member of debating team, Member of Youth against Corruption Association and Class Captain*.

- **Experience.** Your experiences as a student at this stage may include working as a volunteer, part-time employment and internships during vacation. But for a mature person who is searching for a new job, experience means past or current job experiences

Self-evaluation

Before applying for a job or planning a career you need to know yourself. You need to identify your strengths and weaknesses. This process is called *self-evaluation*. Self-evaluation goes beyond academic ability. It is about understanding all of your strengths and weaknesses, not just your academic ability. People have many different kinds of abilities. Academic ability is just one of these different types of ability or areas of interest.

Self-evaluation involves identifying your:

- Talents
- Skills
- Achievements
- Interests
- Personal qualities

Self-evaluation can be a difficult and time consuming exercise. But when it is completed, you know exactly what you want from a job. At the same time, prospective employers know what you have to offer. You will succeed in your job search when these two are matched.

Talents are special abilities to perform in particular ways. Some people have natural talents to do certain things (Example; writing or painting). These talents can be improved and reshaped by undergoing training.

Skills are abilities related to performing an activity. They are gained through education, training and experience (Example; computing, organizing or drawing).

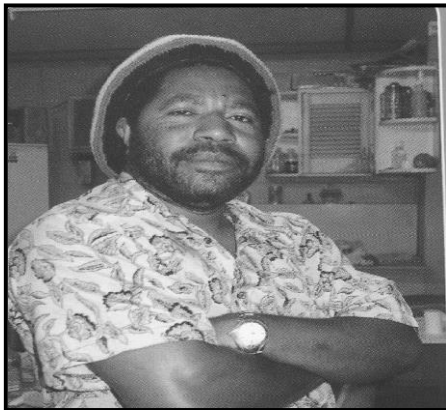


Personality refers to individual qualities. Personality can be identified through characteristics (Example, leadership, participation or politeness).

Interests are the things that you like to do when you are free. They are not specifically job related, but if a job is in line with a person's interest, he or she will perform that job wholeheartedly (Example, singing, reading or helping others).

Achievement is something significant you have accomplished. It may be academic or non-academic. Achievements do not come easy but are a result of continuous hard work and commitment. They give an insight into your strengths.

A Case Study



Tony Sipa knew from his school days that he was interested in drawing and design "Do, Think and Decide".

Tony Sipa- Where drawing can take you

Tony Sipa was born in Sina Sina in Simbu, but moved to Mt Hagen when he was only three years old because of his father's work. From an early age he enjoyed drawing. He liked to draw cartoon characters, and was particularly fond of drawing. 'The Phantom'. He did prep year in Mt Hagen before the family moved to Madang, and then did Grades 1 to 5 in Saligau. Several more moves followed. He did Grade 6 back in his home at Giu in Sina Siina, Grade 7 at Muaina High School, and then went back to Mt Hagen, where he completed Grades 8 to 10 at Mt Hagen High School.

All through those years he continued to draw. As time went by his skills got better and better. When representatives from the National Arts School passed through Mt Hagen and saw some of his drawings, they selected him to go to the National Arts School in Port Moresby. Here he began to specialize in the art of illuminating. In 1990, his final year, he won a competition to design a logo for an oil company. He also won a competition to design a stamp. Later on, he was asked to design many more stamps for Papua New Guinea.

After graduation, he worked for eight months doing design work for an advertising agency. In 1991, he designed stamps for the South Pacific Games, held in Port Moresby that year. He then won a scholarship to go study at RMIT University in Melbourne.

In 1996, he returned to PNG and started up his own business. He set it up as a private company and called Cool Grafix Ltd. Since then he has been building up his business, designing more stamps and doing the design of packaging and advertising posters for Arnotts (PNG) Ltd.

He received a major setback after been attacked while in Lae. He received a serious wound to his shoulder which prevented him from moving his arm for nearly two year. However, in true entrepreneurial spirit, he bounced back from his set back and his business is now thriving. He now employs two other designers on a part-time basis:

Tony has four children two boys: two boys and two girls. He says his biggest challenge is to continue to find new clients. And he still enjoys the challenge of making ideas come to life through his drawings.

Figure 4.2. Case study of Tony Sipa.

Source: Business Studies for Melanesia-2010.



Here is a questionnaire to help you assess your skills, achievements, interests and personality is given below. Read it carefully and place a tick in the appropriate column as you work on.

SELF EVALUATION

Ability	Weak	Good	Very Good
1. Working with numbers			
2. Negotiating and influencing others positively			
3. Arranging things in an orderly manner			
4. Assisting teachers in extra-curricular activities			
5. Being friendly at first meeting			
6. Being sympathetic to others			
7. Being patient			
8. Cooking local dishes			
9. Cooking other dishes			
10. Coping in an emergency			
11. Being creative			
12. Being mechanical			
13. Being flexible			
14. Being innovative			
15. Helping parents			
16. Helping elderly and disabled person			
17. Intervening to settle conflicts			
18. Gardening			
19. Showing interest to learn new things			
20. Maintaining a clean, neat appearance			
21. Listening to others			
22. Organizing things for people			
23. Playing a musical instrument			
24. Taking in clubs and societies			
25. Taking part in sports			
26. Sewing			
27. Carving			
28. Making bilums			
29. Taking care of animals			
30. Operating simple machines			
31. Solving problems systematically			
32. Working in a team with others			
33. Painting			
34. Assuming responsibilities			
35. Getting things from others			

Table 4.1. Evaluation of ability.

Source: Business Studies for Melanesia-2010.



Based on your responses to the questionnaire, make a list of your strengths. Once you have completed the questionnaire, you will find that you are “good” or “very good” in certain areas. These are your abilities. Furthermore, you may feel confident in the areas where you have strengths. Based on this, you can think about your career planning. However, if you are weak in certain key areas where you want to pursue a career, the next step is to change your weaknesses. For instance, if you are weak in computer applications, you need to do a course. Similarly, if you are not a good listener, you need to improve your listening skills.

If there is a mismatch between your self-evaluation and the career path you have in mind, you have two options:

- choose a different career path to suit your abilities.
- improve your weaknesses to suit the career path you have chosen.;

Choosing a career path requires self-knowledge and an understanding of your lifestyle priorities.

Lifestyle, Goals and Priorities

People who can get a job that best suits their personality are more likely to be happy in their working life. Because jobs are not easy to get, some people are happy to get any job that they can. However, it is still better to look for work in an area you have a genuine interest in, and which suits your personality. You are more likely to get satisfaction from your work, and you will probably perform better in an occupation you like.

People have different preferences toward a type of job. For example, some people would like to work closer to their homes while others do not. These preferences reveal lifestyles people would like to have. These lifestyles are the driving force that helps people determine their career paths. The term **career path** refers to choosing your future career. Here are some examples of career path:

- medical career
- teaching career
- technical career
- accounting career

When deciding your career, you need to consider carefully whether you can have the lifestyle you want by pursuing that career.

Once you have determined your career path, the next step is to set career goals. Your future career will not come by itself. A career goal is what you want to become. In other words, it is your future job. If your career goal is determined clearly, it is easy to align your education, training; volunteering and part time work with it. You can prioritize your activities to reach that goal.



The following table shows some guidelines for career path based on lifestyle.

Lifestyle	Possible Careers
1. More Money	Professional careers or business person.
2. More time with family	Work limited to five days, part time jobs, consulting.
3. Working from home	Freelance career.
4. Satisfaction from work done	Job that demands more hours of work.

Table 4.2. Guidelines for career path based on lifestyle.

Source: Business Studies for Melanesia-2010.

Everyone is different and has his or her own way of seeing the world. What is important for some people is not important for others. How you see the world and how you present yourself to the world and other people, and what is important for you, all go to make up your personality.



11.1.4.3 Academic Qualification in Choosing a Career

Qualifications, skills and personal attributes

Once career goals are established, the next step is to acquire the qualification, skills and personal attributes or qualities that are required to pursue the chosen career. Here, qualifications mean educational and professional qualifications. If you have chosen a very high –level career goal, it will need a high level of educational and professional qualifications. For example, if you have chosen to become an accountant you should have a diploma or degree in accounting and a Certified Practising Accountants (CPA) qualification.

