

FOUNDATIONS: ELTT AND BEYOND

LEVERAGE YOUR SKILLS, EDUCATION,
AND EXPERIENCE TO BEGIN AN APPRENTICESHIP.

BRITISH COLUMBIA
INSTITUTE OF TECHNOLOGY

STUDENT
EMPLOYMENT
SERVICES

bcit.ca/eJobs



STUDENT
EMPLOYMENT
SERVICES

eJobs

Linking talent.
Launching careers.
bcit.ca/eJobs





TABLE OF CONTENTS

ELTT (FOUNDATION PROGRAM) AND BEYOND	3
STEP #1: COMPLETE ELTT TRAINING	3
STEP #2: LANDING EMPLOYMENT LEADING TO AN APPRENTICESHIP.....	4
How Can You Find Leads?.....	4
You Only Get One Chance to Make a Great First Impression..	4
STEP #3:.....	6
Register Your Apprenticeship.....	6
LESSON #1	6
Getting Started Developing a Resumé	7
General Guidelines.....	7
Tips for Finding an Employer.....	8
Identifying Information	9
Job Search Facts	10
Objective Statements	10
THE APPRENTICE: TEN STEPS TO GET TO “YOU’RE HIRED”	11
Show Up With Your Resumé In Hand!	11
Your Finished Resumé	11
Action Verbs.....	11
SAMPLE 1 – TRADES CHRONOLOGICAL FORMAT	12
SAMPLE 2 – FUNCTIONAL RESUMÉ.....	13
SAMPLE 3 – FUNCTIONAL RESUMÉ.....	14
SAMPLE 4 – TRADE SKILL BASED RESUMÉ	15
TRADES AND THEIR RESUMÉS	16
Resumé Fears	17
HUMAN RESOURCES AND SKILLS	
DEVELOPMENT CANADA	18
What are Essential Skills for the Trades?	23
COVER LETTER IN REPLY TO NEWSPAPER AD.....	24
PROSPECTING LETTER	25
NETWORKING LETTER	26
INTERVIEWS.....	27
How to Prepare for an Interview.....	27
Interview Etiquette.....	28
COMMON INTERVIEW QUESTIONS AND SUGGESTIONS ..	29
ILLEGAL QUESTIONS	34
BEHAVIOURAL DESCRIPTIVE QUESTIONS	35
Behavioural Interviews Sample Questions.....	36
How to Spot a Behavioural Question	
– Understand Competency-based Interview Systems.....	37
Smart Stories	37
KEY COMMON INTERVIEW MISTAKES	38
ARE YOUR REFERENCES READY?	39
Reference List Sample	40
INTERVIEW CHECKLIST.....	41
INTERVIEW EVALUATION FORM	42



“Apprentices are the first link to the success of Canadian businesses. They are eager and want to learn, greatly contributing to productivity and a quality product. Once they are certified, they become the main stay of our business as skilled journey persons. Supporting apprenticeship ensures that industry will have a strong workforce well into the future and without qualified employees, I simply wouldn't have a business.”

~ Don Oborowsky,
President and CEO,
Waiward Steel Fabricators Ltd.

ELTT (FOUNDATION PROGRAM) AND BEYOND

Completing an Entry Level Technical Training program at BCIT is an excellent start to a rewarding career in the skilled trades.

Now you may be wondering:

- > What's next?
- > How can I leverage my investment into a great career?
- > How do I start an apprenticeship?
- > How can I find a job in my field?

BCIT is here to help you launch your career beyond your ELTT program.

STEP #1: COMPLETE ELTT TRAINING

With the skills and hands-on practice you are learning at BCIT, you are ready to take it to the next level: Apprenticeship. The Industry Training Authority (itabc.ca) has complete information about your options and where you can get the help and advice you need.

In many trades, it pays to find related work and begin an apprenticeship within six months to a year following the Foundations Program completion. You may be able to get advanced placement credit for the first level of the required technical training in your trade.

So when you looking for work after completing your Foundation Program, you may be considered a 2nd year apprentice.

Note: Some employers like to have a certain number of apprenticeships on their staff at all times, training them in processes unique to their businesses. However, many employers do not want to hire apprentices untried, so they will use related employment for an initial period to get to know you and your abilities before entering into an apprenticeship agreement with you.



STEP #2: LANDING EMPLOYMENT LEADING TO AN APPRENTICESHIP

Employers say your BEST APPROACH is to:

- > Go in person
- > Be prepared
- > Research their company
- > Show enthusiasm

HOW CAN YOU FIND LEADS?

- > Talk to Instructors, friends, family and people you meet to find names of employers to approach.
- > Make good use of the internet – go into the Yellow Pages
- > Use Social Media as a way of connecting with people in the same field (e.g. Facebook, LinkedIn, Twitter)
- > Check BCIT's eJobs for advertised openings (bcit.ca/ses)
- > Be observant, noting company names on trucks at construction sites or on the road

YOU ONLY GET ONE CHANCE TO MAKE A GREAT FIRST IMPRESSION

- > Some employers say: "call before you go."
- > Presentation counts! Go in looking like you are ready to start work, but dress one level above what you would wear on a typical work day.
- > Ensure your hands, clothes, and shoes are CLEAN!
- > Have your steel-toed boots and tools ready just in case you are asked by employers to show them what you can do.
- > If they happen to be short-staffed, ask if you can fill in for the day.



Attitude

Being confident in your abilities is a big reason people get hired. BUT:

- > Over-confidence will destroy your credibility, and under-confidence may leave the employer wondering if you can actually do the work!

Present Yourself Well

- > Ask to speak to the manager, or person-in-charge.
- > Stand tall, shake hands and introduce yourself.
- > Smile, speak clearly, and show enthusiasm!

Highlight What You Can Do for the Employer

- > Take in a good, clean, unfolded resumé.
- > Have business cards made up.
- > If you can, bring photos of related work to show off your skills.
- > Emphasize the skills you can contribute and your interest to learn more.
- > Don't wait to be asked "What do you want? Or "What can you do?"

Be Prepared with a Self-Introduction:

- > Take the INITIATIVE to introduce yourself.
- > Tell them briefly WHY you want to work there.

STEP #3:

Once you have secured employment and ensured your employer will take you on as an apprentice, you need to:

REGISTER YOUR APPRENTICESHIP

- > Download an Apprenticeship Registration form from the Industry Training Authority website (itabc.ca) if your employer doesn't already have one.
- > Both you and your employer must complete and sign the agreement.
- > Submit the completed form to the Industry Training Centre.
- > Allow 4-6 weeks for processing.

LESSON #1

Write out your self-introduction in advance, and practice it with a coach, family, or classmate.

Hi, my name is George Jones.

I have just completed an entry level technical training program at BCIT in _____ (your program) and I'm hoping to begin an apprenticeship as soon as possible.

I have experience using (tools and equipment) _____, and _____, and can (processes and functions in your trade) _____, _____, and _____.

I have made (or completed) briefly describe projects or shop experience _____ and _____ projects (briefly describe)

I'm wondering if you are looking for any apprentices at this time, or if you have any work available that might lead to an apprenticeship?

IF THE EMPLOYER SAYS "YES", or WANTS TO TEST YOUR SKILLS, GO FOR IT! BUT BE PREPARED TO HEAR "NOT NOW".

So ask:

- > "Do you know of anyone who might have any work available I could talk to?" OR
- > "Do you know of any other companies that may be seeking an apprentice?"
- > "May I leave my resume with you in case an opening comes up?"
- > "Would it be OK for me to call you again in 3 weeks to see if you can use my help?"
- > Thank them for their time before you leave.
- > Follow-up on all leads.
- > Keep in touch with contacts until you secure what you want.

GETTING STARTED DEVELOPING A RESUMÉ

The following is a list of suggestions to think about as you are writing a resumé. You don't have to follow all of them, but make sure you have taken the time to really think about how to describe yourself in terms of skills. Remember, it's your resumé and should sound like you, not like a professional writing service.

- > Decide what your job objective is.
 - > A position as a heavy Equipment Operator
 - > A position as a Carpenter Apprentice
- > Make a list of your two, three, or four strongest skills or abilities.
 - > Think of a couple of examples that illustrate that skill.
 - > Describe each example clearly and concisely.
- > Make a list of any past jobs you have had in chronological order.
 - > Start with your most recent and work backwards. At this point, put down all of your old jobs. You can decide what to include and what to leave out later.
- > Make a list of your training and education that's related to the job. For example, have you completed any safety or first aid course?
- > Make a list of references. You must talk to these people and make sure it is okay to use them as your references. You also want to get an idea of what they are going to say about you.

Your resumé is supposed to be a description of you and your skills. You need to decide how to describe your skills and past experience and how to organize that information into a resumé. For example, is your most recent job going to help you get that job or apprenticeship, or is it the introductory trades training you recently completed at college? Making these decisions helps you to decide how to place in order the different sections in your resumé.

GENERAL GUIDELINES

Length

- > It is best to limit an entry-level resumé to a one page. Be as concise as possible in stating information in each section of your resumé.
- > Font: Avoid fonts smaller than 10 point and larger than 12 points.
- > Paper: Use 8-½" by 11 paper. Print your resumé with a laser or high quality ink-jet printer.
- > Purchase bond resume paper for your finished resumes. Keep several copies in your job portfolio for handing out to employers or for interviews.

Preliminary Research

Find out:

- > General job information
- > Desired qualifications and skills
- > Key values and words

TIPS FOR FINDING AN EMPLOYER

Network! Network! Network!

FACT → 80% OF ALL JOB OPENINGS ARE NEVER ADVERTISED!

- > Discover the “hidden” job market by going around to businesses that are in the Trade you are interested in.
- > Ask your employment coach for advice. Consult your local apprenticeship authority, joint labour/management training boards, and trade associations to see if they know of any employers who are looking for an apprentice.
- > Tell everyone you know and everyone you meet, that you are looking for a job.
- > Carry resumés and business cards with you everywhere. Leave a card with every employer you speak to; even if they are not hiring.
- > Get the names and phone numbers of the employers or supervisors you’ve reached out to. Follow-up with them after a couple weeks. Persistence tells them you really want the job!

Scan the Job Wanted ads

You can also find an employer the old fashion way by pounding the pavement and scanning the classifieds in newspapers but use the internet too. Research tells us that over 85% of employers search for candidates using Social Media. Some of today’s most popular on-line job boards include:

- > Remember to register with eJobs at BCIT. Your resumé can also be posted on eJobs.
- > monster.ca
- > workopolis.com
- > working.canada.com
- > Use LinkedIn or Facebook as a way of connecting or posting your resumé

Check with:

- > Trade journals, magazines, and newsletters
- > www
- > Directories
- > Instructors
- > Company Literature

IDENTIFYING INFORMATION

ROBERT I. SMITH

1200 Palmer Drive
Burnaby, BC
smith@gmail.com
604-222-0000

- > Put your name, and permanent address or campus address, phone numbers, email address prominently at the top of your resumé.
- > Avoid using a nickname to identify yourself.
- > Consider including your URL address.

Objective Statement

- > A position as a heavy equipment operator.
- > A position as a carpenter apprentice.
- > Write as complete sentences or as a descriptive phrase with minimal punctuation.
- > Relate your existing skills directly to the job you are seeking. Demonstrate what you can do for the company rather than what they can do for you.

Avoid over generalized statements: “A position allowing me to utilize my knowledge and expertise in different areas”. Avoid statements that focus only on what a company can do for you: “A position where I gain experience in working on Auto Mechanics”. **Remember it’s all about “you need, I have” statements.**

S.A.R. or P.A.R. Technique

Remember to use the acronym S.A.R. or P.A.R. technique, in which you describe a SITUATION OR PROBLEM that existed in a given job, tell what ACTION you took to fix the SITUATION OR PROBLEM you solved and what the RESULT was.

Make the statement as specific as possible: “A position which allows me to apply my background in piping, gas fitting, and plumbing leading into an apprenticeship.”

Education

This is an important section for recent graduates of the Foundations: ELTT program.

- > Make a list of your training and education that’s related to the job. For example, have you completed any safety or first aid courses?
- > List your grade 12 graduation date.

Specialized or Extra Value Skills

- > Include skills that make you unique, such as computer skills, construction skills, and presentation skills.
- > Be specific in describing your special skills; name computer programs you know, how many languages do you know? What are your added certifications; fork lift, first aid, cat driver, W.H.M.I.S.?

Employment Experience

- > Include positions you have held which are related, in some way, to the job you are seeking. These might be both paid and volunteer positions.
- > Be creative with this section of your resumé by describing and emphasizing your experiences in the most relevant way possible.
- > Include information such as company name and location, job title, dates, and duties performed.
- > Make this section easy to read by using spacing and bullets.
- > Use action phrases to highlight the duties you have performed.
- > Remember to state transferable skills from past jobs.

The Need for Accuracy

Research shows that the average resumé has only a few seconds to catch the reader's interest. For the same reason, brevity, accuracy, and overall appearance are key to a successful resumé. If you're not sure how to spell a word, look it up, don't rely on spell check.

JOB SEARCH FACTS

Proofread, proofread, proof read! Surveys have revealed that 76 percent said they would not hire candidates who have one or two typographical errors on their resumé, and 45 percent said it would take only one typo to eliminate a candidate from consideration. Be careful what you send – have family and friends proofread your resumé from top to bottom, and bottom to top. The subconscious impression is, "If this person can't even produce a decent resumé, how could he or she possibly perform this job well?"

OBJECTIVE STATEMENTS

- > A position as a plumber apprentice. I am seeking a position where my skills and talents as an apprentice will help meet your company needs and will open the door to future opportunities within your company.
- > Seeking employment as an Apprentice Automobile Mechanic. I am looking forward to demonstrating to an employer, my enthusiasm, personal ethic and willingness to learn.
- > Employment as a Carpenter's Apprentice.
- > Seeking employment as a Joiner leading into an apprenticeship.

THE APPRENTICE: TEN STEPS TO GET TO “YOU’RE HIRED”

SHOW UP WITH YOUR RESUMÉ IN HAND!

It has been estimated that between 2003 and 2015, 130,000 openings will have been created in trades-related job in BC. Many of these will involve formal apprenticeships that lead to marketable and portable Trades credentials.

How can you increase your chance of finding an apprenticeship? Here are the top six attributes trades employers look for:

ATTITUDE: Willingness to work hard and show initiative

PASSION: Wanting to work in their industry and company

SAFETY: Skills and credentials (e.g. WHMIS, etc.)

WORK HABITS & RELIABILITY: Showing up on time, getting the job done.

GOOD MATH SKILLS

APTITUDE: An ability to use basic hand and power tools.

YOUR FINISHED RESUMÉ

- > Name, address, email and phone numbers at the top.
- > Clearly stated job objectives.
- > Typed on good quality paper (no staples or folds); font size 10 – 12 point.
- > Checked for spelling and grammar errors.
- > One or two pages in length at most.
- > Describes your skills and abilities clearly.
- > Describes your training and education.

Use comments by co-workers and management such as; “Very dependable and demonstrates good judgment whenever emergency situations arise. Extremely competent, hardworking, easy to get along with. A great asset to the team. Excels at working with customers. Reliable, always on time and ready to work.”

ACTION VERBS

It can be difficult to think of how to describe different skills, and what you did in different jobs. Here’s a list of verbs that might help you to get started. I’ve included a couple of examples of how you might describe a skill at the bottom.

Assembled	Built	Calculated	Calibrated
Constructed	Designed	Diagnosed	Engineered
Estimated	Explained	Fabricated	Inspected
Installed	Maintained	Monitored	Operated
Organized	Overhauled	Painted	Prepared
Programmed	Remodeled	Repaired	Solved
Sorted	Suggested	Taught	Tested
Trained	Transferred		

For Example:

- > Installed all rough, finish and service plumbing for a new 24 unit townhouse project.
- > Read blueprints, and completed layout for stairs.
- > Built, upgraded and repaired equipment.
- > Inspected, and repaired bulldozers, backhoes, forklifts, and hydraulic man lifts.
- > Fabricated shop patterns.

SAMPLE 1 – TRADES CHRONOLOGICAL FORMAT

FULL NAME

111 – 812 East 32nd Street
 Vancouver, BC V3H 2G1
 Tel: 604-819-8181
 Cell: 778-333-0000
student@gmail.com

OBJECTIVE

Position Title

PROFILE

Education: name of BICT program (if related to position being sought)
Experience in field e.g. Proven experience in...or 3+ years' experience
Technical skills: Able to operate...
Personal Qualities
Personal Qualities

TOOLS

tools *tools*
tools *tools*

EDUCATION

Name of Program **Dates**
 Name of Institution, City
 • Project / course details if warranted

Name of Program **Dates**
 Name of Institution, City
 • Project / course details if warranted

EMPLOYMENT

Position Title **Dates**
 Name of Company, City
 Performed....
 Built....
 Constructed....

VOLUNTEER

Position Title **Dates**
 Company, City

INTERESTS

List mix of team and individual sports, creative, community and quiet activities.

REFERENCES

Available upon request (optional)

SAMPLE 2 – FUNCTIONAL RESUMÉ

MIKE SMITH

123 Main Street * Vancouver, BC * V50 299
Home: (000) 555-1234, Cell: (000) 555-1235
amith@sampleresume.com
www.amysmith.com

PIPEFITTER

A recent BCIT graduate – a highly talented Pipefitter with hands-on experience in installing and repairing both high and low pressure pipe systems used in manufacturing, in the generation of electricity, and in heating and cooling buildings; also installing automatic controls that are increasingly being used to regulate these systems.

SKILLS AND COMPETENCIES

- Strong knowledge and ability to perform manual labour or mechanical operations (construction, installation, repair, and maintenance).
- Excellent knowledge of the principles, methods and techniques used in the piping trade such as read and interpret drawings, blueprints and specifications to determine layout requirements.
- High in knowledge of tools and equipment of the trade and skill in their safe use.
- Knowledgeable in welding techniques and equipment.
- Excellent knowledge of occupational hazards and safety precautions of the trade.
- Strong ability to plan and perform work involving the installation, modification and repair of new and existing piping systems.

EDUCATION PROFESSIONAL CERTIFICATIONS

Completed the Pipefitting BCIT Foundations: ELLT apprenticeship program - 20XX
Graduated grade 12 – 20XX

Obtained first Aid Level One through St. John Ambulance current
W.H.M.I.S. Certificate
Fork Lift certified
Super host certificate
Valid Class 5 B.C. driver's License

WORK HISTORY

Pipefitter 20XX – 20XX
ABC Pipefitter Co.
Burnaby, BC

Labourer
Burnaby Skateboard Park 20XX-20XX
Surrey, BC.

Labourer
ABC Construction Ltd. 20XX – 20XX
Annacis Island, BC

Volunteer
Sprinkler Installer 20XX – 20XX
ABC Senior Centre
Vancouver, BC

Interests

Football, soccer, baseball
Weight Training

SAMPLE 3 – FUNCTIONAL RESUMÉ

Matt Rogers

56821 42st Avenue, Surrey, BC. V6T 2X7

Home: (604) 123-4567

Cell: 778-000-0000

mattrogers@gmail.com

Objective

Employment as a Carpenter's Apprentice.

Skills Summary

- Over five years' experience in industrial and commercial construction. Duties included erecting scaffolding, extensive use of hand tools, Hilti, jackhammers and skill saws.
- Laboured on Tilt-up sites for three years.
- Duties included slab prep, form stripping, site cleanup. Practiced safety when working around panels and cranes.
- Worked with Bobcats, Man-lifts and all types of compactors.
- Nine months of training with a special work program. Helped build a skateboard park in Burnaby.
- General knowledge of electronic laser, levels, survey levels and percent-grade.
- Built forms, prepared slabs and laid pipe.
- Operated power tools including chainsaw and radial arm saw, Hilti, drills and chippers.
- Operated a Bobcat.
- Placed and finished concrete, operated concrete screed. Ground and patched concrete.

Education and Certificates

Currently in the process of completing the **Carpenter's Foundations program** @ BCIT

Completion date: November 25, 20XX

Obtained first Aid Level One through St. John Ambulance

W.H.M.I.S. Certificate

Super host Certificate

Valid Class 5 B.C. driver's license

Work History

Labourer, Burnaby skateboard Park, Surrey, BC

20XX – 20XX

Labourer, ABC Construction Ltd., Annacis Island, BC

20XX – 20XX

Labourer, Imperial Construction Ltd., Annacis Island, BC

20XX – 20XX

SAMPLE 4 – TRADE SKILL BASED RESUMÉ

FULL NAME

111 – 812 East 32nd Street
Vancouver, BC V3H 2G1
Tel: 604-819-8181
Cell: 778-333-0000
student@gmail.com

OBJECTIVE: Resourceful and reliable professional seeking a position as a **Plumber Apprentice**.

SKILLS AND ATTRIBUTES

- A quick learner with a strong sense of responsibility; highly dependable, punctual, and hard-working.
- Strong motivation to learn and succeed in this trade and assume responsibility as opportunities present themselves.
- Good communication skills from background in dealing with public.
- WHMIS certificate and Poly fusion Welding certificate.

EDUCATION

Foundation Plumbing Program, BCIT, Burnaby, BC

August 20XX

- Good knowledge of safe work practices, mathematics and applied science; draw and sketch basic plumbing drawings.
- Skilled in piping hand tools, power grinders, drills and saws, power vice. grooving attachments; use fastening devices; use measuring, layout and hand tools.
- Skilled in soldering copper pipes; hot air welding on PVC plastics.
- Experience installing and testing low temperature hot water systems (series loop and reverse return); installation of drainage, water lines and fixtures; projects including installation of sprinkler system; installing valves, fittings, hanger supports and sleeving; scaffolding; apply sealant and gaskets.
- Ability to use oxygen and acetylene welding equipment; Hilti powder-actuated tools (Certified for DX 350, DX400B, DX450, DX600N).

Fresh start Program, BCIT, Burnaby, B.C.

September 20XX

- Applied Math, Physics, Communication, Computers, and Study Skills

Pipeline Inspection, Tehran Technical College, Iran (two year program)

May 20XX

RELEVANT WORK EXPERIENCE

BCIT WORK PROJECTS

- Read and interpret drawings, specifications and fire codes to determine layout requirements
- Install clamps, brackets and hangers to support piping system and sprinkler and fire protection equipment, using hand and power tools.
- Select, measure, cut, ram and thread pipe, install sprinkler heads and mount prepared pipe in supports

OTHER WORK EXPERIENCE

Assembler/Packer P/T (Christmas help)

Bakery Sales West Food Ltd, Vancouver, BC

December 20XX

TRADES AND THEIR RESUMÉS

Jim, a master carpenter, had won several awards for his designs and remodel projects with his work frequently featured in Sunset Magazine. I was surprised when Jim wanted to describe his carpentry and design skills as “Good Design Skills.” Now, how great does that sound for a resumé? Not too powerful. Wouldn’t you assume Jim’s skills were excellent if he had won awards and being featured in a national magazine?

I wanted to say that Jim possessed, “Excellent, Award Winning Design Skills.” But he would have none of that and said that statement was just too strong. We spent about 10-15 minutes coming up with a replacement for that one word – excellent. Finally we came up with, “Unique and Innovative, Award Winning Designs.” Jim finally leaned back and said, “Okay, now that feels comfortable.” Like Jim, many tradespeople are only use to describing their skills and experience with terms used within their industry and often feel uncomfortable with descriptions and language outside of their industry. If you have this tendency, you may need to broaden and stretch your comfort zone so that you can use such descriptions and appear better qualified.

Another problem that trades people often face is an erratic work history due to working on a project or contract basis. This had also been another of Jim’s resumé problems. Jim knew he had great carpentry, design, project management and supervisory skills but his chronological resumé just didn’t show them. Take a moment to consider:

Carpenter – Burnstad Homes, 1997 – Present
Kitchen Remodeling Projects – Residential Building Contractors, 1996 – 1997
General Laborer – Asphalt Paving and Excavation, 1996
Cabinetmaker – New Home Kitchens, 1995
Carpenter – Fairland Homes, 1995

Now take a moment and see if your impression of Jim’s skills and abilities do an about face when you read the section below created for his resumé. Does he look much better qualified with significantly higher level skills? Does this new section significantly elevate Jim’s image?

Master Carpenter – Award Winning Designer

Designed innovative remodel and cabinetry work for homes valued up to \$3.5 million, with projects featured in Sunset Magazine.

Commercial and Residential Projects – Cabinetry and Finish Work

Diverse remodel experience includes additions, kitchen, bath, saunas, skylights, decks and tenant improvements ranging in fees from \$150,000 to \$500,000 per project.

Project Management and Supervision of Construction Staff

Managed a full range of trades workers completing light and heavy commercial projects with remodel fees of up to \$1 million per project.

In Summary

If you work in a professional trade and are preparing a resumé be sure to list and categorize your industry experience as in writing Jim’s after resumé. Providing such details shows an employer the depth and breadth of your skills and will result in more interviews and higher salary offers.

Taken from provenresumes.com

Most people have job titles that weaken their image I estimate that at least 85% of all job seekers have job titles unrelated to their current career goals ... and that they are much better off using skill headings rather than job titles to land higher salaries and double and triple their interview rates.



RESUMÉ FEARS

It can be difficult deciding what to include and what to leave out in your resumé. You may have recently graduated from high school and not have had the time to develop a lot of work history, or you may have had a lot of really short jobs you don't want to include. The following are some suggestions of what to include and what to leave out.

Include:

- > All of your jobs if you recently out of high school or have little work experience.
- > All of your experience that is related to your job goal.
- > Volunteer experience if it is related to your job goal or helps prove you have skills.
- > Jobs that aren't related to your old job goal but help show transferable skills or that you have had a steady, stable work history.

Gaps in Work History

- > List your work history by year and the little gaps disappear.
- > Combine similar short jobs.
- > Include volunteer work in your work history.
- > Include training, especially if it relates to your job goal in your work history.

Education and Training

- > List certificates and training that relate to your job goal.
- > If you have a high school diploma, say so.
- > If you recently completed high school, one-two years ago, list courses that show your interest in your job goal.

HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA

- > Check out **NATIONAL OCCUPATIONAL CLASSIFICATION (NOC)** by Human Resource and Skills Development Canada.
- > Use **FUTURE WORKS** for Trade and Technical occupations.
- > Human Resources and Skills Development Canada (hrsdc.gc.ca)
- > Check out British Columbia Trade Occupations Outlook: 2009-2019 (workbc.ca)

Human Resources and Skills Development Canada

- Français
- Home
- Contact Us
- Help
- Search
- canada.gc.ca

[Welcome](#) > [Occupational Structure by Skill Type](#) > Occupational Structure

- **Search the NOC**
 - Search the NOC...
- **NOC**
 - Welcome to NOC
 - About the NOC
 - New @ NOC
 - **Occupational Structure** ←
 - Matrix
 - Tutorial
 - