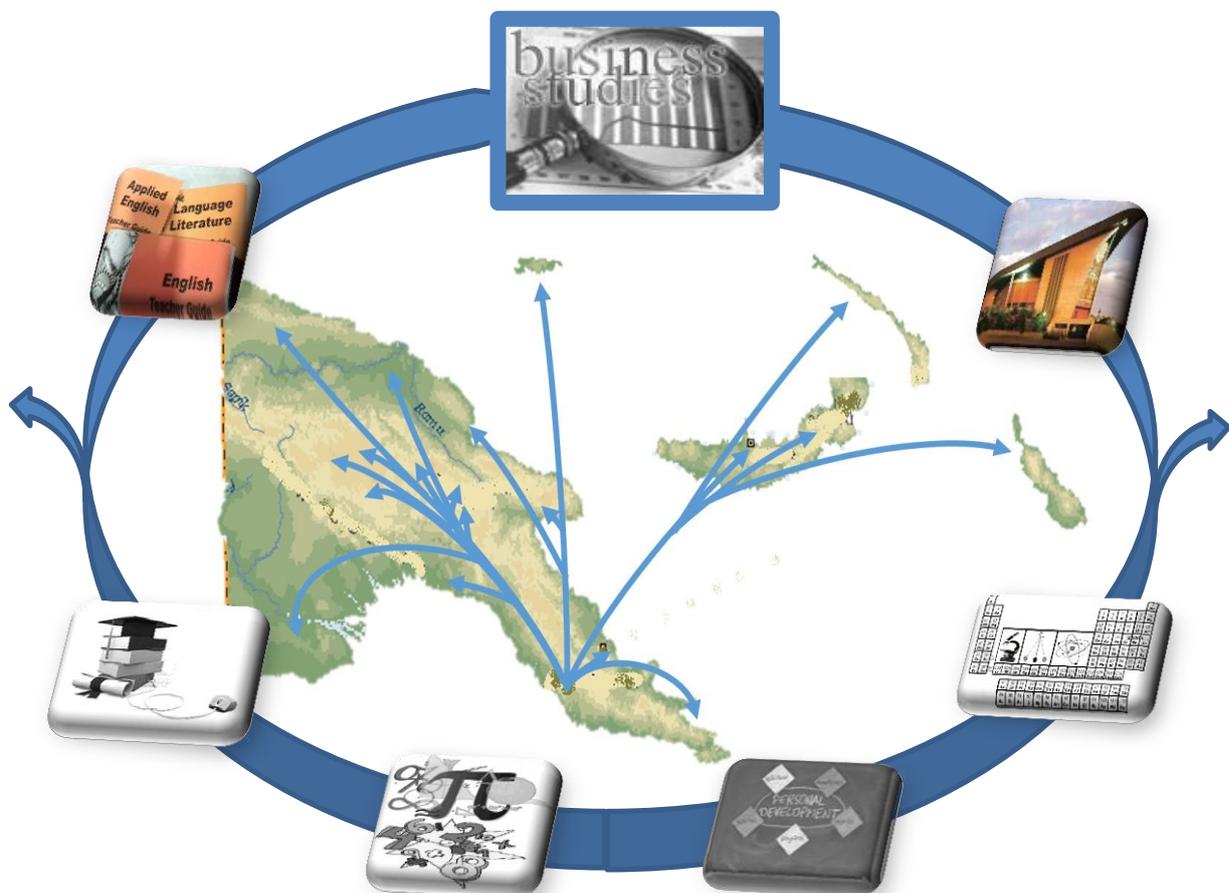




## DEPARTMENT OF EDUCATION

### GRADE 12 BUSINESS STUDIES

#### MODULE 4 PREPARING FOR THE FUTURE 2



## FODE DISTANCE LEARNING



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## **GRADE 12**

## **BUSINESS STUDIES**

## **MODULE 4**

## **PREPARING FOR THE FUTURE 2**

**TOPIC 1: JOB FILE FOLDER**

**TOPIC 2: APPLYING FOR A JOB**

**TOPIC 3: THE JOB INTERVIEW**

**TOPIC 4: WORKPLACE EXPECTATIONS**



### **Acknowledgement**

We acknowledge the contributions of all Secondary Teachers who in one way or another have helped to develop this Course.

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

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**DIANA TEIT AKIS**

PRINCIPAL

Compiled by: Business Studies Department



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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 a part of the new Flexible, Open and Distance Education curriculum. The learning outcomes are student-centred and allows for them to be demonstrated and assessed.

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 affected by the lack of access into secondary and higher educational institutions.

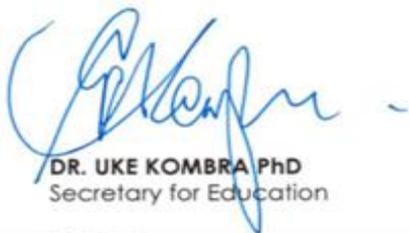
Flexible, Open and Distance Education curriculum is guided by the Department of Education's Mission which is fivefold:

- To facilitate and promote the integral development of every individual
- To develop and encourage an education system 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, university lecturers and many others who have contributed in developing this course.



DR. UKE KOMBRA PhD  
Secretary for Education



## STUDY GUIDE

Below are the steps to guide you in your course study.

- Step 1:** Start with Topic 12.4.1, 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 sub-topic. 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 12.4.1, then, complete the Topic Test in the Assessment Book.
- Step 5:** Go to topic 12.4.2 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 third and fourth topics.
- Step 6:** After you have completed your eight (8) 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.

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

WEEKS	TOPICS/SUB-TOPICS	ASSESSMENT	COMMENTS
1-2	Topic 4.1	Test 1	
3-4	Topic 4.2	Test 2	
5-6	Topic 4.3	Test 3	
7-8	Topic 4.4	Test 4	
9-10	Revision	Module examination	
10	Submit your assessment Book 4 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 in each topic.**



---

---

TIME	MON	TUE	WED	THU	FRI
8:00-10:00	F O D E S T U D Y				
10:00-11:00					
1:00-2:00					
2:00-4:00					
6:00-7:00					
7:00-9:00	Listen to or watch current affairs programs. Write your diary or read a book.				

A timetable will help you to remember when you should be doing your FODE studies each day.

**All the best and enjoy your studies with FODE – Business Studies**



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## MODULE 4 PREPARING FOR THE FUTURE 2

### Module Introduction

In this module unit, you will learn about Preparing for the Future (2). It covers topics such as, Job File Folder, Applying for a Job, The Job Interview and Workplace Expectations. This module unit completes and concludes the Personal Job File Folder started in grade 10, putting together all necessary documents to secure a job or start another chapter of another lot of studies for that special job. This module topic will equip you with the necessary understanding, knowledge, skills, attitudes, and values about workplace expectations and job satisfaction. You will in the lessons communicate ideas and information, using business terminology in a range of modes of communication.



### Learning Outcome

On successful completion of this module unit, students will be able to;

- Demonstrate knowledge and understanding of the establishment and operations of Small to Medium Enterprises (SMEs).
  - Communicate ideas and information using business terms in a range of modes of communication.
  - Identify appropriate responses for the jobseeker for understanding generated through previous lessons of Business Studies.
  - Document, compile and complete the Job File Folder.
-



### 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 unit. 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.



## 12.4.1 Job File Folder

### Introduction

In this topic, you will study Job File Folder. It covers aspects such as what a job file folder Components of a Job File Folder, Developing and Finalising a Job File Folder. As you progress through, it will give you an insight of what really is a Job File Folder and what it is made up of. You will be able to see what you have already acquired and the next lot of documents and those that are yet to be acquired in the next four to seven (4-7) years.



### Learning Outcomes

On successful completion of this topic, students should be able to;

- Define Job File Folder, explain the reasons for keeping it and identify the advantages and disadvantages of keeping a Job File Folder.
  - Identify the process of organizing, developing a Job File Folder and compiling one.
-



### 12.4.1.1 Job File Folder

#### Job File

Job is an activity that somebody regularly does for pay or survival. File or filing is a form of record keeping by an individual. Personal documents are filed in order that they may be available for use at some future date. This is the precise purpose of making and keeping records.

Personal filing provides a means of preserving records for personal or business transactions. In this lesson, it is to enable you to get a job after grade 12 or in preparation at a later date when a higher qualification has been achieved from a business college or one of the universities.

#### Job File Folder

A Job File Folder is a collection of related documents or papers (Example; certificate, curriculum vitae, references) arranged logically so that they can be consulted easily when they are needed to look for a job.

It is important to keep a Job File Folder because it makes things easy when applying for a job. It will be easy to excess all the necessary documents required. It saves time, rather than to look here and there to compile documents together.

A Job File Folder has the following major aims:

- (i) Collection and proper arrangement of records
- (ii) Proper sorting of records
- (iii) Easy availability of records

#### Components of a Job File Folder

Some of the types of documents kept in a Job File Folder are;

- Transcript
- Resume
- Curriculum Vitae
- References
- Police Clearance Reports
- Medical Certificates
- Reports (appraisals)
- Grade 8, 10 and 12 Certificates or other relevant documents to find a job.

A Job File Folder can be kept in the following;

- In a manila folder
- A clear folder with pockets
- Scanned and saved in a flash drive, external drive, CD, memory card, desktop, and in a laptop too.



### Importance of a Personal Job File Folder

The importance of a personal job file folder arises from the fact that large number of papers and documents cannot be preserved and handled without proper arrangement. All future planning for an individual is done or backed up by documents or documents acquired in the past. So a systematic line up of ones documents is only made possible by keeping a good personal job file folder.

### Functions of Personal Filing Folders

The process of personal filing folder is concerned not only with the sorting of records of ones documents but also with their systematic arrangement so that they can also be traced easily when asked for. Personal Filing Folders therefore, has four major functions.

- (i) Library function: by sorting and arranging the records for future references.
- (ii) Administrative function: by maintaining records of previous certificates, awards, reports and qualifications giving direction to the individual of his or her achievements.
- (iii) Informative function: by maintaining, protecting and holding various types of information for different uses and purposes for an individual.
- (iv) Historical function: by preserving in a systematic manner the important records bearing the achievements of an individual.

An efficient Job File Folder provides the following advantages to an individual. This is followed by a handful of disadvantages.

### ADVANTAGES OF A JOB FILE FOLDER

No	Area	Details
(i)	Increased Efficiency:	Easy and fast accessing and retrieving of documents and correspondence is handled properly and without delay.
(ii)	Protection:	Protected from being destroyed as waste papers by human beings or rats.
(iii)	Ready Reference:	Safety guarantee and organization is in logical order
(iv)	Planning:	Past records forms the basis of ones achievements and valuable information of learning
(v)	Quick Decision:	Job file folder records enables one to place a letter of job application at very short notice for a possible job promotion or even applying for a better paying job
(vi)	Better Control:	The process of control is greatly facilitated by a job file folder. A check is kept on any possible job or training opportunity so immediate attention is given as they become available
(vii)	Legal Compliance:	Job File Folder fulfills legal ownership by keeping those



		documents and records which are required to be preserved and protected.
(viii)	Evidence:	Old records are useful as evidence of achievements in the past for future happenings.

### DISADVANTAGES OF A JOB FILE FOLDER

No	Area	Details
(i)	Safety	It can be easily destroyed due to it being in one folder
(ii)	Accessability	Accessing and retrieving of documents will be time consuming
(iii)	Security	Documents will be all over the place specially if it has to be carried around by its owner for convenience sake
(iv)	Stolen Identity	Someone may go around impersonating (acting) the owner if the folder gets in to the hands of the wrong persons

It is important that all working documents are kept neatly in the folder and filed away. When it is kept in a folder it will be easy and fast to access and retrieve when applying for a job.

### Characteristics of a good filing system

A good filing system should have the following characteristics;

1. Compactness:	the filing system should be compact (close).
2. Accessibility:	the filed documents should be easily accessible.
3. Economy:	the filing system must be economical (affordable).
4. Simplicity:	the filing system must be simple and easy to understand.
5. Flexibility:	the filing system should be easy especially as the achievements continue to increase with more qualifications and awards.
6. Easy Location:	(reference) records must be easily located without much delay when needed.
7. Cross Reference:	the filing should facilitate cross referencing.
8. Safety:	The owner ensures the files are within his or her reach at all times.



**Learning Activities 12.4.1.1: Answer the questions below**

1. What is a Job File Folder?

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2. Explain in your words why a Job File Folder must be logically arranged.

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3. Name two (2) components of a Job File Folder.

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4. Of the three (3) methods of keeping a Job File Folder, which one is simple and easy for you personally to use.

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5. Explain 'stolen identity' .

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6. Complete the sentence below.

One of the characteristics of good filing is "it must be economical", Explain economical Job File Folder.

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7. Job File Folder compiling starts when you get your Grade 8 Basic Education or Grade 10 certificate. True or False. Explain your answer.

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### 12.4.1.2 Developing and Finalising a Job File Folder

#### Developing a Job File Folder

A Job File Folder is a personalized collection of educational and professional materials that represent the experience and knowledge gathered throughout one's career or studies. These are often identified with people in the places that one has done studies or have held some positions of work. These documents are used widely in many other fields.

A Job File Folder is a;

- A reflection of you as a professional.
- A record of your professional development.
- Proof of performance on the job or in class.
- What you have accomplished (real artifacts, evidence).
- Evidence of you learning a new skill.
- paper, computer or web-based document.

So these documents try to market you as an individual, with the different skills, achievements, attitudes and knowledge to a potential employer. One must try not to over sell or market themselves but provide just enough information to make a good lasting and impressive impression.

#### Creating a Job File Folder

A Job File Folder can be used for many purposes. This lesson focuses on creating them for;

- Marketing your capabilities in job interviews
- Negotiating job promotions and pay rises
- Applying for bonuses or grants
- Documenting your quality and quantity of your professional development
- Demonstrating prior work or learning experiences for educational credit

Regardless of the purposes, a Job File Folder documents skills and undertakings through examples of work.

#### What is included in a Job File Folder?

Items found in a Job File Folder include;

- Transcript.
  - Curriculum Vitae or Resume.
  - Evidence of professional affiliations.
  - References or certificates.
  - Licenses.
  - Police Clearance Reports.
-



- Medical Certificates.
- Reports (appraisals).
- Grade 8, 10 and 12 Certificates or other relevant documents to find a job.
- evidence of specific skills (public speaking, leadership, writing).
- work samples (class projects, writings like short stories, paintings, artifacts and poems).

While depending upon your profession, specific items can be added to provide an accurate representation of your knowledge and abilities.

As you can imagine, your Job File Folder can become a very large collection of items. You can already see that during the interview it would be impossible and unwise to go through every item with a potential employer.

A better strategy is to select items from the Folder to be included in a smaller interview folder. It will be presented during an interview to add evidence or important knowledge or skill you possess that are relevant to the position or promotion at hand. You must take cues from the interviewer(s) in regards to an appropriate time to share them at some other time.

Your interview folder should include the best examples of your skills and abilities from your Job File Folder that are particularly relevant to the position you are seeking. When you customize your interview folder to the requirements of the specific job, it demonstrates that you have done your homework and understand the characteristics the employer is seeking.

Developing a Job File Folder helps you prepare for interviews by allowing you to think critically about your life experiences and achievements. When preparing for an interview, this process will enable you to highlight the skills needed for the specific job you are seeking.

You may consider having targeted job file folder items for different types of jobs. When reflecting on your skills related to a specific job, you may find skills that need improvement. By clearly defining the skills you need to improve, you are better able to discuss your goals and their match with the goals of the organization with whom you are interviewing.

Having your Job File Folder in the interview offers many benefits. The contents of your job file folder demonstrate your experience, skills and abilities in a visual way. On top of this, it can help your application stand out to employers.



## **Finalising a Job File Folder**

### **Making an Interview Folder**

Just before the interview it will be helpful to develop an interview folder by;

- putting all items in loose –leaf binder.
- use sheet protectors.
- using copies only (keep a master copy of all items).
- use index tabs or a title page to divide sections.
- maintain a manageable number of copies.
- leave out page numbers so it is easy to add or move items around.
- use the same headings all the time.
- Put the different sections accordingly, depending on what the potential employer is looking for.
- Proofread to make sure it is error free.

You are now a day or some hours before your interview so ensure that the following are in place and your interview folder;

- looks professional.
- reflects your actual skills.
- is occupationally focused.
- is easy to update.
- is easy for the employer to quickly review.
- can stand alone without explanation.
- supports information presented in your resume.

### **Adopting a Presentation Format**

It is important that you choose a presentation method or format for yourself and make sure to use it or follow whenever a need arises. The following is a suggestion only, whichever you feel comfortable to use, use it. You start with a;

- (1) Introductory Title Page.
- (2) Table of Content.

The table of content can be organized in two ways;

- (a) Chronologically- each section packaged according to the job description, dates plus all the samples of work mentioned. This will show increasing improvement and achievement in the field or.
- (b) Functionally – sections packaged according to the job description only (computer skills). This will show varied experience to demonstrate ability in one special area.



### **Work and Evidence Samples**

It is good to have samples of work for the interview because each one will provide evidence of work done. Each item must be presented with a short reflection statement or bulleted format that contains;

- A brief description of the sample item and the context in which the item was created (For Example: a short play for an AIDS awareness).
- A detailed list of the competencies developed or revealed by the sample.

### **Using an Interview Portfolio**

Before attending an interview, it will be beneficial for you to role-play using your interview folder with a friend. This exercise will help you feel more at ease in handling your portfolio during an interview. Once in the interview, relax and look for opportune moments to use your folder to address interviewer questions. Remember, your folder includes reflection statements so it will be easier to feel confident in showing your abilities to a potential employer. Moreover, your interview folder can remind you of information you wish to share with a potential employer in the instance you may forget points.

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**Learning Activities 12.4.1.2: Answer the questions below**

1. Define:

(a) achievement

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(b) ability

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---

(c) attitude

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2. True or False

A Job File Folder component markets the employees skills and abilities. True or False.  
Explain your answer.

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3. In your own words explain how a job file folder will help you.

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4. Give your opinion. On interview day, an interviewee arrives late and is dressed in sport wear. Give three (3) impressions of him or her to the potential employer.

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5. It is advisable to bring along samples of work to the job interview. How will they be presented?

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6. How can role playing for an interview help an interviewee?

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## 12.4.2 Applying for a Job

### Introduction

In this topic, you will study Applying for a Job. It covers aspects such as Ways of finding a Job, how one can find jobs on the market, and hands on experience on writing letters applying for jobs. As you progress through, it will give you an insight of the satisfaction of finding and holding a job as well as the challenges of keeping it to sustain ones live-hood and continuously maintain it for sustenance and a contribution towards participating in Papua New Guinea's workforce



### Learning Outcomes

On successful completion of this topic, students should be able to;

- Define Job, list examples of jobs, and the different ways that jobs can be found.
  - Write letters and compile necessary documents applying for jobs accurately and clearly.
-



### 12.4.2.1 Ways of Finding a Job

#### Finding a Job

The world of work consists of both formal and informal sectors. If someone wants to work in the formal sector, there are usually four stages to think about. The:

- first is understanding job advertisements.
- the second is writing a response to the advertisement.
- the third is writing a resume to go with the letter.
- the fourth is attending an interview if the letter and resume make a good impression on the potential employer.

For the informal sector jobs, people have to be creative and hardworking in order to create work for themselves. This sector of work is driven by passion and commitment to excel in whatever activity one engages in.

#### Application Process

When you are applying for jobs, it is important to know how the job application process works. This step by step guide to the job application process includes;

- information on applying for jobs.
- resumes and cover letter.
- completing job applications.
- pre – employment screening and testing.
- back ground and reference checks.
- interviewing and finally.
- the hiring process.

#### Getting your Resume Ready

Some companies require a resume and a letter in addition to a job application. When you submit a resume with your application it is important to be sure that your resume is a match for the job you are applying for.

#### Steps for putting together a Resume

1. Decide which personal details would be required, such as name, postal address, and gender.
  2. Write down everything you can think of about yourself.
    - List your education levels and schools.
    - List every job you have ever done (prefect, class captain)
    - List your extracurricular school activities (debate team, AFL team)
    - List your activities outside school (scout leader, farmer )
-



- List any special activities, awards, honors or special recognition you have received (winner of poetry competition)
3. There are many ways to set out resumes, use the one that suits you.
  4. Collect resume samples, compare and note how much details they have.
  5. It is usual to place your most recent qualification and your most recent experience first, then work backwards in time.

#### LETTER OF APPLICATION

	P.O Box 169 Boroko, NCD
	6 <sup>th</sup> /11/2008
The Human Resource Manager CPL Group of Companies P.O Box 568 Boroko NCD	
Dear Ms. Smith,	
Subject: <b><u>APPLYING FOR POSITION OF ACCOUNTS CLERK.</u></b>	
I wish to apply for the position of Accounts Clerk advertised in the National newspaper on the 10 <sup>th</sup> of October, 2008.	
My qualification of Certificate in Office Skills – Information Processing and my current studies in the Associate Diploma in Accounting support my extensive experience in the duties of Clerk in the Accounts Payable section of a large company. These experiences include accounts payable, accounts receivable petty cash, bank reconciliations and general accounting functions. I have also gained extensive knowledge and experience in the creation and use of spreadsheet and ledger balances.	
I am a very keen to secure the advertised position with your company. My qualifications and experience are outlined in the accompanying resume.	
The duties of my present position range from the payment of accounts to reconciliation of creditors statements. The accounts are prepared and reconciled on the Attaché computing program. I have also used spreadsheet.	
Implementing the accounts payable and accounts receivable system involves a high level of communication skills (both interpersonal and written). I have also liaised with suppliers, other sections within our organization and people with our section. Effective communication skills and contact with relevant personnel helps to remove the potential problems before they occur.	
I have developed similar skills in previous positions as an Accounts Payable Clerk over ten years. These are supported by the enclosed references.	
I look forward to discussing my application at an interview.	
Yours sincerely	
_____ Milisha Solo	



### Resume

Ela Makana Street  
Lawes Road  
Port Moresby

#### Summary

I have had seven years' experience in web designs and development. I am familiar with a lot of the languages and software used in creating projects for the web. Furthermore, I have great project management skills and also work well either alone or with a group.

#### Education

University of Technology  
Design Media

Lae, Morobe Province, PNG  
Graduated March, 2009.

#### Employment History

Three Sun Engineering January 2010 –March 2015  
Collaborated with other team members on special projects and events. Delivered exceptional services by greeting and serving customers in a timely and friendly manner.

Total Designs Technology

Port Moresby, NCD  
March 2015- Present

Web Designers

Worked as team lead on many different client projects

Sample resume

### Writing a Cover Letter

A cover letter may be required as part of the job application process. If it is optional, it is still recommended to include a cover letter because it is the best way to pitch your case for an interview

### Job Application

You can apply for jobs online, via email or in-person. A job application letter also known as a cover letter should be sent or uploaded with your resume when applying for jobs. The job application letters you send explain to the employer why you are qualified for the position and why you should be selected for an interview.

Your application letter should contain information on the position you are applying for and your qualifications for the job. It should be properly organized formatted and spaced so it is readable and makes the best impression on the hiring manager. (Example on page 24)



The letter of application should contain three main parts;

1. The introduction expresses interest in the job and applies for it.
2. The body points out specific qualities, qualifications and experiences mentioned in your resume and state your interest in this organization.
3. The conclusion indicates where and how you can be reached for interview.

### **Job Application Screening**

Companies often use talent management software to recruit, screen, hire, track and manage applicants, and are likely to be screened to determine if you are a match for the job. The software will match up the information in the job applications that are submitted with the position requirements for the job. Those candidates who are the closest match will be interviewed.

### **Employment Test**

Employers often use tests and other selection procedures to screen applicants for hire. The types of tests and selection procedures utilized include cognitive tests, personality tests, medical examinations, credit checks, and background checks. Some tests are conducted as part of the job application process while others will take place further along in the interview process- after the interview and prior to a job offer.

### **Interview**

If you are selected for an interview you will be invited to talk to a recruiter or hiring manager on the phone or in-person. The company may conduct several interviews prior to offering the leading candidate the job.

### **Hiring**

From the time you apply for a job until the time you accept a job offer you will go through a series of steps as you progress through the hiring process.

### **Job Offer**

When you receive a job offer you are close to the end of the process, however you do not need to accept the job, at least right away, if you are not sure it is the best opportunity for you. It is important to take the time to carefully evaluate the offer so you are making an educated decision to accept or to reject the offer.

**Curriculum Vitae****Joe Andy****PERSONAL DETAILS**

NAME: Joe Andy  
DATE OF BIRTH: 28<sup>th</sup> 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

**Sample Curriculum Vitae**



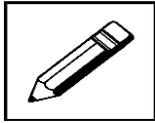
### **New Hire Paperwork**

Once you have accepted a job offer, it is time for the new hire paperwork you will need to complete include

- eligibility to work forms,
- tax withholding forms, and
- company specific paper work.
- duty statements

You will be given 3-12 months to work or proof that you can be a valued employee in that organization. While working there a supervisor will be nominated and assist you along in work that will be required on a daily basis. This period is known as a probation period. For some organisations you are hired straight away.

---



**Learning Activities 12.4.2.1: Answer the questions below.**

1. Name the two (2) sectors of employment. Explain each one.

(a) \_\_\_\_\_

(b) \_\_\_\_\_

2. It is recommended that while detailing your qualifications, put the most recent ones first and work backwards. Provide one reason why this is recommended.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. When one is interviewed, this means he or she is employed. True or False. Explain your answer.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Explain the purpose of 'A Letter of Offer'.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. On the sample format of curriculum vitae, the first information wanted is personal details. List four (4) items of personal details.

(a) \_\_\_\_\_

(b) \_\_\_\_\_

(c) \_\_\_\_\_

(d) \_\_\_\_\_

6. Explain this phase "accepting a job offer".

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## 12.4.2.2 Ways of Applying for a Job

### Applying for Job

An old job-hunting tool is making a big comeback. For years, graphic artists, journalists, teachers, and other creative types have used job file folders while job-hunting, but it is only recently that the idea has caught on for all types of job-seekers.

### What are a job skills, job-search, or job file folder?

It is a job-hunting tool that you develop that gives employers a complete picture of who you are — your experience, your education, your accomplishments, your skill sets — and what you have the potential to become — much more than just a cover letter and resume can provide. You can use your job file folder in job interviews to showcase a point, to illustrate the depth of your skills and experience, or to use as a tool to get a second interview.

### PAPUA NEW GUINEA'S JOB MARKET



The old days of finding a job right out of school and sticking with it until retirement are certainly in the past. In these modern times, people have become more adept at locating new job opportunities. But some of the more traditional tactics have started to fade in popularity; no longer are people looking solely at the newspaper want-ads to find their dream jobs. Job seekers are becoming more creative and utilizing new strategies in moving their careers forward.

The following are some ways that one can get a job.

#### 1. Networking

It is said that the majority of job vacancies are never advertised, often referred to as the "hidden job market." To land on these jobs, seekers will need to find a way to get a foot in the door. Networking can go a long way in locating job opportunities; even if no one you



know directly has knowledge of a job opening, there is a chance they know someone who does.

Networking can be done both in person and online. You can join professional associations, attend events for graduates of your school, or aim to connect with professionals who work in your field. Various online tools also exist, such as LinkedIn, which allow you to network with other professionals and learn out about possible job openings. You may also be able to meet other professionals through social networking sites like Facebook or Twitter.

## **2. Referrals**

Referrals also come from individuals you know, however, this method may get you an invitation to apply for a position without actually searching for a new a job. Some employers offer incentives to their employees for referring a successful candidate to their company - a win-win situation for everyone. You get a new job, and your contact gets a finder's fee for attracting a top-notch employee.

## **3. Job Boards and Career Websites**

Job boards were traditionally just that - boards posting vacancies and employment opportunities. Though some of these boards may still exist in a literal sense, many job boards have moved toward a virtual format. Often federal or state governments will provide job boards and job banks that job seekers can access. You can also use job search engines on the internet or the vast number of career-related websites that post job openings, such as Air Energy Pacifica Ltd, APPLUS +WOKMAN,CADDEN CROWE PACIFIC, VANGUARD INTERNATIONAL,BRUNEI,PACIFIC MANPOWER,PACIFICA LTD, Placements, PNGwork Force and STAR HR LTD. These websites function in a similar way to the traditional want-ads, however, they have a much quicker turnaround time and allow you to search a much larger number of jobs over a large area.

## **4. Job Fairs**

Job fairs are typically targeted toward specific industries, though some job or recruitment fairs are more generalized. These advertisements will usually come with a list of the organizations that will be present. You can investigate any companies that interest you, bring a number of resumes and be ready to sell yourself. Consider any conversations with recruiters as mini interviews that can set you apart from other applicants. Some organizations may even offer on-site interviews to candidates that match their requirements. The grade 10 and 12 careers week is a great opportunity for you to find out jobs available.

## **5. Company Websites**

If you already have your dream employer in mind, why not go directly to the career section of their website? If you watch for openings on their site, there's a chance you will find just the opportunity that you have been waiting for. Create a list of employers that you would like to work for and visit their websites often. If you are really set on working for a specific company it may take some time to find just the opportunity that fits your skill set. But if you've got the luxury of time, this might be the optimal method for finding your dream job.



## **6. Cold Calling**

If you do not see any job listings posted for a company you are particularly interested in, you might consider making a cold call. You can use the telephone or email to contact individuals within an organization by finding their contact details on the company website or by inquiring with a receptionist. Contact individuals directly to find out if they foresee any upcoming vacancies, and be sure to attach a copy of your resume to any emails you send. You can also ask for information about the different types of jobs, or what kind of skills or qualities the organization looks for in a candidate. Keeping in mind that this kind of contact may not always be well received, but there is always a chance it will give you the inside track on upcoming vacancies.

## **7. Head Hunters and Recruitment Agencies**

If you are looking for some professional help in your job search, head hunters and recruitment agencies can definitely lend a hand (though in some cases it may come at a price). There are a number of organizations that hire through recruitment agencies because it helps to streamline the lengthy process of locating and interviewing candidates. Head hunters locate individuals to fill a specific vacancy within an organization or find a position for a job seeker who has hired their services. Payment is often based upon commission. Keep in mind that many high schools, colleges and universities have job placement services that can help new graduates to develop their resumes and assist both current students and alumni with their job searches.

## **8. Internships**

Sometimes temporary employment can lead to permanent positions. If you are without work, finding a temporary position with a great company is a great way to get a foot in the door, or provide you with useful business contacts to call upon in the future. Many recruitment agencies can assist with locating temporary or casual positions and contract work. Internships are a great choice for students who are just graduating from college and many schools' job placement services can connect students with opportunities. Volunteering can also be a great method for gaining valuable industry contacts.

## **9. Creative or Odd Tactics**

In a competitive job market, some job seekers have moved toward more creative methods for drawing attention to themselves. Billboards, chain letters with a copy of your resume attached, or even pasting your resume to yourself and walking around the city as a human billboard are just some of the methods individuals have used to get noticed by potential employers. Though these methods can actually work, be cautious. You may get the attention of recruiters, but you may also be sending the wrong message. If you are going to resort to creative techniques, be sure that it's appropriate for the industry in which you are attempting to find employment. (Stand out from the rest of the applicants)

## **The Bottom Line**

In the modern job market, finding the very best job opportunities often requires a combination of methods. Always keep in mind that there are a variety of methods available for finding job opportunities, all with their own strengths and weaknesses, so don't be shy to experiment with a variety of techniques

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**Learning Activities 12.4.2.2: Answer the questions below**

1. List three (3) ways that people can apply for jobs today.

- (a) \_\_\_\_\_
- (b) \_\_\_\_\_
- (c) \_\_\_\_\_

2. Give your opinion on this.

Job seekers can try several jobs until they find one they are comfortable with.

\_\_\_\_\_  
\_\_\_\_\_

3. True or False

Joining professional organizations is a good way to get job that suit peoples field of study and chosen lifestyle.

\_\_\_\_\_  
\_\_\_\_\_

4. Referral is one way of getting jobs. Give an example of someone who gets a job using the referral method.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Explain how the following methods of finding jobs work;

(a) networking

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(b) internship

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. What is the oldest method of looking for jobs?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



### 12.4.2.3 Letter of Application

#### Application Letter

Writing an application letter can be a piece of a cake as long as you know what needs to go in it. But, do you? If not, here is how to create one.

Since competition in the job market is fierce, you want your job application letter to be unforgettable. When applying for jobs, your cover letter may be the one thing that makes you stand out, but it is not as detailed as a job application letter.

This letter is the first point of contact with a potential employer, which means it is the tool they are likely to use it to judge you, and create an image around your name.

An effective way to write an impressive job application letter is to create a document that more or less looks like a cover letter but can give out more information about you.

So, whereas a cover letter usually provides an outline of your skills or credentials in two or three sentences per paragraph and explains your interest in the job, and a job application letter goes into more detail.

A job application letter can stand on its own whereas a cover letter is supplementary to your resume. So, let us say, you are not required to complete an application to apply for the job (this is more common for recent graduates) and you are just sending out your resume, a cover letter helps to make your resume more powerful and convincing. A resume gives a summary of ones experiences, abilities, educational institutions attended, skills, abilities and the qualifications acquired.

But, a job application letter is complete, and it is often used to provide more personal information such as explaining your work history, a career change, your current situation and other details that may be unclear on your resume.

While these two are often related – and some career experts claim it is the same thing, it is important to understand the small differences between the two because this is what is going to help you create a successful job application letter.

If you are currently looking for a job, then you are going to need to write a job application letter at some point. Here is some useful advice.

#### Writing a Job Application Letter

Before you are ready to start writing your job application letter, you have to make sure that this is what the employer wants. Some employers may require a cover letter and your resume; others may be satisfied with you completing a job application form, or writing a letter and sending your resume. If you are not following their rules, your application might be ignored. This is why it is important to read the job advert guidelines before you proceed with your application.



When applying for a position in a company that is not advertising specific vacancies, you may use a job application letter so that you provide employers with an introduction to who you are. This does not necessarily mean that you are applying for a position because you are not sending your resume to employers, though you are advised to. Instead, you are asking for a chance to meet them, and you are taking that first step by allowing them to meet you. An application letter can also be used to apply for academic programs or internships.

The main differences between a job application letter and cover letter. Even though they serve the same purpose, a strong job application is more detailed than a cover letter, has an extended introduction, presents an outline of work history, education and qualifications and serves multiple purpose in contrast to cover letters.

The construction of a job application letter is similar to that of a cover letter, but there are some points you need to pay additional attention to.

### **1. Salutation (greetings)**

Open your letter with 'Dear Hiring Manager' instead of 'To Whom it May Concern' and explain why you are contacting the employer and sending out the letter. If you know the name of the recipient, that is even better. If you don't, you can search for it online - on the company's page or on LinkedIn.

### **2. Extended Introduction - Paragraph 1**

If you are applying for a specific position, state the job title and tell employers where you found the job advert and how you learnt about the organisation. Here, you need to explain the reason you are sending the letter to catch the employer's attention immediately.

### **3. Paragraph 2**

You should focus on the employer and the type of work they are doing. Show evidence of the research you have done on the employer and talk about specific areas of work that they are carrying out. This gives you a chance to refer to your skills or qualities and associate these with the position. It is time to get down to specifics; mention your qualifications, years of work experience and what you have learned from these.

### **4. Paragraph 3**

Then, talk about your work history in more detail. Mention the different job positions you have had and show that you equipped yourself with the necessary skills and experience needed for the position you are applying for. At this point, you should refer to job related skills that can prove you are suitable for the job.

### **5. Paragraph 4**

Towards the end of the letter, you can talk about other skills and qualities that you possess which you consider important for the job. Check the job advert again and find out what keywords and phrases describe the best job candidate. Is it leadership, organizational skills, teamwork or trustworthiness? Thinking back on your achievements, try to give examples on how you possess these qualities to prove that you are a good fit for the company culture.

---



### 6. Final Paragraph

Whereas the previous paragraphs are all about ‘selling your skills’, the final paragraph is where you ask employers to meet you. What you are going for here is an informational or a job interview. You can talk about your current situation, stating that you would like to work for their company. You should also mention when you are next available to meet them and leave your contact details so that they can speak to you directly. Below is a sample job application letter or cover letter that shows how it should be written.

### SAMPLE JOB APPLICATION LETTER/COVER LETTER

Your contact details →	<p>Kila Valu Lawes Road, Ela Makana Street P.O BOX 1711 Port Moresby National Capital District EMAIL: KVALU @HOTMAIL.COM 30<sup>th</sup> June, 2016</p>
Date →	
<b>Employer details</b> Tip. Try to include the person’s name and ensure it is spelt →	<p>Ms. Heather Joy Supervisor – Gold Mine Site PMB Waigani NCD email: heatherjoy@goldminesite.com.pg</p>
<b>Position details</b> Include job title and position number →	<b>RE: Trade Assistant- Position Number : ML101A</b>
<b>Dear.....</b> Always use ‘Ms’ for woman unless you know they ‘Mrs’ →	Dear Ms. Joy
<b>Opening paragraph</b> Explain the reason for the letter →	<p>This letter is in application for the above position as advertised in the Post Courier on 17<sup>th</sup> June, 2016. My interest in this role stems from my genuine desire to utilise my driving, labouring and trade assistant experience and embark upon a secure and long term career within the mining industry.</p>
<b>Second paragraph</b> Demonstrate you have the skills and abilities to match the job role, giving examples of technical and transferable skills →	<p>My employment background includes a solid and competent ten (10) year history in heavy combination- semi trailer truck driving, fabricating and boiler making and general manual labour. In addition, I possess trade qualification in welding as well as various permits and certifications suitable for this position. Throughout my work history I have displayed excellent safety awareness which I believe to be crucial in mining. I pride myself on my commitment to safety and fatigue management.</p>
<b>Third paragraph</b> Outline any further skills related to the position and how they are highly suitable to the role →	During my employment as truck driver and labourer for the China

**Fourth Paragraph**

Outline personal skills such as willingness, enthusiasm and 'fit with the team'. May refer to any attachments

Railway Construction Limited in Mount Hagen, Western Highlands Province, I was responsible for the safety of colleagues travelling in my Truck Cab. The nature of this job required working in remote, difficult locations and at times I had to make crucial decisions that involved the safety of our crew. While employed as a truck driver with Primus Construction Limited, I abided by a strict Fatigue Management Program set in place by both Primus Construction Limited and the Road Safety Authority to which I am proud, I had no strikes against my name for unsafe practices.

I am a quick learner and require minimum instruction to acquire new skills. These qualities give me the necessary attributes to succeed within mine site operations. In addition to my interest, qualifications and experience for the role. I am a highly responsible individual who is most suited to the mining environment. I have no hesitation with shift work schedules. Please refer to my curriculum vitae and certificates attached.

**Final Paragraph**

States you would welcome an offer of employment. Outline your availability for starting and for an interview

I would genuinely welcome the opportunity of an offer to work for this company. I have recently moved to Port Moresby from Mt Hagen and am available for immediate start. Please do not hesitate to contact me on 70123459 for any further information or arrange a personal meeting.

**Salutation**

The modern term used is 'Yours'

Yours sincerely

Kila Valu

*Kila Valu*

Attachment: resume and copies of certificate/permits

As you can see, this letter gives a lot of attention to what you have to offer to employers. Relating your credentials to the requirements of the position you are applying for will help you convince employers that you have what it takes to get the job. The secret to writing a successful application letter is coming up with the appropriate arguments and examples that can back up your skills.



**Learning Activities 12.4.2.3: Answer the questions given below**

1. Explain:

(a) cover letter

---

---

(b) letter of application

---

---

2. When is the appropriate time to send a job application letter?

---

---

3. Apart from the job application letter, what other documents from the job file folder was forwarded by Kila Valu.

---

---

4. Name the job been applied for in the job application letter.

---

---

5. Where was Kila Valu previously residing?

---

---

6. From the content of the letter of application, do you think Kila Valu is a university graduate?

---

---

7. Do you think experience count and adds to an employees skills, abilities and knowledge? Yes or No. Explain your answer

---

---

8. What is a resume?

---

---



9. Label the business letter below. Use the words and phrases provided.

**(greetings, signature, senders address, receivers address, subject, date, body)**

	(a) _____ _____
	(b) _____
(c) _____ _____	
(d) _____	
(e) _____	
(f) _____ _____ _____	
Yours faithfully (g) _____ John Kerry	



### 12.4.3 The Job Interview

#### Introduction

In this topic, you will study Job Interview. It covers aspects such as Preparing for an Interview, Procedures in Interviews, and participating in an Interview simulation. As you progress through, it will give you an insight of the preparation for job interviews. Role playing is very much encouraged so students can get hands on experience in job interviews, in order for you to acquire confidence in talking to one or more interviewers. You must practice to enable you to talk confidently.



#### Learning Outcomes

On successful completion of this topic, students should be able to;

- Define Job Interview, identify steps and procedures for interviews.
  - Explain the importance of successful and unsuccessful interviews and finally explain the different methods of interview (face to face, telephone or video conferencing).
  - Write letters applying for jobs, prepare other documents that accompany letters applying for jobs neatly and accurately.
-



### 12.4.3.1 Preparing for an Interview

The job interview is your chance to speak in support of your application for the position. You are able to demonstrate, in your responses to questions and your general behaviour, your attitude and interest in the position.

As an applicant for the job, it is important that you are both well-informed and effective in presenting yourself. You need to sell yourself to the interviewer.

The interview itself has a structure and a purpose. At the interview your role is to

- demonstrate your interest in,
- and suitability for the job.

Your effectiveness in doing that influences your immediate career opportunities.

#### Preparing for the Interview

You can improve your performance at a job interview if you prepare a job interview folder to carry with you to each interview. Before going for the interview,

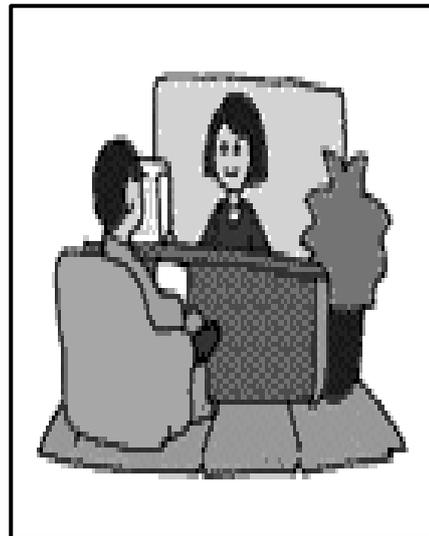
- buy a number of file folders or document envelopes
- and create an “interview folder” for you to take to every job interview.

Some of the items are the same for each interview and some are personalized for a particular employer and position.

#### Creating a Job Interview Folder

##### Put into the folder:

- Five to ten copies of your resume to take to the interview and leave behind.
- A printed list of your references to leave behind.
- Any letters of reference from employers or professors, with copies to leave behind.
- Your current company literature, job description, and organization chart.
- Your personal compensation history, for referral only.
- Any written performance appraisals you have permission to share.
- Any memos or letters that confirm awards or achievements.
- An official college transcript if you are a recent graduate.
- Your company fact file with your research notes on this company and the cover letter you sent this company.
- The questions you want to ask this prospective employer at the end of the interview.
- An interview answer cheat sheet you can review while waiting for the interview to begin, or can unnoticeably refer doing during the interview.
- An interview evaluation and comment form that you fill out right after the interview.





- If appropriate and relevant, a portfolio or samples of your writing or other work that demonstrates your knowledge and competence.
- A note reminding yourself how you fit the position description for which you are interviewing.

While you are waiting, put this material into your portfolio or briefcase so that it is easily accessed in the waiting room and in the interview room.

## Preparing for the Actual Interview

### Before the Interview

The letter inviting you to an interview arrives. Immediately

- **write the place,**
- **date** and
- **time of interview** in your diary.

You must check that you will have enough time to prepare yourself for the interview. As an applicant for a position, you will complete a number of different tasks as you move through the interview process.

#### I. Find out about the Position

You must try to find out about the position and the company or organization before the interview. Do this by telephoning your contacts or the company. The name of a contact person is provided in the advertisement.

A **job description** outlining duties and responsibilities is often available and offers you valuable information about the job. Sometimes you may decide to telephone or visit the company to find out extra information. As you research find out about the company's values and the kinds of people it employs. In this way you can decide if you will fit in with the company.

#### II. Identifying your Strengths

In order to complete a self-evaluation.

By now you will know your own aims and the requirements for the job.

- Take some time to analyze the job advertisement for the essential and desirable skills and qualities.
- Document all the necessary and relevant information about your qualifications and experience.
- Make sure to check these against the information in your resume and the cover letter in your application.
- Let your referees know that they may be contacted to speak on your behalf.

Prepare a summary of past employment and experience relevant to the job. Note any other skills, qualities, responsibilities, initiatives and achievements you think are relevant to the position.



Consider your competency across a range of areas, for example, the interpersonal skills necessary to work as part of a team. You will need to demonstrate these interpersonal skills to the interviewer or the interview panel.

**The Job Description**

As a potential employee you are interested in the type of tasks you will have to do in a job. The **Job Description** describes the main tasks. As a potential employee ask for the job description:

- look at the objectives of the position,
- and the duties listed to determine what it is you will be asked to do in the position.

Sometimes the organization’s objectives are listed on the job description.

Information about the organisation

- such as how many people it employs.
- what the main products are.
- how many divisions it has.
- whom the company’s main customers are (can be obtained by telephone calls to its department of Human Resource, Public Relations or Customer Service).

**Job Search Control Sheet**

The job search control sheet is a systematic way to organize a job search. Record the details on a sheet similar to that shown on page 38. The job search control sheet keeps ideas and impressions in one place and becomes an effective time management tool.

**A JOB SEARCH CONTROL SHEET**

• Name of position:.....
• How I made contact and date:.....
• How I found out about the position:.....
• Date job application forwarded:.....
• Date and time of interview:.....
• Place of interview:.....
• Name of potential employer: .....
• Address:.....
• Telephone and fax numbers:.....
• Research on the position:.....
• Comments on the interview:.....
• My particular strengths in the interview:.....
• What would i do differently next time?.....
• Materials left with the employer:.....
• Follow –up action:.....
• Dates:.....
• To whom it may concern :.....



In the interview you are judged on how you act and what you say. Take time before hand to think about the possible questions and what you will say in answer to each. Even consider the sorts of questions that may be awkward to answer. When you plan ahead and practice your presentation it is easier to appear relaxed and confident during the interview.

**Considering Your Presentation**

The way you dress influences the impression you make in the interview. Choose suitable, comfortable clothes and consider your personal grooming.

Pack your things carefully. Include copies of your resume on quality paper. Also include the originals of qualifications such as degrees, diploma, certificates and qualifications gained in the workplace should be included. Check that you have your pen, paper and inter memory jogger (see job control search sheet on page 39).

**INTERVIEW MEMORY JOGGER**

- |  |
|--|
| <ul style="list-style-type: none"> <li>• Date and time of interview.....</li> <li>• Things to take to the interview.....</li> <li>• Accomplishments relevant to this position.....</li> <li>• Key points to bring out in the answers.....</li> <li>• Emphasis why I am interested in this position.....</li> </ul> |
|--|

Place only the most important points that warrant special mention on the interview memory jogger. The interview memory jogger is most useful when placed on your lap or on the table in front of you. at the end of the interview when the interviewer asks if you have anything to add, quickly scan the memory jogger and restate the main points or add any you omitted in the earlier part of the interview.

**Procedures in an Interview**

A job interview is your opportunity to convince a potential employer that you are the best person for the job. It is an opportunity that your resume and and cover letter have gained for you and it is often your first face-to-face contact with the employer. Be ready to speak clearly and to ask appropriate questions.

**Opening of the Interview**

Creating a positive first impression by entering the interview room confidently with body upright, shoulder relaxed and good eye contact. Greet the interviewer or panel with a firm handshake. Take time to organize your legs and arms so that you can sit comfortable without fidgeting but can use your hands for emphasis. If you need to change the position of your seat, state politely why you are doing so. For example, if you cannot see all the members of the interview panel, say 'I'm sure you will not mind if I move the chair so that I can see everybody'. As the interviewee, you are also assessing the company or organization, so behave politely but assertively (boldly).

Firm eye contact shows confidence. Keep your head upright and encourage the interviewers by smiling and nodding when appropriate. Your voice volume, clarity and knowing what you



want to say are important in creating a positive impression. The vocal inflection provides variety and interest to your presentation.

### **Body of the interview**

This is the working stage of the interview where you must present yourself confidently and persuasively. Listen carefully to questions and seek to answer them thoughtfully and confidently. Maintain eye contact with the person who is questioning you but be sensitive and avoid making him or her uncomfortable. Consider your posture; it should be relaxed and natural. It almost goes without saying never chew gum or smoke in an interview.

### **Close of the Interview**

The interviewer will indicate that the interview is over. Recognize this signal and be ready to express thanks for the time and consideration that has been given to you. If you are interested in the position, let them know and ask when their decision will be made. Leave the interview with a sense of control rather than a sense of relief.

### **Participation in an Interview Simulation**

In order to participate in an interview is very important. It will make a good impression with your potential employer. The table on the next page provides some hints to help you perform well at an interview.

### **Answer questions**

A variety of questions are used in interviews. Questions should make you feel comfortable and allow you to give information about yourself. Experienced interviewers design the questions to focus on the job and aim to keep the questions free of bias and discrimination.



Carefully constructed questions are unambiguous (clear), unbiased (fair) and easy to understand. The examples of questions in the table below will allow you to prepare and rehearse possible answers.

### COMMONLY ASKED QUESTIONS

#### BY THE INTERVIEWER

1. How do you organize your day?
2. What have you done to make your job more satisfying?
3. What are your hobbies and interest?
4. Have you conducted a meeting or done any group speaking? What kind of feedback did you receive?
5. What reports or proposals do you write? Tell me about the content of your document and how it was received?
6. Tell me about the postings you have held.
7. In your last job, what accomplishments gave you the most satisfaction?
8. Why did you leave your last job?
9. Do you feel pressure in your job? How do you deal with it?
10. What do you see as your strengths and weaknesses?
11. Are you able to travel?
12. What are your career goals for the next five years?
13. Tell me about a problem you've solved in the last six months.
14. Can you give an example of a good decision you made in the last six months?
15. What were the alternatives?
16. What do you understand of Equal Employment Opportunity?
17. What do you consider your best abilities?
18. Why did you apply for this position?
19. What can you bring to this position that others can't?



### **Ask questions**

Be prepared to ask questions when the opportunity arises. Ideally, your questions should indicate a genuine interest in the company or in the possibility of a career with the organization. Gather useful information about the organization by asking questions about the;

- Opportunities for promotion or training.
- Channels for communicating with others at work.
- Long- and short term goals of the organization.
- Nature of the work.

Then, if you are offered the position, you are able to make a choice about whether you want the job or not.

If some questions that would enable you to identify your skills, initiatives or qualities relevant to the job are omitted by the interviewer, take the initiative to mention them towards the close of the interview. This is when your interview memory jogger is so important. It is also your opportunity to clear up any confusion you have about the position.

### **After the Interview**

It is worth reviewing your performance. After the interview, identify the things you did well and not so well. Learn from what you did well and plan to improve any areas of your performance that were weak.

### **Evaluating your performance**

If you were unhappy about any part of your interview performance, decide how you can do better on another occasion. What experiences were pleasant, unpleasant, challenging, awkward or uncomfortable?

Evaluate the way you;

- answered the questions.
- presented yourself.

Reflect on any aspects of the interviews that you handled well and those that you believed you could have handled better.

### **Follow up**

Once you have had an interview, it is appropriate to follow up with a;

- Letter of enquiry if you have not heard from the company within two weeks.
  - Letter of acceptance if you are offered the position.
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**Learning Activities 12.4.3.1: Answer the questions below**

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1. What should you do before an interview?

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2. How should you answer questions in an interview?

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3. What should you do after the interview?

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4. From reading your notes, work out the importance of doing a small research on the organization that calls one for an interview

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5. Describe your posture during interview.

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6. Explain a job description.

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7. How should one leave the interview room?

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### 12.4.3.2 Participation in Interview Simulation

#### Simulation Interview

Simulation Interview is a practice interview which takes place before the actual interview activity, asking and answering the questions that the person interviewed is most likely to be asked. A simulation interview is also known as a practice interview. It is a simulation of an actual job interview. It provides one with an opportunity to practice for an interview and receive feedback.

A typical simulation interview is a practice job interview held with a professional career counselor. It helps you learn how to answer difficult questions, develop interview strategies, improve your communication skills and reduce your stress before an actual job interview.

During a simulation interview, the interviewer may use a semi-structured interview format rather than asking a formal list of questions.

After the interview, a post mortem is done to assess how well it progressed with corrections and suggestions of improvements for the next one. This can be done several times until the participants are satisfied.

#### Interview preparation

In simulation interviews you are asked to demonstrate abilities by performing tasks or by taking on a role such as dealing with a difficult customer. For an office position you might be given a hundred folders and asked to alphabetize them. In order to test prioritization abilities, you might be given ten tasks and be required to determine the best order in which to do the tasks. Relatively few interviews use simulation throughout. Far more frequent is an interview with one or two simulations.

During an interview you might be given a situation with an angry customer, with the interviewer taking on the role of the customer. Or, you might be handed a pen (or some other object) and told, "Sell me this pen." The interviewer will be looking for an ability to sell benefits and to ask for the order. This question used to be asked exclusively of salespeople, but is asked more frequently than in the past because every employee who has customer contact is viewed as a salesperson.

Prepare for simulation interviews by anticipating the kinds of things an employer might want to test you on through the use of simulation. Pick one or two and think through how you would handle it.

Being prepared mentally is critical. The biggest problem people face is high anxiety when simulation is introduced into an interview. In simulations the key thing to remember is that there is rarely only one way to do something. You will generally be judged on your thought process. For example, if the interviewer takes on the role of an angry or difficult customer he is;

- observing your ability to stay calm.
- to calm down the customer.
- to listen effectively.
- to come up with good solutions.



### How to Prepare for a Simulation Interview

Be sure to take your simulation the job file folder interview as seriously as you would in an actual interview. You have to get ready for the interview just as you would for an interview with a hiring manager;

- (1) Arrive 10 - 15 minutes early, and bring your resume and any other materials you would bring to a real interview.
- (2) Bring a prepare job interview folder and plain pages to take notes on what your interviewer tells you.
- (3) Dress in professional interview attire.

### SAMPLE INTERVIEW SIMULATION

Hellow, Welcome to the Recruitment Centre. Let's take your details. What's your family name?

Hellow, my family name is Joseph.

Thanks you, Ms Joseph. What are your other names?

My other names are Karen Joy

Thank you. And what post are you applying for?

I am applying for the position of Strategic Management Manager.

Have you filled in an Application form?

Yes, I did that last week.

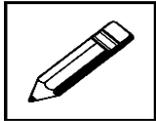


<p>Thank you. Now we will go to the interview room. Please walk this way.</p>			<p>Thank you</p>
<p>Please enter the interview room</p>			<p>Thank you</p>
<p>Please take a seat. Firstly, introduce yourself.</p>			<p>My name is Karen Joy Joseph.</p>
<p>I know that, it's on your CV. I see, go on.</p>			<p>I like meeting new</p>
<p>Let us talk about your study first. Why did you chose strategic management as your course or field of study?</p>			<p>I have always being interested in this field of study.</p>
<p>What is your graduation date?</p>			<p>I will graduate next month.</p>



.....interview continues.

The interview continues on for a little while and concludes by thanking the interviewee that the organization will get back to them in two weeks after all interviews have been conducted and screened.



**Learning Activities 12.4.3.2: Answer the questions below**

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1. Define simulation.

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2. What is the purpose of simulation interview?

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3. If you were getting ready for a job interview, how will simulation interview assist you?

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4. Explain how you will deal with an impatient customer demanding to be served quickly.

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5. Why is it best for an interviewee to arrive early at the interview place before the stated time?

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6. Refer to the simulation interview to answer these.

(a) How many people are interviewing the interviewee?

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(b) Where is the interview taking place?

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(c) In your opinion, do you think this interviewee is a qualified person?

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## 12.4.4 Workplace Expectations

### Introduction

In this topic, you will study workplace expectations which cover areas such as expectations of employers, rights and responsibilities, discrimination in the workplace, workplace relations and disciplining employees. This will enable you to get an insight into how you will conduct yourself in the workplace.



### Learning Outcomes;

On successful completion of this topic, students should be able to;

- Explain expectations of employers in terms of professional standards and workplace expectations.
  - Define rights and responsibilities and workplace and list and explain workplace rights and responsibilities.
  - Define discriminations also list, explain and give examples on the two types of discriminations, and enumerate ways to prevent discrimination in the workplace.
  - Define workplace relations, list examples and explain advantages and disadvantages of workplace relations.
-



### 12.4.4.1 Expectation of Employers

Successful job performance depends upon a large number of factors including- first and foremost- a clear and full understanding of and commitment to workplace expectations and guidelines.

As part of the orientation process for newly hired staff, supervisors should review policies regarding work place expectations and guidelines in addition to any department or job-specific expectations. New staff receives a copy of staff handbook during the orientation event. After reviewing the handbook and having an opportunity to ask questions or seek clarifications, staff should sign the acknowledgement of receipt form on the back page and return it to their supervisor for inclusion in the individuals department personnel file. Sample of this information is shown on page 58.

Supervisors and staff should conduct performance expectations and behaviors. These discussions should include an annual review of performance contributions, goals for the coming year and future professional development opportunities.

Let us look at the professional standard and general expectation of employers in an organisation.

#### Professional Standards

Each employee of an organisation has a responsibility to know, to understand and to abide by fundamental professional standards and workplace expectations that support a positive work environment and promote the highest possible standards of professionalism within the organisation. The Standards and Expectations of an organisation set a standard for orienting new employees to its culture and serve to remind each employee of their role and responsibility in supporting a productive and healthy workplace.

#### Professional Conduct

Regardless of where you work in an organisation, what you do is very important and touches the lives of many who have problems. Every day, you interact with a wide range of customers and in each contact and conversation you one way or the other offer your help. The organisations customers, co-workers and partners rely on the quality and timeliness of its work and professionalism. Every member of the organisation team must hold high standards of conduct and consider themselves professionals capable of meeting the needs and expectations of the people they serve and the public at large.

- Customer Service
  - Know your internal and external customers. If you are not certain who your customers are, please ask your direct supervisor.
  - Provide exemplary service to all customers.
  - Respond to requests for assistance and other inquiries in a timely manner and provide helpful advice with options when readily available.



- **Courtesy**
    - Be kind, courteous, professional, and respectful to customers, co-workers, direct reports, supervisors, managers, external partners, and the public.
    - Be cordial or friendly to your co-workers and supervisors/managers. Use “please” and “thank you.”
    - Refrain from behaviours, actions, or language constituting workplace harassment or bullying. Any form of workplace harassment or bullying is unacceptable conduct.
    - Value diversity and value each other.
  
  - **Ethics**
    - Conduct yourself according to the highest ethical standards and promote an environment of public trust that is free from conflict of interest, fraud, abuse of authority, and misuse of public property.
  
  - **Safety**
    - Ensure your organisation has a disaster preparedness plan.
    - Complete training on Disaster Response to learn about the organisation’s Disaster and Emergency Response Procedures.
    - Follow all safety directives of the Department of Health and Department of Labour and Industry.
    - Use good judgment in decision-making and follow safety guidelines where appropriate. If there is a question on the appropriate course of action, clarify the question with your supervisor before proceeding.
    - No pets are allowed in the workplace. Service animals are not pets.
  
  - **Teamwork**
    - Work as a team for the good of the organisation.
    - Share information and good ideas to improve operations and outcomes.
    - Celebrate each other’s achievements to promote the success of the organisation.
    - Be receptive to constructive feedback.
    - Be open to input from your co-workers, direct reports, and supervisor/managers.
    - Seek help when you need it and give help when asked.
  
  - **Responsibility and Accountability**
    - Meet commitments and deadlines.
    - Be “work focused”; dependable and accountable; productive.
    - Take care of personal needs and business during your breaks and lunch period.
    - Keep your supervisor informed of any problems or issues so he/she is aware of them before hearing from a customer or co-workers.
    - Notify your supervisor as far in advance as possible when you think you may not meet a deadline.
    - Follow instructions and directions given by a supervisor or a manager in a timely and respectful manner. If you have questions or need clarification, ask well before the deadline of the project.
-



- Confidentiality
  - Be familiar with all the policies surrounding confidentiality and abide by them.
  - Complete training course for instance, Train the Trainer course.
  - Maintain confidential information whether verbal, written, faxed, photographic, or electronic in a manner that safeguards its privacy.
  - Do not discuss, leave or display confidential information in open or public areas such as in elevators, hallways, lobbies, food areas or electronic sites with unrestricted access that is scanner.
  - Lock or log off your computer when you leave your workstation.
  
- Professionalism – A professional:
  - Is knowledgeable about the activities of the business.
  - Conducts business and complete tasks proficiently.  
Represents the organisation in a professional manner.
  - Holds honesty and integrity as essential character traits.
  - Maintains a positive attitude.
  - Aspires to excellence.
  - Values personal competency and the competency of co-workers.
  - Relies on the organisation’s Mission, Vision, Core Values and Workplace Expectations to guide conduct.
  - Reports to work properly attired and with good hygiene.
    - ✓ Wear casual business or formal business attire when appropriate.
    - ✓ Workplace attire is neat, clean, in good repair and appropriate for the work performed and for the setting in which work is done.
    - ✓ Provocative clothing and clothing with words, terms, or pictures that may be offensive to other employees and the public is not worn in the workplace.
    - ✓ Dress in footwear appropriate to the business setting (Flip flops and slippers are inappropriate unless for medical accommodation. Bare feet or socks only are never appropriate).
    - ✓ Hats are not worn in the workplace unless it is for religious or medical reasons. Please discuss these exceptions with your supervisor.
    - ✓ If you are unsure if a certain article of clothing is inappropriate for the workplace, it is best not to wear it. Keep in mind that some employees are particularly sensitive to perfumes and colognes.
    - ✓ Staff may be instructed to return home to dress appropriately or address hygiene concerns.
  - Seeks professional and personal growth opportunities and attends training that enhance professional behaviour such as: Valuing Diversity, Respectful Workplace, and other professional development courses.



## Workplace Expectations

### i. Time and Attendance

Be at your workstation ready to work when your scheduled workday begins. Continual absence to work to accommodate habitual lateness is not allowed. Supervisors may require a leave slip for lateness of 15 minutes or more and repeated lateness (even if less than 15 minutes) will be dealt with as a performance issue.

When away from the office, it is the organisation's policy that the message on your telephone and your email "out of office assistant" notify people that you are out of the office and indicate when you will be returning and whom to contact in your absence. You must also make sure to note your absence on your personal calendar and the shared calendar of your supervisor's choice. It is a professional courtesy, as a member of a team, to inform your teammates of upcoming approved planned leave.

Your pay is based on the time and attendance data on the timesheet and leave slips you complete at the end of each pay period. The timesheet accounts for all hours in the pay period and must be verified and approved by your supervisor. Timesheets must reflect your "actual hours worked" during the pay period.

Attendance refers to punctual, regular and predictable attendance which is expected and required of you according to your work schedule. The official time for most organisation is reflected on desktop computer. Public or government run organisation's business hours are 8:00 am to 4:06 p.m. You work within the required hours. You must have written confirmation (email or memo) or other specific approval (that is; travel) from your supervisor before using a different work schedule. If you have been assigned another task from your normal duties you must send a copy of the scheduled task through email or memo. Ensure it is agreed to and signed by your supervisors then forwarded to the Human Resources.

- a. **Sick time** - You must discuss with your supervisor or leader how they would like you to report a personal illness that prevents you from reporting to work (For example; through phone call and speak directly to the supervisor, leave a voice message on the supervisor's phone, send a text message, or contact another staff designated by the supervisor). The important thing is make contact before your assigned workday begins.

If a circumstance beyond your control (that is, you are unable to move as advised by a physician and accident report) does not allow you to call before the work day begins, call as soon as physically possible or have another person call for you.

When you call in sick and there are outstanding tasks or meetings you were to complete that day, make an effort to inform your supervisor so they can arrange for the work to be shared with other staff, reschedule the meeting, or otherwise attend to the issue in your absence.



You must complete a leave slip immediately upon your return and have it signed by the supervisor.

- b. Overtime** – Overtime must be approved in advance. In addition, there may be a need for employees to work mandatory overtime depending upon business needs.
- c. Non-Standard Work Hours** - You must have advance approval from your supervisor to be inside the building (including weekends and holidays) during times other than your normal assigned working hours. Your presence in the building must be for work related reasons only.
- d. Key Card/Keys** - Usage is limited to each card/key holder. Having key card/keys is a privilege and not a right. Any person entering the building before or after normal business hours is required to have approval from their supervisor. Key card holders approved to be in the building during non-standard hours must swipe the card even if door is held open by another employee. If it is the established protocol for the building, you must sign in or out of the building when entering or exiting the building before or after normal business hours. If you enter the building outside of normal business hours without approval, you may lose key card or key privileges.

**NOTE:** Members of the public are not permitted to access the building before or after hours without prior arrangement from upper management.

**Union Stewards-** All Union related activities must abide by the specific Union contracts and the Interpretative Memorandum.

### iii. Lunch Breaks & Relief Periods (breaks)

A lunch break of no less than 30 minutes or no more than one hour is allowed approximately midway of each shift. Schedule your lunch break with your direct supervisor and do not deviate from it without prior approval from your supervisor.

You are allowed one relief period during the first half of the shift and one relief period during the second half of the shift. A normal relief period is 15 minutes. Relief periods are paid breaks. Therefore, they cannot be added to a lunch break to extend the time or used at the end of the day to leave your shift early. When taking your break, be courteous and respectful of others who are still working and may not wish to be interrupted or to take their break at the same time.

### iv. Leave Request

Any leave request, other than when necessitated by a sudden illness or other emergent situation, is pre-approved by your supervisor and the appropriate form must be used. Be familiar with the guidelines for leave as outlined by the organisations policy. Advance notice is required for time off for vacations and, whenever possible, for scheduled sick leave.

Vacation leave must be pre-approved. Approval is not official until both parties sign the form. You are encouraged not to purchase airline tickets without first receiving a signed

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leave slip to avoid any inconvenience if the leave requested cannot be approved. Once approved, note the leave dates on your personal electronic calendar and on leave calendars if one is in use by your office or section.

Leave is granted but within the limits of the workload demands and as long as the employee has accumulated the benefits. Vacations using paid leave are encouraged to help maintain a motivated workplace. Requests for leave without pay (LWOP) are generally not approved, but will be considered on a case-by-case basis and require the approval of the supervisor delegated responsibility to approve LWOP requests. Supervisors are required to manage leave in a manner that enables their unit to carry out its responsibilities.

Unscheduled leave puts a hardship on the work group, and is discouraged except for illness. When requesting unscheduled leave, you are expected to talk to your supervisor to request the leave before the start of your work day. Individual supervisors may have further requirements for requesting unscheduled leave and this discussion should take place at the time of hire.

#### **v. Microsoft Outlook Calendar**

Keep your electronic calendar updated with scheduled meetings, appointments, training and business travel. At a minimum, your calendar should be shared with your supervisor. You also may use the Outlook calendar for personal appointments or personal business. Please note that electronic calendars are public records and are subject to the various public recorded laws and regulations.

#### **vi. Communications**

##### **A. Person to Person**

- Be open and honest. Adult-to-adult conversations are essential to earning the trust of your customers, co-workers, supervisors/managers and partners.
- Greet people with a smile and a friendly word, it is an act of respect. Smile before you pick up the phone or hit send on an email. Think about the recipient; how will your communication be received?
- Do not engage in idle gossip or rumour mongering. If you have questions or concerns, bring them to your supervisor.

##### **B. Email Etiquette**

- Use appropriate, business-like language to avoid confusion on the part of the receiver and to ensure the message is understood.
- Use a relevant subject title for each message; for example, include FYI or Action in the subject line so the receiver has a clear understanding of what is expected of them.
- Do not email anything containing defamatory, discriminatory, political, offensive or racist comments.



- Do not forward any email you receive that contains inflammatory or offensive language. Remember, you cannot control the email you receive, but you do control what you send.
- Capitalizing entire words is considered shouting, so for emphasis underline important passages or use bold or colored text.
- Use correct grammar, spelling and punctuation as each email must be clear and unambiguous.
- Delete unwanted notes and messages since they take up disk space.
- Follow procedures for the proper retention of email records.

### **c. Technology use (Blackberry, Cell phone)**

Refrain from checking devices (such as iPhone, Blackberry, laptop, iPad and PC.) for messages when meeting with an individual, attending a group meeting, or while in training. In most meeting situations, cell phones should be off. Even if your ring tone is muted or the phone is set to vibrate, it is generally, impolite and disruptive to answer calls while meeting with others. If you are expecting an important call, inform those you are meeting with that you may be interrupted or reschedule for a time when you can focus your attention on their issue.

During work hours, turn your phone on vibrate so it does not disrupt the office. Head phones/ear buds can be worn at your desk as long as you can hear your surroundings (people approaching you and your phone ringing.) and the volume is not loud enough to disrupt others from their work. Do not walk around the office with headphones/ear buds.

Set your email to “out of office” when participating in a planned meeting which is a day or more in duration so individuals know who to contact in your absence if urgent and let them know you will be in touch with them as soon as you can.

### **vii. Use of State or Government Resources**

Use of all State resources is for official purposes only including, but not limited to, office building, internet use, mobile devices, e-mail, copy machine, and the fax machine. Computer games are not allowed on the hard drive or disks.

The State understands incidental use of state assets for non-state related business will occur. However, it is State policy that to keep personal phone calls, emails, texting, and internet use to a minimum regardless of the technological device you are using. Receiving or sending personal messages during work hours should only occur on occasion. If you are waiting on an important message, it is best to discuss the situation in advance with your direct supervisor.

Every organisation has its policy on returning phone calls and emails, that is within one working day unless on leave or away from the office for business purposes, even if it is to simply request more time to complete the research necessary to provide an adequate response.



Once the employee understands and accepts this information they sign on it as an acknowledgment that they have received and read these expectations.

Below in the box shows a sample of the part where employee signs.

**RECEIPT OF ACKNOWLEDGMENT**

<p><b>Signature of Employee</b></p> <p>_____</p> <p><b>Printed Name of Employee</b></p> <p>_____</p> <p><b>Date</b></p> <p>_____</p>
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**Learning Activities 12.4.4.1: Answer the questions below.**

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1. Explain

(a) professional conduct.

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(b) workplace expectations.

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2. List at least three (3) standards of professional conduct and explain their importance in the workplace.

(a) \_\_\_\_\_

(b) \_\_\_\_\_

(c) \_\_\_\_\_

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3. What is the importance of having work-place expectations?

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4. List and explain at least two (2) workplace expectations of employers.

(a) \_\_\_\_\_

(b) \_\_\_\_\_

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### 12.4.4.2 Rights and Responsibilities

In any organization there are certain rights and responsibility for its works. Rights mean you have been permitted to do something and responsibilities means you must be responsible for actions you take.

Below are certain rights and responsibilities for workers in a workplace.

#### Workplace Rights and Responsibilities

Workers have the right to;

- Information, instruction, and training about safe work procedures and how to recognize hazards on the job.
- Supervision to make sure they work without undue risk.
- Equipment and safety gear required to do the job safely (workers are responsible for providing their own clothing to protect themselves against the natural elements, general purpose work gloves, safety footwear, and safety headgear)
- Refuse to perform tasks and work in conditions they think are unsafe, without being fired or disciplined for refusing.
- Participate in workplace health and safety committees and activities.

As a worker, you are responsible for working without undue risk to yourself or others. To keep safe on the job;

- Do not assume you can do something you've never done before. Ask your supervisor to show you how to do it safely before you begin work. Ask your employer for safety training.
- Use all safety gear and protective clothing when and where required.
- Always follow safe work procedures and encourage your co-workers to do the same.
- Immediately correct unsafe conditions or report them right away to your supervisor.
- Know how to handle any hazardous materials or chemicals you use on the job.
- If you have any doubts about your safety, talk to your supervisor.
- Tell your supervisor of any physical or mental conditions that may make you unable to work safely.

#### Employers' Health and Safety Responsibilities

One of the most important responsibilities of the employer is to ensure that workers are adequately trained in safe work procedures and properly supervised when carrying out their duties. Under the *Workers Compensation Act*, the employer has the legal responsibility to ensure that every worker receives adequate training. The employer must also follow up to see that the supervisor is carrying out all required training.



Employers are responsible for ensuring that all workers can do their jobs without unnecessary risk. Young and new workers in particular are often inexperienced and unable to recognize hazards. Many will not ask questions about workplace safety for fear of looking incompetent or simply because they do not know what to ask. The procedures employers have in place for workplace health and safety should take account of these and other facts about young and new workers.

### **Employers should**

- Know and comply with workplace health and safety regulations that apply to their workplaces.
- Create a workplace culture that encourages young and new workers to ask questions about any health and safety concerns they may have.
- Involve supervisors and experienced workers in identifying potential health and safety problems and developing prevention programs to eliminate these hazards.
- Give supervisors and young and new workers all the training they need to do their jobs and to recognize hazards.
- Provide the required safety gear and protective clothing. (Workers are responsible for providing their own clothing to protect them against the natural elements, general purpose work gloves, safety footwear, and safety headgear.)
- Evaluate equipment that young workers might be required to operate to ensure that it is safe for their use. Make sure workers know how to use any equipment safely.
- Make sure that young workers are appropriately supervised to prevent injuries and exposure to hazardous materials.
- Create an environment where “safe” behaviour is rewarded and recognized in the workplace.
- Provide supervisors with knowledge of how to train new and young workers. Check back with supervisors frequently to ensure they are following up with new staff answering questions, and observing if the work is being done safely.

Specific requirements for new and young workers state that employers should provide orientation and training that includes

- The name and contact information for the young or new worker’s supervisor
- The employer’s and young or new worker’s rights and responsibilities under the *Workers Compensation Act* .
- Workplace health and safety rules.
- Specific hazards to which the young or new worker may be exposed, including risks from robbery, assault, or confrontation.
- Procedures for working alone or in isolation.
- How to deal with violence in the workplace.



- Personal protective equipment (PPE).
- Location of first aid facilities.
- Emergency procedures, including how to access first aid and to report injuries.
- Instruction and demonstration of the young or new worker's work tasks.
- The employer's health and safety program, where applicable.
- WHMIS information requirements, where applicable.
- Contact information for the occupational health and safety committee or the worker health and safety representative, where applicable to the workplace.

### **Refusing Unsafe Work**

According to the Occupational Health and Safety Regulation.

1. A person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.
2. A worker who refuses to carry out a work process or operate a tool, appliance or equipment pursuant to subsection (1) must immediately report the circumstances of the unsafe condition to his or her supervisor or employer.

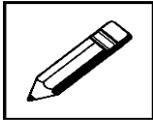
A supervisor or employer receiving a report made under subsection (2) must immediately investigate the matter and ensure that any unsafe condition is remedied without delay, or if in his or her opinion the report is not valid, must so inform the person who made the report. If the procedure under the Regulation does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, the supervisor or employer must investigate the matter in the presence of the worker who made the report and in the presence of: A worker member of the occupational health and safety committee, a worker who is selected by a trade union representing the worker, or if there is no occupational health and safety committee or the worker is not represented by a trade union, any other reasonably available worker selected by the worker. If the investigator under the Regulation does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, both the supervisor or the employer and the worker must immediately notify an officer, who must investigate the matter without undue delay and issue whatever orders are deemed necessary.

**You have the right to refuse work** if you (a) have reasonable cause and (b) follow all procedures in the Regulation. If you refuse to do work you consider unsafe, you should consider the following steps:

1. You must discuss the situation with your supervisor or employer.
  2. If the matter is not resolved, then a worker representative must be involved.
-



3. If the matter is still unresolved, a Worksafe field officer is called in by both worker and management representatives.
  4. While the matter is being resolved, you will be temporarily reassigned to another job. If you feel you must refuse work, be sure to follow the procedures in the regulations and any other policies that the employer may have. Do not just stop work and go home! If you do not follow the procedures, you may be subject to disciplinary action by your employer.
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**Learning Activities 12.4.4.2: Answer the questions below.**

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1. Define right and responsibilities.

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2. Why is it important to have rights and responsibilities of employees spelt out clearly to them before they join the workforce?

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### 12.4.4.3 Discrimination in the Workplace

#### Discrimination

It is treating or proposing to treat, someone unfavorably because of a personal characteristic protected by law.

Discrimination comes in two forms;

1. Direct and
2. Indirect Discrimination.

#### 1. Direct discrimination

Direct discrimination occurs when a person treats, or proposes to treat, someone unfavorably because of a personal characteristic protected by law. Direct discrimination often happens because people make unfair assumptions about what people with certain personal characteristics can and cannot do.

For example, refusing to employ someone on the basis of their age because you think they are too old to learn new skills.

#### 2. Indirect Discrimination

Indirect discrimination occurs when an unreasonable condition is imposed thus disadvantages a person with a personal characteristic protected by law. Indirect discrimination happens when a workplace policy, practice or behavior seems to treat all workers the same way, but actually unfairly disadvantages someone because of a personal characteristic protected by law.

For example, a requirement for employees to work 12 hours shifts may appear to treat everyone equally. However, it may disadvantage employees with family or caring responsibilities. If the requirement is not reasonable, this is indirect discrimination.

Below are main forms of indirect discriminations.

- **Sexual Harassment**

Sexual harassment is the unwelcome conduct of a sexual nature. It involves behavior that could reasonably be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, verbal or written.

- **Authorizing and assisting**

It is against the law to authorize or assist another person to discriminate someone. This means a person must not ask, instruct, or encourage anyone else to undertake these actions.

- **Victimization**

Victimization is subjecting, or threatening to subject someone, to something detrimental because they have asserted their rights under equal opportunity law- made a complaint, helped someone else make a complaint or refused to do something because it would be discrimination. Victimization is against the law.

**Are there any expectations?**

The Equal Opportunity Act 2010 includes some general expectations. This means that discrimination may not be against the law in particular circumstances.

**Complaints**

Employers may be held liable for their employees' acts of discriminations or sexual harassment. Employers can also be directly liable. Employers also have a positive duty to eliminate discrimination, sexual harassment and victimization as far as possible. Complaints of discrimination made to the commission are resolved through a process called conciliation.

**Preventing Discrimination in the Workplace**

Employers can be held legally responsible for acts of discrimination that occur at work or are connected to the workplace.

Having a strong and unambiguous equal opportunity policy is a powerful tool for preventing discrimination and sexual harassment in the workplace. Why is an equal opportunity policy important?

An effective equal opportunity policy will set out in clear and simple terms what is- and is not- acceptable workplace behavior. This helps minimize confusion or uncertainty among staff and managers and provides a solid foundation for building a safe productive and respectful working environment.

An equal opportunity policy that helps staff understand their rights and responsibilities can significantly reduce the risk of an employer's liability for acts of discriminations in the workplace. Promoting equal opportunity in the work place.

In addition to developing the right policy for their workplace, employers also need to make sure that everyone understands the policy and that it operates effectively in practice.

Employers should also establish a process for resolving complaints of discrimination that do arise. Employers are encouraged to look beyond the minimum legal requirements of equal opportunity law and to strive for best practice.

**Prevention of Discrimination**

The Equal Opportunity Act 2010 sets out 18 personal Characteristics that make discrimination in employment against the law. Employees are protected from discrimination at all stages of employment including:

- Recruitment referring to inclusion of how positions are advertised and how interviews are conducted.
  - Being offered unfair terms and conditions of employment.
  - Being denied training opportunities, promotion, transfers; performance pay or other employment-related benefits.
  - Being unfairly dismissed, retrenched or demoted.
-



**Learning Activities 12.4.4.3: Answer the questions below.**

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1. Define discrimination.

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2. List and give examples of the two (2) types of discrimination.

(a) \_\_\_\_\_

(b) \_\_\_\_\_

3. Why will employers be responsible for discrimination acts in their workplace?

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#### 12.4.4.4 Workplace Relations

Work place relationships are unique interpersonal relationships with important implications for the individuals in those relationships exist and developed.

Studies show that workplace relationships directly affect a workers' ability to succeed.

Because workers are spending on average 50 hours a week in the workplace, these long work hours are resulting in the formation of workplace friendships. These connections can be both positive and have the potential to become harmful.

##### Workplace friendships

Friendship has been defined as a voluntary interdependence between two persons over time that is intended to facilitate social- emotional goals of the participants, and may involve varying types and degrees of companion, intimacy, affection and mutual *assistance*.

Gordon and Hartman reported that people spend approximately 50 hours per week in the workplace. Because so much time is spent at work people often develop friendships within the workplace.

Friendship can have a positive impact on an employee's productivity. Workplace friendships lead to more cohesive work groups, more satisfied and committed employees, greater productivity, greater goal attainment, increased positive feelings about the organization, can make both good and bad jobs better and are a factor in preventing employee turnover and employee desire to leave the company.

Although workplace friendships tend to have a positive impact on the employee' overall production and attitude toward the job, they can also lead to competition, envy, gossip and distraction from work related activities because there is a more tightly wedded emotional, and occasionally physical, connection that goes beyond a typical co-worker relationship.

Employees will not act and react in different manners because they are aware they are being watched. Manager's approach affects the outcome of the worker. If you give your employees even a little attention, they will equate that attention to special treatment that is different from the treatment that others receive.

The basic understanding to boss subordinate relationships lies in the foundation that the habit of the managers holds the power to create productive or counterproductive environments. The golden rule in relationships is **"You should treat others as you wish to be treated."** If workers know that their bosses are treating them with the same respect and dignity then they feel less of a condescending subordinate relationship.

Employees with a higher quality relationship are more likely to succeed in the work place.



**Learning Activities 12.4.4.4: Answer the questions below.**

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1. What is Work place relation?

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2. What is the importance of having workplace relations?

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### 12.4.4.5 Disciplining Employees

What is discipline? Discipline means working, cooperating and behaving in a normal orderly way, as any responsible person would expect an employee to do. Discipline is very vital or important in all workplace because employees who are undisciplined will be a liability to the business in the long run. For example, an employer who constantly comes late to work will have an effect of slowing down production by five to ten minutes. If this person does not improve his or her late coming then the employer through the management team will terminate him or her.

The aim of discipline in organisations is to;

- Increase and maintain business efficiency.  
For example; Employer has rules for late coming and any individual who bridges or breaks this rule will be given memo to improve on their punctuality. Hence, time is money for businesses.

An employer with sound knowledge of human and industrial relations and organizational health will ensure proper disciplinary action is enforced on undisciplined employees.

Strong and decisive employers ensure their workplace is conducive for their employees. Why is that so? Employees prefer working in an environment that has tact or strong disciplinary measures because this ensures;

- Cooperation.
- Buildup of team pride.
- Efficient two-way communication.
- Fair rules to protect employees and the organisation as a whole.
- Just and equal treatment.

#### Why the need for Disciplinary Measures?

Rules and regulations are essential in workplace for the following reasons. To

- Maintain Peace.  
Employees feel safe because they are not threatened by certain individuals with disciplinary issues.
- Prevent Anarchy.  
Anarchy means disorder. Employees know they are organized and perform duties as per their job descriptions.
- Regulate behaviour of people  
People's behaviors are controlled. Meaning, employees conduct themselves according to workplace ethics.
- Hold pieces together.  
Generally, employees in their workplace know their wellbeing is safe guarded.



## Aspects of Discipline

There are two aspects of discipline according to Rao P. Subba 2008 p449. Aspects refer to how discipline is viewed by individuals.

1. Positive aspect
2. Negative aspect

Here, you will study the aspect or view of employees in relation to discipline. Let us start with the positive aspect.

### 1. Positive Aspect

With the positive aspect of discipline employees believe and support discipline. They adhere or abide to the;

- Rules.
- Regulations.
- Desired standards of behavior.

Employees feel that discipline will encourage positive support and reinforce certain actions. For instance, an employee who has management anger problem can learn to control his anger. Discipline helps mould individual employees behaviour and develop them in a corrective and supportive manner. Discipline viewed in this manner is called the positive approach or constructive approach or self-discipline type of approach.

Positive discipline takes place when employees are;

- paid adequate remuneration and incentives. Remuneration refers to the proposed wages or salaries.
- provided appropriate avenues for career advancement.
- shown appreciation of proper performance.
- reinforced for approved personnel behavior or actions.

All these motivates employees to adhere to certain rules, exercise self-control and work to the maximum possible extent. That is employees put extra effort into their work.

Let us study the negative aspect of discipline.

### 2. Negative Aspect

With the negative aspect of discipline employees do not believe and do not support discipline. Employees see that they are forced to observe the rules and regulations. This is due to the fact that they;

- fear breaking the set rules and regulations.
- know they will be reprimanded. Reprimand means to be told off by your employer.
- will be fined.
- will be demoted.
- will transferred.



Negative disciplinary programmes forces and discourages employees to obey orders as well as discourage functions in accordance with rules and regulations through warnings, penalties and other forms of punishment.

Overall this will lead to minimal effort of work produced by the employee. Discipline viewed in this manner is referred to as negative approach or corrective or punitive approach. It is also called autocratic approach, why? Because subordinates like the employees have no role in formulating rules and are not told why they are punished.

In reality, punishment, penalties, demotions and transfers establishes a workplace which demotivates employees. It also discourages goals to be accomplished by groups and demoralises the employees.

### **Objectives of Discipline**

The objectives of discipline are

- i. To obtain a willing acceptance of the rules, regulations and procedures of an organisation so that organisation goals maybe attained.
- ii. To impart an element of certainty despite several differences in informal behavior patterns and other related changes in an organisation. That is, discipline gives assurance to employees that their welfare is safeguarded.
- iii. To develop among the employees a spirit of tolerance and a desire to make adjustments.
- iv. To give and seek direction and responsibility.
- v. To create an atmosphere of respect for the human personality and human relations.
- vi. To increase the working efficiency and, morale of the employees that their productivity is stepped up and the cost of production improved.

With this information you can appreciate the value of discipline in the workplace.

We will now study indiscipline.

### **Indiscipline**

What is indiscipline? Indiscipline means disorderliness, insubordination and not following the rules and regulations of an organisation. (Rao P. Subba 2008 p450).

An employee is indiscipline when following factors are noticeable about him or her;

- Change in his or her normal behavior.
- Absenteeism.
- Apathy. Apathy means lack of interest in anything.
- Go-slow-at work.
- Increase in the number and severity of grievances.
- Persistent and continuous demand for overtime allowances.
- Lack of concern.



These problems are corrected by the management team through these measures or tactics.

- Enforcement of discipline through the discipline process.
- Concealing or not telling the penalties such as transfers to an inconvenient place at a short notice.
- Keeping track of confidential reports.
- Withholding pay and showing no sympathy.

These disciplinary measures are enforced to ensure the employee fall within the line of their duty, be submissive and value their efforts in the workplace.

### **Causes of Discipline**

The main causes of indiscipline are as follows;

- i. Non-placement of the right person on the right job which is suitable for his qualification s, experience and training.
  - ii. Undesirable behavior of senior officials, who may have set a pattern of behavior which they expect their subordinates to follow; but their expectations are often much different to what they expect from their subordinates.
  - iii. Faulty evaluations of persons and situations by executive s leads to favoritism which generates undisciplined behavior.
  - iv. Lack of upward communication, as a result of which the thoughts, feelings and reactions of employees cannot be conveyed to the top management. This may lead to aggressive or rebellious behavior.
  - v. Leadership which is weak , flexible , incompetent and distrustful of subordinates is often an instrument which makes for the creation of indiscipline among the employees, particularly when a decision is taken in haste and withdrawn under pressure.
  - vi. Defective supervision and an absence of good supervisors who know good techniques, who are in a position to appreciate critically the efforts or their subordinates , who can listen patiently to them who are capable of giving definite and specific instructions , and who believe in correcting their men rather than in uprooting them.
  - vii. Lack of properly drawn rules and regulations, or the existence of rules and regulations which are so impracticable that they cannot be observed; and the absence of service manuals and the code of behaviour.
  - viii. The 'dive and rule' policy of the management, as a result of which friction and misunderstanding are related among the employees which destroy their tea m spirit.
  - ix. Illiteracy and the law intellectual level of workers as well as their social background, for example, there may be indebttness, drinking habits, castein and other social evils from which an employee may suffer.
  - x. Workers reaction to the rigidity or and multiplicity of rules and their improper interpretation. Rigidity means strict and multiplicity refers to many.
  - xi. Worker's personal problems; their fears, apprehensions, hopes and aspirations; and their lack of confidence in, and their ability to adjust with, their superiors and colleagues.
  - xii. Intolerable working conditions.
  - xiii. Inborn tendencies to flout rules.
-



- xiv. Absence of enlightened, sympathetic and scientific management.
- xv. Errors of judgment on the part of the supervisors or the top management.
- xvi. Discrimination based on caste, colour, creed, sex, language, and place in matters of selection, promotion, transfers, placement and discrimination in imposing penalties and handling out rewards.
- xvii. Undesirable management practices, policies and activities aiming at the control of worker; Example, employment of spies, undue harassment of workers with a view to creating a fear among the employees, and the autocratic attitude of supervisors towards their subordinates.
- xviii. Improper co-ordination, delegation of authority and fixing of responsibility.
- xix. Psychological and sociological reasons, including misunderstanding, rivalry and distrust among workers and supervisors, an absence of fellow—feeling, a widespread sense of injustice, or apathy on the part of the management.

### **Approaches to Discipline**

The different approaches to discipline include;

- i. Human relations approach  
This looks at the relationship established among the employer and their employees that can be used to discipline employees.
- ii. Human resources approach  
This looks at ways to recruit and manage the employees to discipline them. For example, termination of undisciplined employees can be terminated.
- iii. Group discipline approach  
It concerns discipline that will use groupings to discipline employees bridging rules and regulations.
- iv. The leadership approach  
Leadership approach looks at ways to use leadership tactics to discipline employees.
- v. The judicial approach  
It looks at the ways the court system can be used to discipline the indisciplined employees.

Let us now look at the processes involved in disciplining employees who are indisciplined.

### **Disciplinary Procedures**

In order for undisciplined employees to be disciplined the employers have to go through this following process.

1. Issuing a Letter of Charge to the Employees Calling upon him for Explanation.
  2. Consideration of the Explanation.
  3. Show-cause Notice.
  4. Holding of a Full-fledged Enquiry.
  5. Considering the Enquiry Proceedings and Findings and Making Final Order of Punishment.
  6. Follow-up.
-



## Types of Punishment

The following are types of punishment enforced on the employee for disciplinary cases.

The punishment imposed on indisciplined employees should be according to the type of disciplinary case and no more or less.

### 1. Oral warnings

Employees charged for minimal misconduct may be given an oral reprimand.

### 2. Written warnings

Employees are issued written warnings when they fail to achieve the desired behavior from oral warnings served on them. Written warnings now become the first stage of progressive discipline. Written warnings are referred to as 'pink slips' since it indicates that certain rights of the employees could be removed if the employee continues to defy rules and regulations.

### 3. Loss of privileges

Employees who leave work without the notices of the superior lose their privileges to usage of certain materials or things in the workplace. For example, they are not allowed to have access to assets like vehicle they may even be fined.

### 4. Punitive suspension

Employee is not allowed to carry on with his or her tasks and their pay is withheld by the employer.

### 5. Withholding of increments

Employee's annual wage will not be increased at all.

### 6. Demotion

Employee is reduced or given a lower position. This form of punishment is enforced when employee does not perform and he was given that position.

### 7. Termination

The employee's services can be terminated in the following forms.

- Discharge simpliciter
- Discharge
- Dismissal

You should by now understand and appreciate the importance of discipline and why it is enforced in the workplace.



**Learning Activity 12.4.4.5: Answer the questions given.**

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1. Define discipline

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2. State the importance of discipline in the workforce.

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3. Nisara was late to work all of last week. How will you solve this disciplinary problem if you were her employer?

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## Summary

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- When applying for a job it is important to know how the job application process works. The steps are as follows;
  - Get your resumes ready
  - Write a job application letter
  - Job application screening
  - Employment test
  - Interview
  - Hiring
  - Job offer
  - New hire paper work.

The above steps will guide you to organise your papers and yourself confidently when applying for a job.

- Make enquires about a position by finding out about the position, you are able to prepare for the interview and feel confident that you can match your skills and qualifications for the position.
- Prepare for a job interview by adopting a positive approach to preparing for the interview. The job search control sheet enables you to plan each step in the job search. Remember to give yourself enough time to complete each step.
- Work out probable questions and suitable answers: There are certain questions common to most job interviews. If you have thought about the likely questions and how you will answer them, you are more likely to answer confidently in the interview. As well as feeling more confident, you will create a positive impression.
- Present yourself effectively at job interviews: the job interview is your opportunity to convince the potential employer you are the best person for the job. Present yourself competently, confidently and honestly. In the course of the interview, use effective speaking, listening and non-verbal skills when responding to questions. Speak clearly and ask appropriate questions.
- Evaluate your own performance: review your performance and learn from each experience. Familiarize yourself with strategies to improve your performance and increase your chances of success in the next interview.
- Follow up after the job interview: two letters may be written after the interview. One is a brief letter reminding the employer you are still interested in the job. The other is the letter accepting a job offer. It is the last step in a successful job search.



- Every employee has the right to know about his/her rights and responsibilities. He / she should not just go to work for job satisfaction or income sake. It is important that they must learn their rights and responsibilities so that they can be treated fairly and just with respect. Sometimes employees lose their job basically because they don't know their rights and responsibility.
- It is treating or proposing to treat, someone unfavorably because of a personal characteristic protected by law.
- **Direct discrimination-** It is when a person treats, or proposes to treat, someone unfavorably because of a personal characteristic protected by law.
- **Indirect Discrimination-** Indirect discrimination occurs when an unreasonable conditions is imposed that disadvantages a person with a personal characteristic protect by law.
- Employers can be held legally responsible for acts of discrimination and sexual harassment that occur at work for are connected to the workplace.
- An equal opportunity policy helps staff understand their rights and responsibilities and significantly reduce the risk of employer's liability for acts of discriminations and sexual harassment in the workplace.
- Work place relationships are unique interpersonal relationships with important implications for the individuals in those relationships exist and developed.
- Friendship can have a positive impact on an employee's productivity or they can also lead to competition, envy, gossip and distraction from work related activities because there is a more tightly wedded emotional, and occasionally physical, connection that goes beyond a typical co-worker relationship.
- If you give your employees even a little attention, they will equate that attention to special treatment that is different from the treatment that others receive.
- The golden rule in relationships is **“You should treat others as you wish to be treated.”**
- It is important for an employee to know about an organizations work expectations before starting to work. This will help and guide the employee to meet the organization's workplace demand and perform accordingly to what is expected from them. In addition workplace expectation is usually conducted in all orientations of new employees.



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## Answers to Learning Activities

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### 12.4.1

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#### 12.4.1.1.

- A Job File Folder is a collection of related documents or papers (Example; certificate, curriculum vitae, references) arranged logically.*
- 2. It will be easy to excess all the necessary documents required and saves time to compile documents together.*
  - 3. A medical report is important from a new employee because the employer must know his or her medical status whether fit or unfit.*
  - 4. A student by now will have a Grade 8 and 10 certificates, and even an award or two.  
(Sample answer only)*
  - 5. Pretending to be someone when they are not by doing the things done by the other person, imitating how the other person talks, copy their hair styles and department too.*
  - 6. An economical job file folder is one that is affordable meaning that anyone can buy it and keep their documents safely.*
  - 7. True. This forms the basis of all the documents that make up the job file folder for any student.*
- 

#### 12.4.1.2

- 1. (a) Achievement is something that someone gains through hard work. It may money, prize or award.  
(b) A skill acquired while doing something  
(c) A kind of thinking which can be positive or negative*
  - 2. True. It markets the person to the potential employer.*
  - 3. It may be easy to forget some important points, so having one will remind you.*
  - 4. These are two important points and the impression is not positive. This person will not be employed.*
  - 5. They will be presented during the interview as it processes on to the different areas of skills and abilities as evidence of work done.*
  - 6. Role playing will enable an interviewee to gain confidence and be at ease for the interview, knowing the answers to some questions which may be asked during the role play.*
-

**12.4.2****12.4.2.1**

1. *There are two sectors of employment namely formal and informal sectors.*
  - *Informal sector covers these employees who have regular wages and salaries and work set hours every fortnightly.*
  - *Informal sector covers these self-employed who do not get regular pays and work for themselves.*
2. *These is wise because people what to see the most recent qualification and also any past ones just to put weight on an application.*
3. *False. They are being tested to see if they have the right skills, knowledge and abilities in-order to be employed.*
4. *A letter of offer is a notice that you meet their requirements and if you wish to take up the job you may do so or if not you reject it.*
5.
  - (a) *your name*
  - (b) *date of birth*
  - (c) *your objective*
  - (d) *telephone number, e-mail, contact details (any four)*
6. *Accepting a job offer means that you have accepted all the terms and conditions of the job you interviewed for and may start work.*

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**12.4.2.2**

1. List three (3) ways that people can apply for jobs today.
    - (a) *Networking*
    - (b) *Referrals*
    - (c) *Job Boards and Career Websites*
    - (d) *Job Fairs*
    - (e) *Company Websites*
    - (f) *Cold Calling*
    - (g) *Head Hunters and Recruitment Agencies*
    - (h) *Internships*
    - (i) *Creative or Odd Tactics*
  2. Give your opinion on this.

*Job seekers can try several jobs until they find one they comfortable with.*

*This is a good practice but a bit hard to do because responsibilities sometimes put pressure on individuals and they stick to their first jobs.*
  3. True or False
- 
-



*Joining professional organizations is a good way to get job that suit peoples study and lifestyle.*

*True , so people can perform well in their jobs*

4. Referral is one way of getting jobs. Give an example of someone who gets a job using the referral method.

*Paul has a colleague whom he use to work with before he got terminated. A new job opening presents itself and he recommend him to be hired.*

5. *Networking is when someone who knows another person with special skills and abilities and recommend them for employment and they in return get a reward.*

6. *Checking the newspapers.*
- 

### **12.4.2.3**

1.(a) *A cover letter provides an outline of ones skills, expresses an interest in a job*

(b) *A Letter of Application gives a lot of details, skills, abilities, experiences of an individual and is more detailed.*

2. *it would be appropriate to write a letter of application when one has a need to get for themselves for their survival.*

3. *Kila Valu forwarded a resume, copies of certificates and a cover letter.*

4. *The job applied for is a trade assistant.*

5. *He previously resided in Mount Hagen.*

6. *Kila Valu is not a graduate but has experience working in the mines. The job applied for is a trade or technical one.*

7. *Experience is very much sorted for because you can be a graduate but lack experience (the real know how in carrying out the work)*

8. *A resume is a document that contains your personal details, education history, work experience referees and hobbies.*

9. *Parts of a letter*

- a. senders address*
  - b. date*
  - c. receivers address*
  - d. greetings*
  - e. subject*
  - f. body of the letter*
  - g. signature*
-

**12.4.3****12.4.3.1**

1. *Prepare and practice what you will have to say.*
  2. *Sit up straight face the interviewer and speak loud and clear.*
  3. *Evaluate your performance.*
  4. *It would be good to research a company that calls one for an interview because information can be obtained of where it is located, what it produces and possibly how much is produced and its total production costs.*
  5. *Your posture during interview must be neat, clean and sitted up straight.*
  6. *A **job description** outlines duties and responsibilities available and offers you valuable information about the job. Sometimes you may decide to telephone or visit the company to find out extra information. As you research find out about the company's values and the kinds of people it employs. In this way you can decide if you will fit in with the company.*
  7. *The interviewee must leave the interview room with a relaxed, firm hand shake and a sense of control.*
- 

**12.4.3.2**

1. *Simulation Interview is a practice interview which takes place before the actual interview activity,*
  2. *The purpose of the Simulation Interview is to have practice on the skills needs and to gain confidence for the real job interview.*
  3. *Simulation will greatly assist this person because they will gain confidence by practicing.*
  4. *The first thing to do is to make the customer keep calm and assure him or her that their problem will be addressed.*
  5. *It is best to arrive early so you can be at ease when the interview begins.*
  6. (a) *One person only*  
(b) *At Interview Centre*  
(c) *Yes she is. She has a Degree in Strategic Management.*
-

**12.4.4**

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**12.4.4.1**

## 1. Explain

(a) professional conduct.

*It refers to how you approach the different types of people you come across in your workplace. Attend to them as per the expectations of the organisation. They will have a lasting impression of the organisation that they will continue to come for the services that you render.*

(b) workplace expectations.

*It refers to the guidelines set by the employees that should be adhered to all the time.*

2. List at least three (3) standards of professional conduct and explain their importance in the workplace.

(a) *Customer service: You must serve your customers with due care that they are satisfied with the service you provide. For instance, know them by name, explain to them about the good or service that they are not sure of.*

(b) *Courtesy: You must speak to them with care. For instance; ask them politely what they want, if they are confused about something talk to them in a friendly manner.*

(c) *Safety: You must be aware of the dangers that are likely to happen in your organisation. In the event that a disaster strikes you are able to save yourself and also those within the vicinity of the workplace including customers.*

3. What is the importance of having work-place expectations?

*Workplace expectation guides employees so they are to produce results as expected by the organization.*

4. List and explain at least two (2) workplace expectations of employers.

(a) *Sick time. You must give the reasons for your absence and with medical reports. Make -arrangement with your supervisors so they will arrange for your workmates to cover for you in your absence.*

(b) *Lunch breaks and relieve periods. You must take the required time for the breaks as nor less than 15 minutes and no more than 1 hour for lunch breaks.*

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**12.4.4.2**

1. Define right and responsibilities.

*Rights mean you have been permitted to do something and responsibilities means you must be responsible for action you take.*

2. Why is it important to have rights and responsibilities of employees spelt out clearly to them before they join the workforce?

*So they know what they are doing and do it the right way.*

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**12.4.4.3**

1. Define discrimination.

*It is treating or proposing to treat, someone unfavorably because of a personal characteristic protected by law.*

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- List and give examples of the two (2) types of discrimination.
    - Direct: judging people by their age.*
    - Indirect: Sexual harassment.*
  - Why will employers be responsible for discrimination acts in their workplace?  
*Because they should safeguard the welfare of their workers in the first place.*

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#### 12.4.4.4

- What is Work place relation?  
*It is the relationship established among workers in their workplaces.*
- What is the importance of having workplace relations?  
*It enhances productivity in work.*

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#### 12.4.4.5

- Define discipline  
*Discipline means working, cooperating and behaving in a normal orderly way, as any responsible person would expect an employee to do.*
- State the importance of discipline in the workforce.  
*The aim of discipline in organisations is to increase and maintain business efficiency.*
- Nisara was late to work all of last week. How will you solve this disciplinary problem if you her employer?  
*By following the disciplinary procedure*

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<p><b>NOW YOU MUST COMPLETE ASSIGNMENT 4. THEN SEND IT TO THE PROVINCIAL CO-ORDINATOR FOR MARKING</b></p>
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**GLOSSARY**

<b>Application form</b>	A form with standard questions asking for the same sort of information from each applicant for a job
<b>Career</b>	A person's occupation
<b>Career path</b>	A smaller group of jobs within a career cluster that use similar skills
<b>Certificate</b>	A document containing a certified statement
<b>Curriculum vitae</b>	A detailed written account of one's education and experience used to seek position
<b>Discrimination</b>	Treating or proposing to treat, someone unfavourably because of a personal characteristic protected by law
<b>Employment</b>	An activity in which one devotes time
<b>Interview</b>	A formal meeting in person for the assessment of a candidate or application
<b>Interviewee</b>	Someone being interviewed
<b>Interviewer</b>	One who interviews
<b>Job description</b>	An official written description of the responsibilities and requirements of a specific job, often one agreed between employer and employee.
<b>Occupation</b>	An activity or task with which one occupies one's self; usually the productive activity
<b>Prospect</b>	The potential things that may come to pass, often favorable
<b>Qualification</b>	Process of qualifying for a position
<b>Referee</b>	A person who write reference
<b>Reference</b>	Information about a person provided by someone
<b>Rights</b>	Something that people are allowed to do or have
<b>Transcript</b>	An inventory of the courses taken and grades earned of a student Alleged throughout a course
<b>NERA-</b>	National Employment Rights Authority
<b>LRC</b>	Labor Relations Commission
<b>EAT</b>	- Employment Appeals Tribunal



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## REFERENCES

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### Website;

[Www.carreeronline.com.au/disc/work](http://www.carreeronline.com.au/disc/work).

[nationalcareerservice.direct.gov.au](http://nationalcareerservice.direct.gov.au)

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### 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**

<b>GRADE LEVELS</b>	<b>SUBJECTS/COURSES</b>
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	<b>Science Stream:</b> Biology, Chemistry, Physics
2	English 2	<b>Social Science Stream:</b> 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.