Educational and professional qualifications are not the only qualifications for a job. Personal attributes such as interpersonal skills, politeness and ability to work as a team member are also important too.

Qualifications and Awards

The word ‘tertiary’ means ‘third level’ .After completing first and second levels of education primary and secondary, a student may be successful to proceed to a third level of academic studies, tertiary studies, which will take him or her one step closer to a professional or technical occupation. Tertiary study requires hard work, commitment and money to complete a tertiary course.

Strong academic ability is needed to reach the higher levels of academic qualifications (*bachelor or masters degree*). Some students find their talents are more suited to trade course or other training. In some countries the words ‘certificate’ and ‘diploma’ refer to courses of a specific length and level of difficulty. In Papua New Guinea, however, there is no set definition of what a certificate or diploma course involves.

Certificate Awards

Currently, certificate courses in Papua New Guinea are offered mainly by smaller institutions such as business colleges. Most certificate courses require a minimum of Grade 12 entry. Generally the main purpose of a certificate course is to equip students with enough basic knowledge and skills to get a base-level of professional or technical jobs. For example, certificate course in *Tourism and Hospitality, computer skills and so on*. Certificate courses are job-oriented, which means they focus more on practical knowledge and skills required for the work place and less on research and theory. Workers with certificate awards usually start at the bottom level of their profession and have to complete more studies later on if they wish to seek promotion or obtain greater responsibilities.



SAMPLE OF A CERTIFICATE



Figure 4.3. A sample of certificate.

Source: Business Studies for Melanesia-2010.

Diploma Award

A **University diploma** is a tertiary qualification normally of two or three years in duration which can only be awarded by a university. Some smaller institutions such as business colleges are able to offer diploma courses by making special accreditation (certification) arrangement with a 'partner university'. In such cases the smaller institution does the teaching but the university provides the course curriculum and sets the examination. The student then receives a diploma from the university even though he or she did not actually attend the university.

Apart from university diploma courses, there are also other types of diploma courses offered by other institution. Teachers' colleges, nursing colleges, and some technical



colleges also award diploma courses. These courses are fully recognized by the Commission of Higher Education.

The Non University comprised of Teachers Colleges, Nursing Colleges, Technical and Business Colleges.

TEACHER EDUCATION- PRIMARY TEACHERS' COLLEGES

Entry Requirement

Diploma in Primary Teaching (DPT)
Grade 12 school leavers with a minimum 'C' grades or better in all major subjects taken in grade 12.

INSTITUTION	PROGRAM CODE	LOCATION	2014 TEASA SPACE AVAILABLE	ENTRY LEVEL
BALOB	TEACH 2/1	LAE, MOROBE PROV	110	Grade 12 with all 'C' grades or better
DAULI	TEACH 3/1	TARI, SHP/HELA	90	As above
GAULIM	TEACH 4/1	RABAUL/ENBP	75	As above
HOLY TRINITY	TEACH 5/1	MT HAGEN/WHP	100	As above
MDADANG	TEACH 6/1	MADANG, MP	180	As above
KABALEO	TEACH 7/1	KOKOPO, ENBP	150	As above
ENGA	TEACH 8/1	ENGA	60	As above
SONOMA	TEACH 1/1	KOKOPO, ENBP	80	As above
SUB TOTAL			845	

HEALTH EDUCATION- NURSING COLLEGES

Entry Requirement

The following Nursing Colleges offer the Diploma in Nursing Programs. The Colleges require Grade 12 students with 'C' grades or better in Language and Literature, Mathematics A & B, Biology, and one or two other major subjects.

Figure 4.4. Example of entry requirements into teacher' college or nursing colleges – Diploma Program.
Source: Business Studies for Melanesia-2010.

Degree Awards

In general, a bachelor's degree (also known as an undergraduate degree) is a three, four or five year course which gives a student a broad range of knowledge and basic research skills in an academic 'discipline' (area of study). Bachelor's degree courses generally offer better job opportunities.

Turn to page 80 to see the entry of requirements for a degree course offered by Universities in Papua New Guinea.



Pacific Adventist University	Divine Ward University	University of Technology
<p>Bachelor of Business (Accounting) Code: PAU 1/11</p> <ul style="list-style-type: none"> - High Grades 'C' or better in Language and Literature - Math A, 'B' grade or better Mathematics B and two other subjects. <p>Duration of course: 4 years</p>	<p>Bachelor of Business (Accountancy & Management)(Code: DWU 1/1)</p> <ul style="list-style-type: none"> - Minimum 'B' Grade or better in Language and Literature, - 'B' Grades in Mathematics A and Economics and 'A' grade in Mathematics B. <p>Common intake and streaming in Year 3.</p>	<p>Bachelor of Engineering in Civil Engineering. (Code: UOT 6/34)</p> <ul style="list-style-type: none"> - Minimum 'B' grades in Math A and - Physics, Chemistry and English or other core subjects.

Table 4.3. Example of entry requirement for a Degree Course.
Source: Business Studies for Melanesia-2010.

CAREER PATH AND ACADEMIC QUALIFICATIONS

Career path	Entry Requirement	Related career
Teaching Career	Minimum C grades or better in all subjects (3 years – Diploma	Primary Teacher
Medical Career	<p>Bachelor in Nursing (Code: PAU 1/19)</p> <ul style="list-style-type: none"> - High 'C' grades or better in Language and Literature - Math A,'B' or better in Math B and two other subjects 	Nurse
Accounting Career	<p>Bachelor of Business (Accounting) Code: PAU 1/11</p> <ul style="list-style-type: none"> - High Grades'C' or better in Language and Literature, - Math A, 'B' grade or better Mathematics B and two other subjects. <p>Duration of course: 4 years</p>	Accountant or any business related

Table 4.4. Career path and academic qualifications.
Source: Business Studies for Melanesia-2010.

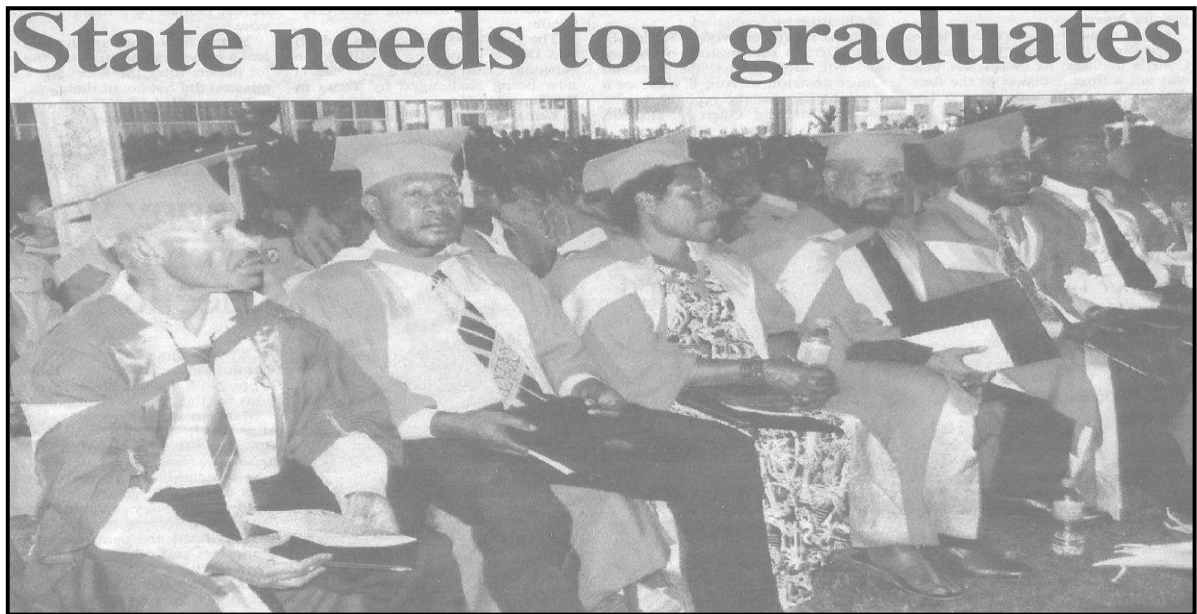


Figure 4.5. An example of academic qualification for a specific career path- those students with Diploma and Degree in Education

Turn to the next two pages (pages 82 and 84) to read about two people who made the most out of their talents and made it become part of their career and continue to prosper.



The moment you lay your eyes on Benoni Uwatu Pati, you instantly smile.

The 25 year old from Garaina in Morobe Province, and Ihu in Gulf, has this happy-go-lucky aura around him. Benoni may just be another regular guy but he has a story worth sharing, just like everyone else.

Benox, as he is commonly referred among his peers, completed his secondary years in 2009 at Gerehu secondary. He didn't get any offer to further his education but it did little to harm his infectious character. He simply went on living life until an opening came by way of his younger sibling Rangee. Rangee was auditioning for the assisting role in a German film, *The jungle Child'*, as Faisa the childhood friend of Sabina in the movie. Rangee made the final cut and was to travel to Malaysia for the shoot on the condition that she was accompanied by a guardian since she was only 12. Benoni was the perfect candidate as their parents were overseas. Only one glitch remained and that was for Benoni to go with Rangee.

I thank my family for being supportive of me and the UPNG theater arts department and all its lecturers, who have given me the opportunity to find myself.

BENONI UWATI PATI

It would be convenient for him to also play as an extra and at the film he nailed the auditioned and was on the next flight to Malaysia, heading to the Taman Negara National Park around February 2010. It took three months to complete the shoot and when Ben got back, the University of Papua New Guinea had opened applications for 2011 non-school leavers. Armed with a reference from the National Cultural Commission, who partnered with German film crew UFA Cinemas, Ben applied. And when 2011 came by, he was part of the new intakes for the theatre arts department at UPNG. His role as extra, specifically a Naiu warrior on set hadn't gone unnoticed as it earned him a recall to shoot another film, *Mr Pip*. It was a week before my mid semester exams in 2011 when the

assistant director of the film called and asked if I was free to do a shot on Buka the coming week. And that was during my exam week so I declined the offer. But a week after my exams they called again and this time I was free so they sent me a ticket and I was off to Kieta in Buka to shoot *Mr Pip* for three weeks. Ben said his role on the *Mr Pip* set could be termed as unsavory relative to domestic cultural mannerism. He was one of the PNG deference force soldiers' characters on set who harassed the villagers. Ben regards the filming of *Mr Pip* as the biggest curve in his career but the real fantastic part was that Adamson, the director of *Shrek and Shrek 2, The Lion King, the Witch and the Wardrobe*, and visual effects for *Batman Forever and Batman and Robin* was impressed with

him. Andrew was quite pleased with me because whatever he told me to do, I would just do it perfectly and right on the first shoot.

He was very impressed because he needed only to shoot me once and that was it.

Benox eventually graduated with a bachelor's degree earlier this month, majoring in theatre arts. He was a school dropout, to a movie extra and made the impression on a world renowned film director.

I am aiming for a master's degree somewhere overseas. There's no film industry in PNG for me to further my career. As a kid, I didn't think I had that talent to be an actor. I used to take part in Sunday school plays and that was it until Rangee's audition. Benox said since the shooting of *Mr Pip* in Buka, more and more film directors are looking at PNG as a possible filming site.

Me, a budding PNG actor? No, I'm just a regular guy who likes to hang out with the boys and have fun, Ben

laughs. Ben is not only a movie character; he also plays extra in dramas, does awareness programs for various NGOs and student groups.

He is also a part of a group that performed the heartbeat of the nation advertisement for one of the country's dailies, *Post Courier*. I thank my family for being supportive of me and the UPNG theatre arts department and all its lecturers who have given me that opportunity to find myself.

Ben is currently applying for jobs in the city but you can easily identify him with his trademark smile that reveals a 'window' between his teeth. And he is an instant with the kids.

Figure 4.6.

Successful career of Benoni Uwati.

Written by Jacob Serave.

Source: *Post Courier* -2014.



Below is a photo shot of Benoni during his graduation at the University of Papua New Guinea and him with the world renowned German film actor Thomas Kretschmann.

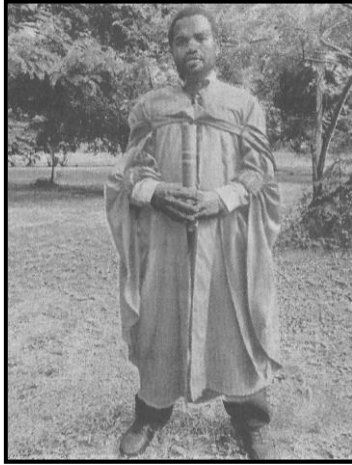


Figure 4.7. (a) Benoni Uwati Pati
Source: The Post Courier -2014.

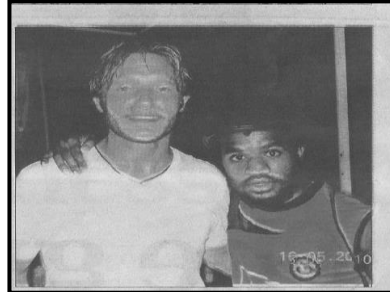


Figure 4.6. (b) Benoni with Thomas Kretschman
Source: The Post Courier -2014.

TARAH'S FLYING HIGH



Sharon Tara

Soaring high above the clouds, the passengers have eaten their peanuts and are relaxing in their seats in the reclining position when those familiar reassuring words come over the in-flight announcement system: “Ladies and gentleman, this is your captain speaking”.

It takes hard work, dedication and determination before a pilot is allowed to sit in the cockpit and say these eight little words.

For Sharon Tara, the only female in the current graduating class of commercial pilots at Professional Pilot Training, Coffs Harbour, being able to say those words is a dream come true.

Growing up in the small village of Sori on Manus Island, the northwestern highland of Papua New Guinea, Sharon used to watch large commercial planes fly over her house.

“Ever since my early school days I knew I wanted to become a pilot”, Sharon said.

When I saw an advertisement in my local village newspaper for a pilot recruitment drive I knew it was my chance”.

That small advertisement led to a big round of examinations, interviews and assessments before Sharon got a phone call she had been longing for.

“I let out a big scream of joy when I finally got the call advising me I had been accepted, but all my family were at work so I had to wait for everyone to come home before I could share my good news”, she said.

Boarding the Air Niugini plane as a passenger, and leaving Manus Ireland for the time in her life, Sharon was determined to come home as a trained commercial pilot.

Her first flight brought her all the way to Australia where she and five other male students, would begin their training with Professional Pilot Training based at Coffs Harbour.

Chief flight instructor, Robert Loretan and his team then put the cadets through their paces for the next 15 months.

“We operate cadet training scheme in conjunction with Air Niugini”, Robert Loretan said.

The students live on base until they complete their courses, which includes classroom academics, training in our flight simulator, as well as single and multi-engine aircraft training and building confidence and leadership skills through local programs such as Toastmasters”.

A typical day for Sharon and her fellow students would include reporting at 7am,

Inspecting her aircraft to ensure it is ready for flight, being briefed for flight, practical flying time and, hitting the books a lot of books.

There is a huge amount of study and you have to be disciplined”, Sharon said. “But it is all worth it. My first time flying a Piper Warrior was so exhilarating, such an amazing experience, I’ve definitely made the right career decision”.

Sharon’s family, as well as the families of her classmates, flew to Coffs Harbour to attend the recent graduation dinner held at Pacific Bay Resort.

So in the not-too-distant future, if you should be on board Air Niugini flight and a female voice announces, “ladies and gentlemen, this is your captain speaking”, who knows it might just be Sharon.



Sharon Tara with Andrew Caupang, Elijah Kiromat, Michael Koliadi, Martin Pilon and Caleb Oki.

Figure 4.8. Aiming high- achieving one’s dream
Source: Business Studies for Melanesia-2010.



Learning Activity 11.1.4: Complete the activities given below.

1. What is a career?

2. What is a career path? Give an example.

3. Briefly explain career planning.

4. What is an employment contract?

5. Briefly describe temporary employment.

6. Why is self-evaluation important in choosing a career?

7. What does self-evaluation involve?

8. Draw a table with five columns like the one below and identify your talents, skills, achievements, interests and personal qualities.

Self-evaluation

Talents	Skills	Personal qualities	Achievements	interests

9. Briefly explain why your personality is important in relation to your career path.

10. What are some academic qualifications that can be obtained?

a. _____

b. _____

11. Read the article on *Appraisals* in Figure 4.1 and answer the following questions:



a. What are the purposes of performance appraisals and who conducts them?

b. When are performance appraisals undertaken?

12. List three (3) objectives of appraisals.

a. _____

b. _____

c. _____

13. How can an employee undertake self-improvement?

14. List three (3) employment alternatives and give advantages and disadvantages for each.

a. _____

b. _____

c. _____

NOW CHECK YOUR ANSWERS AT THE END OF THE MODULE



- As our economy develops new jobs are being created. However, finding a job will not be an easy task.
- If you are a genuine job seeker you need to organize your documents well.
- Having a job folder would be a better way to organize your documents.
- All documents kept in the job file folder are confidential.
- The job folder contains personal documents such as; *certificates, cv/resume, character references, special award letters, cover letter or application letters, school assessment reports and other relevant documents.*
- A Curriculum Vitae (cv) is a short description of person's education, training and work experience.
- A covering letter is sent along with a Curriculum Vitae (cv) when applying for a job.
- A character reference will be written by someone who will refer to your personal character.
- A professional reference will be from someone most probably your former boss who will say whether or not you are good at your work.
- The series of jobs that a person hold in their lifetime is their career.
- Job openings are available in both the formal and informal sector.
- Job searching is the act of looking for employment due to unemployment or discontent with current position.
- In Papua New Guinea, most job vacancies are advertised in the daily newspapers, on TV, radio and on noticeboards.
- Most jobs are formally advertised and formal procedures are followed by applicants to apply.
- Methods of applying for advertised jobs include; *written application, telephone application or application forms.*
- Some businesses may receive letters of application and still require applicants to fill out the business's own application form.
- There are two types of application letters: *solicited and unsolicited letter.*
- An interview is a face-to-face meeting between at least two people. It involves the interviewer(s) and an interviewee.
- A job interview involves three phases: *pre-interview, interview, and post-interview.*
- The purpose of the interview is to find out information about the person being interviewed.
- It is important to plan your career path as it gives you much needed direction and makes it clear or where you see yourself in the future
- Career can be used to describe an occupation or a profession that usually involves special training and formal education.
- Self- evaluation involves identifying your talents, skills, achievements, interests and personal qualities.

ANSWERS TO LEARNING ACTIVITIES

Activity 11.1.1



1. Birth Certificates, academic certificate, Resume or CV, Copies of application letters, special award certificates and other relevant documents needed to find jobs
2. The advantages of keeping a job folder include:
 - Easy to retrieve information whenever needed to apply for a job
 - Easy to retrieve whenever needed during interview
 - Easy to update your curriculum vitae
3. A Curriculum Vitae is a record of a person's educational qualifications and work experience. Information contained on the CV include:
 - Personal information (name and address, date of birth)
 - Education history (names and dates of schools/colleges attended and qualifications obtained with the most recent one first.
 - Employment history
 - Other special interests
4. A covering letter or a letter of application is a letter that tries to sell or market you to the employer when applying for a job. It will contain information.
5. A referee is somebody who writes a reference for someone.
6. A reference and a testimonial are almost the same. They both provide information about somebody who is applying for a job. In most cases people applying for a job are asked to provide a reference. If a reference is sent by the referee to the person who asks for it, it is called a testimonial. Testimonials are headed **To Whom It May Concern.** References, however, are sent directly from the referee to the employer.
7. Show your job file folder to your teacher. Your job folder should consists of the following:
 - An application letter in response letter in response to the advertisement
 - Curriculum Vitae
 - References
 - School Reports
 - Certificate

Activity 11.1.2

1. A job is a regular activity performed in exchange for payment.
2. Variety of jobs include: full time job, temporary job, odd job, seasonal job, self-



- employed. People may have chosen a job for which they have received training. Those who do not hold a steady job may do odd jobs or be unemployed.
3. Job seeking or job search is the act of looking for employment due to unemployment or other reasons.
 4. People search for jobs for many reasons; they may be seasonally unemployed, they may want to switch jobs and they are probably school leavers.
 5. Cold canvassing is the term given to approaches by applicants to organisations that have not advertised a position as vacant. It involves selecting firms of interest and telephoning or writing for an interview.
 6. You can learn about job vacancies through:
 - Classified in newspapers, radio or television or even notice board
 - Company's website for open jobs
 - Private employment agency/recruiter
 - Job fair
 - Networking
 7. Employment advertisements normally include:
 - Type of position, brief details of work to be performed, level of qualification, level of work experience, location of position, how and when application should be made
 8.
 - a. Commercial analyst X 2
 - b. Lae and Port Moresby
 - c. Bachelor's degree, majoring in accountancy or relevant field
 - d. At least three years of experience in a similar role or environment
 - e. Applications can be posted to the postal address given or e-mailed to the email address before Friday 22nd January 2015.
 - f. To be responsible for supplying and analysing the Commercial and Sales activities via performance indicators derived from the Company's business activities to senior management.
 - g. Leadership skills and team oriented, advance computer skills using excel ,word and outlook
 - h. Strong work ethic, be proactive, committed
 9. Organisations require letters to be handwritten because the letter has the potential to create a favourable impression with the employer.
 10.
 - a. A letter of application should be specific and simple, introduce the applicant, summarise qualifications and skills, demonstrate how the applicant's skills match the firm's requirements and request an interview.
 - b. A resume should provide clear and concise details of the applicant including: *personal details, educational qualifications, professional membership, training or professional development, summary of skills including personal qualities, special interests, referees.*
 11. Solicited letter is sent in response to an advertised position while an unsolicited letter is sent to a potential employer assuming that there will be a position vacant for a job that will suit your qualifications.
-



Activity 11.1.3

1. A job interview is a process in which a potential employee is evaluated by an employer for prospective employment in their organisation. It involves the interviewer and the interviewee. The interviewer will mainly ask questions to the interviewee.



2. The purpose of a job interview is to obtain information about the person being interviewed. During this process, the interviewer representing the employer hopes to determine whether or not the applicant is suitable for the job.
 3. The preparations may include:
 - Learning about the organisation, practice the interview, finalise and confirm your job file folder, plan how and when to be there for interview and dress appropriately
 4. An interviewee is the applicant for a job while the interviewer is the person representing the firm to interview the applicant.
 5. First impression refers to the opinion formed about someone on the first meeting or contact. It is important to impress someone you meet for the first time. The opinion person makes results in getting or not.
 6. Some tips needed to assist you in an interview include; dress neatly and appropriately, greet the interviewers, speak clearly and answer directly and be confident.
 7. Possible question the interviewer may ask:
What do you think are your strengths and weaknesses? What do you know about the company? Why do you want this particular job? What would you do for the company if you are employed? Why did you leave your previous job?
 8. You could practice the interview by writing the questions more frequently asked in interviews and rehearse with family and friends. Do not memorise your answers.
 9. Possible questions that the interviewee might ask include:
 - What are the opportunities for promotion?
 - Is there a duty statement for the job?
 - Will I be able to work overtime during weekends?
 10. One to one interview involves a interviewee being interviewed by one person from the recruiting organisation. While a panel interview involves a panel of people possibly 3- 5 members interviewing the applicant.
 11. The interviewer asks the candidate questions about his or her job history, personality, work style and other factors relevant to the job.
 12. The three phases in an interview;
 - (a) *The pre-interview phase* – which occurs before the interviewer and candidate meet. This phase encompasses the information available to the interviewer beforehand (For example; resumes, certificates) and the perceptions interviewers form about applicants from this information prior to actual face to face interaction between the two individuals.
 - (b) *The interview phase*- involves the actual interview, the interaction between the interviewer and the applicant. Initial interviewer impressions about the applicant before the interview may influence the amount of time in an interviewer spends in the interview with the applicant, the interviewer's behaviour and questioning of the applicant and the interviewer's post interview evaluations.
 - (c) *Post-interview phase*– refers to after the interview is conducted, the interviewer must form an evaluation of the interviewee's qualifications for the position. The
-



interviewer most likely takes into consideration all the information, even from the pre-interview phase, and integrates it to form a post-interview evaluation of the applicant.

13. The concepts or ideas captured in an interview can be classified into three broad categories:
 - (a) Job- relevant interview content
 - (b) Interviewee performance
 - (c) Job- irrelevant interviewer biases
14. When interviewers ask questions, they may rank the applicant's responses on an interview assessment form. These rankings can be confirmed according to the selection criteria.
15. After the interview, successful candidates are notified by the organisation either in writing or telephone. It is appropriate for applicants to contact the organisation to inquire about the progress of application. Unsuccessful candidates can request for feedback of the interview so the applicant can use it to make improvements in another job interview.

Activity 11.1.4

1. The term career is being used to describe an occupation or a profession that usually involves special training or formal education, and is considered to be a person's life work.
Example: a career in law.



2. The term career path refers the direction or guide one takes to choose a future job or career profession or job. A career goal is what you want to become. An example of career path include medical career and teaching career.
3. Career planning is the process of re-assessing individual learning and development over a period of time. It is important to come up with your career planning as it gives you the much needed direction and makes it clear where you see yourself in the future.
4. An employment contract is a binding legal agreement between the employer and the employee. Employees should take care to ensure they fully understand all terms and conditions of employment before signing any agreement.
5. Temporary employment refers to a situation where the employee is expected to leave the employer within a certain period of time. Temporary employees are sometimes called '*contractual*', '*seasonal*',' *casual staff*'.
6. Self-evaluation is about knowing yourself before applying for a job or planning a career. Identifying your strengths and weaknesses will help you to choose the right career path.
7. Self-evaluation involves identifying your: *talents, skills, achievements, interests and personal qualities*.
8. Self- evaluation:

Talents and abilities	Skills	Personal Qualities	Achievements	Interests
Painting	Drawing	Can lead and organise	Grade 12 Certificate	-To teach others how to use their time, skills and capital to go into painting. - To involve unemployed youths to use painting to earn income.

9. Personality refers to individual qualities. Personality is identified through characteristic such as leadership quality, politeness and so on. If a person can get a job that suits their personality they are more likely to be happy in their working life.
10. Academic achievements are referred to as academic qualifications. For example completion of certain grade successfully will involve you receiving a certificate, completion of certain courses in University or colleges you will be certified with a certificate, diploma or degree based on the nature of course undertaken.
11. a. The purpose of an appraisal is to assess an employee's performance and job prospects. The immediate supervisor conducts the appraisal.
b. Once a year
c. -Assess Job Performance and job suitability



- Appropriate use of talents and skills
- Asses Job prospective

12. 1. To assess a person's job performance
2. To assess a person's job suitability
3. To assess a person's appropriate use of talents in their career aspirations.

13. By doing a self-assessment on themselves.

Type of job	Advantage	Disadvantage
Voluntary work	-Provide valuable experience that can only be gained in a work situation. -Enable job seekers to meet people and make contacts.	Not much benefits in the package.
Working from home	More time and flexibility	Disturbance from home for example; noise, technical fault and so on.
Telecommuting	Fast and efficient using technology.	Can be costly.



GLOSSARY

Achievement	Something significant you have achieved such as an academic qualification.
Career	An occupation or profession that usually involves special training or formal education.
Career planning	The process of re-assessing individual learning over a period of time.
Confidentiality	Refers to respecting the privacy of information about another person.
Curriculum vitae	Listing of a person's education, qualification and experience.
Interests	Are things that you like to do when you are free.
Interviewee	The applicant in an interview.
Interviewer	The person representing the firm who will mainly ask questions.
Job folder	A folder that contains all documents necessary for job search.
Panel	Group of people conducting the interview.
Personality	Refers to individual qualities.
Referee	Someone who writes a reference for another person.
Resume	Similar to CV but more summarised.
Self - evaluation	Assessing your strengths and weaknesses in relation to searching for job.
Shortlist	Refers to list of applicants who have met the job criteria and will be contacted for an interview.
Skill	Ability to do a particular job.
Solicited application letter	A letter of application written in response to an advertised position.
Talents	Refers to special abilities to perform in a particular way.
Unsolicited letter	An application letter written assuming that there are jobs available to potential employers.



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APPENDICES

Appendix 1 Samples of Certificates


PAPUA NEW GUINEA


A11-040095

CERTIFICATE OF BIRTH ENTRY

Civil Registration Act (Chapter 304)

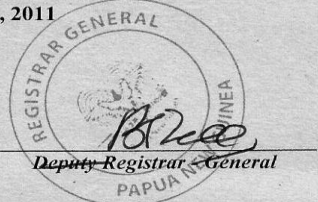
I certify that the following particulars are contained in an entry in the Register of Births kept in the custody of the Registrar-General pursuant to Section 20 of the *Civil Registration Act (Chapter 304)*

<u>Details of Child</u>	
First Name:	[REDACTED]
Surname:	[REDACTED]
Place of Birth:	Paradise Private Hospital, Port Moresby, National Capital District
Date of Birth:	13th July, 1990
Gender:	Female
Nationality:	Papua New Guinean


<u>Details of Mother</u>	
First Name:	Mary
Father's Surname:	Pinu
Occupation:	Teacher
Nationality:	Papua New Guinean

<u>Details of Father</u>	
First Name:	John
Surname:	Sine
Occupation:	Self-Employed
Nationality:	Papua New Guinean

This Certificate as issued under my Hand and Seal of the Office this **29th** day of **November, 2011**


[Signature]
Deputy Registrar General
PAPUA NEW GUINEA



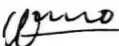

 DEPARTMENT OF EDUCATION
SCHOOL CERTIFICATE

THIS IS TO CERTIFY THAT
Rose Sine

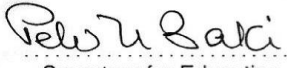
WHILE A STUDENT ATTENDING
LUFA
 **HIGH SCHOOL IN 2008**

satisfied all the requirements of the Department of Education over a two-year secondary course and has been awarded a School Certificate gaining the following results:

SUBJECT	RESULT
ENGLISH	CREDIT
MATHEMATICS	CREDIT
SCIENCE	UPPER PASS
SOCIAL SCIENCE	UPPER PASS
HOME ECONOMICS	4 / 39
PRACTICAL SKILLS	NOT TAKEN
TECHNOLOGY	NOT TAKEN
AGRICULTURE	3 / 69
COMMERCE	7 / 69
RELIGIOUS EDUCATION	NOT ASSESSED
EXPRESSIVE ARTS	NOT ASSESSED




 Headmaster

 Secretary for Education
 Certificate Holder

Date 8-12-2008 Certificate No 00 10 600 004

This certificate is issued WITHOUT ALTERATION under the authority of the Secretary for Education. It is printed in black, with a green design, on white card. Explanatory notes are given on the reverse side.





DEPARTMENT OF EDUCATION

HIGHER SCHOOL CERTIFICATE

THIS IS TO CERTIFY THAT

ROSE SINE

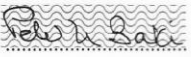
WHILE A STUDENT ATTENDING

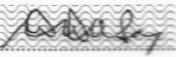
GOROKA SECONDARY SCHOOL


IN **2008**

satisfied all the requirements of the Department of Education over a two year upper secondary course and has been awarded a Higher School Certificate, gaining the following results:

SUBJECT	RESULT
Language and Literature	<i>(Very Good)</i>
Mathematics A	<i>Not Studied</i>
Mathematics B	<i>(Very Good)</i>
Biology	<i>Not Studied</i>
Chemistry	<i>Not Studied</i>
Physics	<i>Not Studied</i>
Economics	<i>(Good)</i>
Geography	<i>(Very Good)</i>
History	<i>Not Studied</i>
Business Studies	<i>(Good)</i>
NO SUBJECT ENTERED ON THIS LINE	
NO SUBJECT ENTERED ON THIS LINE	


 Secretary for Education
 Date: _____


 Principal
 Certificate Number: _____


 Certificate Holder
 Signature: _____

This certificate is issued WITHOUT ALTERATION under the authority of the Secretary for Education. It is printed in black, with a brown design and an embossed seal. Explanatory notes are given on the reverse side.



Appendix 2 Certificate of Participation






CERTIFICATE OF PARTICIPATION

This certificate is awarded to

For attending the 5 day workshop on: **Lukautim Pikinini (Child Protection)** from 25th to 29th June 2012
Facilitated by the Department for Community Development - Child Welfare Division

 _____ Anna Solomon Acting Secretary Department for Community Development	29/6/12 _____ Date	 _____ Paul Constable Program Manager Incentive Fund	29th June 2012 _____ Date
--	--------------------------	--	---------------------------------






Appendix 3 Sample of Application Form

ID:	10005
Title:	Administrative Assistant
Business Area :	Administration
Client:	Not disclosed
Location:	Port Moresby
Job Closes:	31/05/2015
Contract Information	
*Name:	<input style="width: 90%;" type="text"/>
*Address:	<input style="width: 90%;" type="text"/>
*Town/City:	<input style="width: 90%;" type="text"/>
*Mobile Phone Number:	<input style="width: 90%;" type="text"/>
*Area Code:	<input style="width: 90%;" type="text"/>
*Home Phone Number:	<input style="width: 90%;" type="text"/>
Work Phone Number :	<input style="width: 90%;" type="text"/>
Application Information	
Preferred Telephone Number	<input style="width: 90%;" type="text"/>
*Source of Application	<input style="width: 90%;" type="text"/>
Attachments	<input style="width: 90%;" type="text"/>
*Resume	<i>Supported formats: WORD, PDF, RTF, Text and HTML</i>
*Cover Letter	<input style="width: 90%;" type="text"/>
	You can type in a Cover Letter or Copy/ Paste from an existing document
	<input style="width: 50px;" type="text" value="Resume"/>
General Questions	
1) Explain your reasons for leaving your current job.	
2) Confirm you have directly comparable experience in the key responsibilities required in this role. Please detail your experience.	
3) Please detail your IT proficiency (Advanced, intermediate, Beginner) in key Microsoft Packages: Word, Excel Access Publisher, Powerpoint, Outlook/ Email Systems.	
4) Explain your short Term Career goals (next 3-5 years).	
5) Explain your 3 major work struggles.	
6) Explain for us what gives you greatest job satisfaction.	
7) Please explain your greatest achievements at work.	
8) Describe your communication style (Example. Open, inclusive, team oriented, etc).	
9) Describe 5 personality traits (e.g. friendly, achievement oriented, etc).	
10) Please detail your current package (base, annual medical, school fees, etc) and the package you are lodging for in your new job.	
11) Please detail 3 referees: name, position, contact number and your working relationship with them.	
12) Please confirm your notice period in your current role.	

**Appendix 4 Sample of a Curriculum Vitae/Resume****CURRICULUM VITAE**

Curriculum Vitae	
Joe Andy	
<div style="border: 1px solid black; padding: 5px; width: fit-content;">ID size photo here</div>	
PERSONAL DETAILS	
NAME:	Joe Andy
DATE OF BIRTH:	28 th April 1987
ADDRESS:	c/o P O Box 172, Goroka, EHP
PHONE CONTACTS:	3235657 or Mb: 7000322
MARITAL STATUS:	Single
EDUCATION	
2012	Lae Technical College PETT Clerical Course: Credit in Book keeping and Math A.
2010 – 2011	Higher School Certificate (Gr 11 – 12) (Eng: B, Math A: B, Economics: C, History: C, B/ Study: B)
2008 – 2009	High School Certificate (Gr 9 – 10) (English: Credit, Math: Credit, Science: Upper Pass, Social science: Credit)
OTHER TRAININGS	
2011	Peer Education Training (PNG National Aids Council)
WORK EXPERIENCE	
July 2012 – January 2013	Hardware Store, Goroka
Position	General Clerk
Duties	General Office Duties; filing, answering telephone calls, counter sales work
Feb 2013 – Present	Plumbers & Builders, Port Moresby
Position	Accounts Clerks
Duties	Responsible for all accounts payable and receivable and payroll Prepare monthly reconciliations. Training staff to use of computerised accounting system. Some general cashier work
INTEREST/ HOBBIES	
Reading, Meeting new people and playing soccer	
REFEREES	
3. Mr John Tau (Accounts manager, Plumbers & Builders) P O Box 1712, Boroko, NCD Phone: 322 5255/ 3235256	
4. Mr Paul Tura (Teacher, Tokarara Secondary School) P O Box 24, Waigani N.C.D	

**Appendix 5 (a) Sample of Solicited Letter****SOLICITED LETTER**

Jenny Joe
P O Box 326
Boroko, NCD

20th January 2013

Mr John Molly
Human Resource Manager
PUMA Energy Supplies Ltd
P. O. Box 1029
Port Moresby
NCD

Dear Mr Molly

Subject: Post of Data Entry Operator

I am pleased to apply for the above position which was advertised in the "Post Courier" on 10th January 2013.

I completed Grade 12 at Gerehu Secondary School in 2012 and graduated with Upper Secondary School Certificate. I studied Information and Communication Technology (ICT) as a subject and received a credit pass.

I have been working part time as a data entry officer since November 2012 with Coastal Conservation Project in Port Moresby. I am confident that I can perform the job effectively as my qualifications, skills, experiences and career goals perfectly match with your job requirement. I am a hardworking person who has the determination to achieve results and meet deadlines.

Enclosed are my Curriculum Vitae for your perusal.

I look forward to hearing from you.

Yours faithfully

(signature)

Miss Jenny Joe (applicant)

**Appendix 5 (b) Sample of Unsolicited Letter****UNSOLICITED LETTER**

Gilbert Nou
P. O. Box 158
BOroko
NCD

Date:13th August 2012

Mr John Brown
Human Resource Manager
Vision City Ltd
Port Moresby
NCD

Dear Mr Brown

Subject: Expression of Interest for Job Vacancy

I learnt through media that your company is in the process of opening a new supermarket in Port Moresby in the near future. I firmly believe that there will be job vacancies for sales staff of the new supermarket.

I completed my Upper Secondary School Certificate in 2011 at Gerehu Secondary School. I have chosen a sales career and enrolled at Port Moresby Institution of Business Management to follow a course leading to certificate in sales. I completed the course in June and I am currently working at Boroko Superstore as an intern. I will be completing the internship by the end of this month. During this period, I have been exposed to various activities specialising in retail sales. I am confident that I have the necessary qualifications and skills to perform as a sales assistant.

Enclosed is my Curriculum Vitae for your consideration.

I would appreciate to come for an interview with you.

I look forward to hearing from you soon.

Thank you

Yours sincerely

Gilbert Nou



Appendix 5 (c) Explanations of different parts of a letter

1. Heading or letter head. Business letters are written on letterhead. The letter head. The letterhead contains the sender's name, address, telephone number(s), fax and email address. A business letter without a letterhead cannot draw attention of the receiver.

HCL
HAGINI CONSTRUCTION LIMITED
P.O. BOX 324, Waigani, Telephone: 326 3056 FAX: 332 476
Email: hgini@gmail.com

A typical letterhead

2. Date. On every business letter must be date. This helps with future correspondence for both parties. The date is placed between the letterhead and the inside address. The date can be written in several ways:

- 10 January 2011
- 10-02-2011
- 10/01/2011
- January 10, 2011
- 01-01-2011 (American style Notice that in this style the month is listed first)

3. Inside Address. The inside address is the address of the person you are writing to (the addressee)

It is placed between the date and the salutation, two lines below the date. It is not essential to write the complete address including Post Box number, name of the organization , post code etc., but if the complete address is used it is easy to write the same address on the envelop.

4. Salutation. This will begin at the left margin, two line spaces below the inside address. Dear Sir or Dear Madame is used when the writer does not know the name of the addressee then the writer knows the name of the addressee, the appropriate title and the name is used. Frequently used titles are Mr, Mrs, Miss and Ms.

5. Subject line. The subject line refers to the subject of the letter. By looking at the subject line, the reader can understand the purpose of the letter. It helps to catch the reader's attention from the beginning of the letter. The subject line is placed one space below the salutation .It also provides guideline to the letter in the correct file.

6. The body of the letter. The body of a letter has three parts: beginning, middle, and ending. Sometimes these three parts are referred to as opening paragraph, main paragraph, main paragraph and closing paragraph. The aim of the opening paragraph is to catch the reader's attention about the subject matter. In the closing paragraph, the letter should come to a logical end. It has two purposes: to indicate future action and to close courteously.



7. Body. The body of a letter has three parts: beginning, middle and ending. Sometimes these three parts are referred to as the opening paragraph, main paragraph and closing paragraph. The aim of the opening paragraph is to catch the reader's attention and create a desire to read further. The main paragraph presents details and information about the subjects matter. In the closing paragraph, the letter should present details and information about the subject matter. In the closing paragraph, the letter should come to a logical end. It has two purposes; to indicate future action and to close courteously.

Greeting	Complementary close
Dear Sir	Yours faithfully
Dear Mr July	Yours sincerely
Dear Rose	Yours sincerely
Dear Ms Rose	Yours sincerely

8. Signature. The sender's signature is placed after the complementary close. His or her name designated id types after the signature.

Types of layout

There are three main types of layout for business letters:

- Full block layout
- Semi-block letter
- Modified block layout.

Full block layout .Full block letters have every line flush with the left margin, Open punctuation omits all non-essential punctuation. This means omitting the colon or coma after the salutation and the comma after the complementary closing.

HCL

HAGINI CONSTRUCTION LIMITED

P.O. BOX 324, Waigani, T
elephone: 326 3056 FAX: 332 476
Email: hgini @gmail.com

20th June 2015

Hilltop Lodge
P.O. BOX 333
Boroko
NCD

(two line spaces0

Dear Herea

The start of a full block letter without a letterhead



When letterhead stationery is not available, a return address with the same information that letter head contains is place immediately above the date line in the letter. In a full block letter the return address is also left aligned

Appendix 6 Full Block Layout, open punctuation

<p style="text-align: center;">HCL HAGINI CONSTRUCTION LIMITED P.O. BOX 324, Waigani, Telephone: 326 3056 FAX: 332 476 Email: hgini @gmail.com</p> <p><i>(two line spaces)</i></p> <p>20th June 2015</p> <p>Hilltop Lodge P.O. BOX 333 Boroko NCD</p> <p><i>(two line spaces)</i></p> <p>Dear Herea</p> <p><i>(one line space)</i></p> <p>Reservation for Staff Training Program</p> <p><i>(one line space)</i></p> <p>I would like to reserve your Kaskas Room for our next staff training program.</p> <p><i>(one line space)</i></p> <p>The training program begins on 25th August 2015 and ends on 31st August 2015. The number of participants will be 25 including trainers. During this period you need to supply morning tea, lunch and afternoon tea for the participants.</p> <p><i>(one line space)</i></p> <p>I would appreciate it if you could make the reservation and send me a quotation including the menu.</p> <p><i>(one line space)</i></p> <p>Please feel free to contact me if you have any queries. I take this opportunity to remind you of the excellent services you provide to the participants at the previous training program. I look forward to hearing from you.</p> <p><i>(two line spaces)</i></p> <p>Yours Sincerely</p> <p><i>Kere Bada</i> <i>(three line spaces for signatures)</i></p> <p>Kere Bada Human Resources Manager</p>
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2. Semi-block layout is often called indented layout because semi-block letters have indented paragraphs. Each body paragraph is indented five spaces. The return address (if not part of the letterhead), the date, the complimentary close, and the signature block are all positioned right of centre. All remaining elements are flushed left. Standard punctuation has minimal punctuation with a colon or comma after the salutation and a comma after the complimentary close.

<p style="text-align: center;">HCL HAGINI CONSTRUCTION LIMITED P.O. BOX 324, Waigani, Telephone: 326 3056 FAX: 332 476 Email: hgini@gmail.com</p> <p><i>(two line spaces)</i></p> <p>20th June 2015</p> <p>Hilltop Lodge P.O. BOX 333 Boroko NCD</p> <p><i>(two line spaces)</i></p> <p>Dear Herea</p> <p><i>(one line space)</i></p> <p>Reservation for Staff Training Program</p> <p><i>(one line space)</i></p> <p>I would like to reserve your Kaskas Room for our next staff training program.</p> <p><i>(one line space)</i></p> <p>The training programs begins on 25th August 2015 and ends on 31st August 2015. The number of participants will be 25 including trainers. During this period you need to supply morning tea, lunch and afternoon tea for the participants.</p> <p><i>(one line space)</i></p> <p>I would appreciate it if you could make the reservation and send me a quotation including the menu.</p> <p><i>(one line space)</i></p> <p>Please feel free to contact me if you have any queries. I take this opportunity to remind you of the excellent services you provide to the participants at the previous training program. I look forward to hearing from you.</p> <p><i>(two line spaces)</i></p> <p style="text-align: right;">Yours Sincerely</p> <p style="text-align: right;"><i>(three line spaces for signatures) Kere Bada</i></p> <p style="text-align: right;">Kere Bada Human Resources Manager</p>



3. Modified block letter.

Modified block letters have unindented paragraphs and all elements are flush with the left margin except the date, reference number (if any), complimentary close and the signature block, which are right of centre.

Standard punctuation has minimal punctuation with a colon or comma after the salutation and a comma after the complimentary close.

HCL
HAGINI CONSTRUCTION LIMITED
P.O. BOX 324, Waigani, Telephone: 326 3056 FAX: 332 476
Email: hgini@gmail.com

(two line spaces)

20th June 2015

Hilltop Lodge
P.O. BOX 333
Boroko
NCD

(two line spaces)

Dear Herea

(one line space)

Reservation for Staff Training Program

(one line space)

I would like to reserve your Kaskas Room for our next staff training program.

(one line space)

The training programs begin on 25th August 2015 and ends on 31st August 2015. The number of participants will be 25 including trainers. During this period you need to supply morning tea, lunch and afternoon tea for the participants.

(one line space)


I would appreciate it if you could make the reservation and send me a quotation including the menu.

(one line space)

Please feel free to contact me if you have any queries. I take this opportunity to remind you of the excellent services you provide to the participants at the previous training program. I look forward to hearing from you.

(two line spaces)

Yours Sincerely

(three line spaces for signature) 

Kere Bada
Human Resources Manager

**Appendix 7 An Example of Advertised Positions****POSITION VACANT**

The right candidate, honest and reliable with sober habits, should have a proven past experience of 3 to 4 years in Accounts Payable role. Accounting qualifications would need to be produced during the interview. He/ She should be conversant with payable management system, flexible and able to adapt. The ability to communicate well, be assertive and being consistent with follow ups, are a must require. Pay rate according to the skills and experience. Employment will commence immediately.

Spa Attendants

Excellent career opportunities exist for Female candidates willing to learn new skills. High school diplomas or general education degree required. Employment will commence immediately.

Maintenance Department – Tiler

An enthusiastic and hardworking candidate with excellent trade skills in Tiling and Plastering should apply. The right candidate should have a past working experience in a similar capacity, can deliver and perform with minimum supervision and should be flexible in timing to satisfy operational needs. Employment will commence immediately.

Food and Beverage Restaurant Server, Bartenders

A successful F&B operation depends on its people and the Restaurant Servers and Bartenders are the key persons in providing a memorable guest experience. Male/ Female candidates are invited to apply as Restaurant Servers and Bar Tenders. The right candidate will demonstrate a passion to provide excellent service. Ability to work hard and flexible in timings to satisfy operational needs is required for the job. Employment will commence immediately.

IT Technician

Suitable qualified persons are required to be employed as IT Technicians. Efficient in handling all PC, servers & Printers hardware & Networking knowledge of door locks and electronic safes will be of great advantage. Must master and demonstrate knowledge on internet & Wi-Fi & ADSL installation and troubleshooting. Candidates must be comfortable working shifts. Employment will commence immediately.

Qualities such as honesty, attitude, appearance and demeanor will be looked upon as highly as formal qualifications.

Written CV'S together with a photograph and character references or referees contact details should be addressed or submitted to:

Group Human Resources Manager
Airways Hotel
Jacksons Parade
Seven Mile. N.C.D.
Email to: ghr@airways.com.pg



Appendix 8 Example of Entry requirement for different programs in UPNG

PART TWO (2): UNIVERSITY PROGRAMS & ENTRY REQUIREMENTS

BA- Creative Arts (Code: UPNG 1/ 101)

Minimum 'C' grade or better in Language and Literature 'B' , grade in Mathematics B, or 'C' grade in Mathematics A, and 'C' grade in two or more social science subjects in Higher School Certificate subjects taken, or 'C' grade in two or more Natural and Physical Science and presentation of a 'folio of recent art work.

BA-English Communication & Literature Re (Code: UPNG1/102)

Minimum 'C' grade or better in Language and Literature, 'B' grade in Mathematics B and 'C' grade in Mathematics A and 'C' grade in two or more social science subjects taken or 'C' grade in two or more Natural and Physical Science subjects.

BA- History, Gender & Philosophy (Code: UPNG 1/103)

Minimum 'C' grade or better in Language and Literature, 'B' grade in Mathematics B, 'C' grade in Mathematics A and 'C' grade in two or more social science subjects taken or 'C' grade in two or more Natural and Physical Science subjects.

BA- History, Gender & Philosophy (Code: UPNG 1/104)

Minimum 'C' grade or better in Language and Literature, 'B' grade in Mathematics B, 'C' grade in Mathematics A and 'C' grade in two or more social science subjects taken or 'C' grade in two or more in Natural and Physical Science subjects.

BA- Journalism & Media Studies (UPNG 1/ 105)

Minimum 'C' grade or better in Language and Literature, 'B' grade in Mathematics B, 'C' grade in Mathematics A and 'C' grade in two or more social science subjects taken or 'C' grade in two or more in Natural and Physical Science subjects.

BA-Linguistic and Modern Language (Code: UPNG1/106)

Minimum 'C' grade or better in Language and Literature, 'B' grade in Mathematics B, 'C' grade in Mathematics A and 'C' grade in two or more social science subjects taken or 'C' grade in two or more in Natural and Physical Science Subjects.

BA-Political Science (Code: UPNG1/107)

Minimum 'C' grade or better in Language and Literature, 'B' grade in Mathematics B, 'C' grade in Mathematics A and 'C' grade in two or more social science subjects taken or 'C' grade in two or more in Natural Physical Science Subjects.

BA-Psychology (Code: UPNG1/108)

Minimum 'C' grade or better in Language and Literature, 'B' grade in Mathematics B, 'C' grade in Mathematics A and 'C' grade in two or more social science subjects taken or 'C' grade in two or more in Natural and Physical Science Subjects.

BA-Population Studies (Code: UPNG1/109)

Minimum 'C' grade or better in Language and Literature 'B' grade in Mathematics B, 'C' grade in Mathematics A and 'C' grade in two or more social science subjects taken or 'C' grade in two or more in Natural and Physical Science subjects.

BA-Social Work (Code: UPNG1/110)

Minimum 'C' grade or better in Language and Literature 'B' grade in Mathematics B, 'C' grade in Mathematics A and 'C' grade in two or more social science subjects taken or 'C' grade in two or more in Natural and Physical Science subjects.

TESAS General Information Booklet



FODE PROVINCIAL CENTRES CONTACTS

PC NO.	FODE PROVINCIAL CENTRE	ADDRESS	PHONE/FAX	CUG PHONES	CONTACT PERSON		CUG PHONE
1	DARU	P. O. Box 68, Daru	6459033	72228146	The Coordinator	Senior Clerk	72229047
2	KEREMA	P. O. Box 86, Kerema	6481303	72228124	The Coordinator	Senior Clerk	72229049
3	CENTRAL	C/- FODE HQ	3419228	72228110	The Coordinator	Senior Clerk	72229050
4	ALOTAU	P. O. Box 822, Alotau	6411343 / 6419195	72228130	The Coordinator	Senior Clerk	72229051
5	POPONDETTA	P. O. Box 71, Popondetta	6297160 / 6297678	72228138	The Coordinator	Senior Clerk	72229052
6	MENDI	P. O. Box 237, Mendi	5491264 / 72895095	72228142	The Coordinator	Senior Clerk	72229053
7	GOROKA	P. O. Box 990, Goroka	5322085 / 5322321	72228116	The Coordinator	Senior Clerk	72229054
8	KUNDIAWA	P. O. Box 95, Kundiawa	5351612	72228144	The Coordinator	Senior Clerk	72229056
9	MT HAGEN	P. O. Box 418, Mt. Hagen	5421194 / 5423332	72228148	The Coordinator	Senior Clerk	72229057
10	VANIMO	P. O. Box 38, Vanimo	4571175 / 4571438	72228140	The Coordinator	Senior Clerk	72229060
11	WEWAK	P. O. Box 583, Wewak	4562231/ 4561114	72228122	The Coordinator	Senior Clerk	72229062
12	MADANG	P. O. Box 2071, Madang	4222418	72228126	The Coordinator	Senior Clerk	72229063
13	LAE	P. O. Box 4969, Lae	4725508 / 4721162	72228132	The Coordinator	Senior Clerk	72229064
14	KIMBE	P. O. Box 328, Kimbe	9835110	72228150	The Coordinator	Senior Clerk	72229065
15	RABAU	P. O. Box 83, Kokopo	9400314	72228118	The Coordinator	Senior Clerk	72229067
16	KAVIENG	P. O. Box 284, Kavieng	9842183	72228136	The Coordinator	Senior Clerk	72229069
17	BUKA	P. O. Box 154, Buka	9739838	72228108	The Coordinator	Senior Clerk	72229073
18	MANUS	P. O. Box 41, Lorengau	9709251	72228128	The Coordinator	Senior Clerk	72229080
19	NCD	C/- FODE HQ	3230299 Ext 26	72228134	The Coordinator	Senior Clerk	72229081
20	WABAG	P. O. Box 259, Wabag	5471114	72228120	The Coordinator	Senior Clerk	72229082
21	HELA	P. O. Box 63, Tari	73197115	72228141	The Coordinator	Senior Clerk	72229083
22	JIWAKA	c/- FODE Hagen		72228143	The Coordinator	Senior Clerk	72229085

SUBJECT AND GRADE TO STUDY



GRADE LEVELS	SUBJECTS/COURSES
Grades 7 and 8	1. English
	2. Mathematics
	3. Personal Development
	4. Social Science
	5. Science
	6. Making a Living
Grades 9 and 10	1. English
	2. Mathematics
	3. Personal Development
	4. Science
	5. Social Science
	6. Business Studies
	7. Design and Technology- Computing
Grades 11 and 12	1. English – Applied English/Language & Literature
	2. Mathematics - Mathematics A / Mathematics B
	3. Science – Biology/Chemistry/Physics
	4. Social Science – History/Geography/Economics
	5. Personal Development
	6. Business Studies
	7. Information & Communication Technology

REMEMBER:

- For Grades 7 and 8, you are required to do all six (6) courses.
- For Grades 9 and 10, you must study English, Mathematics, Science, Personal Development, Social Science and Commerce. Design and Technology-Computing is optional.
- For Grades 11 and 12, you are required to complete seven (7) out of thirteen (13) courses to be certified.

Your Provincial Coordinator or Supervisor will give you more information regarding each subject.

**GRADES 11 & 12 COURSE PROGRAMMES**

No	Science	Humanities	Business
1	Applied English	Language & Literature	Language & Literature/Applied English
2	Mathematics A/B	Mathematics A/B	Mathematics A/B
3	Personal Development	Personal Development	Personal Development
4	Biology	Biology/Physics/Chemistry	Biology/Physics/Chemistry
5	Chemistry/ Physics	Geography	Economics/Geography/History
6	Geography/History/Economics	History / Economics	Business Studies
7	ICT	ICT	ICT

Notes: You must seek advice from your Provincial Coordinator regarding the recommended courses in each stream. Options should be discussed carefully before choosing the stream when enrolling into Grade 11. FODE will certify for the successful completion of seven subjects in Grade 12.

CERTIFICATE IN MATRICULATION STUDIES

No	Compulsory Courses	Optional Courses
1	English 1	Science Stream: Biology, Chemistry, Physics
2	English 2	Social Science Stream: Geography, Intro to Economics and Asia and the Modern World
3	Mathematics 1	
4	Mathematics 2	
5	History of Science & Technology	

REMEMBER:

You must successfully complete 8 courses: 5 compulsory and 3 optional.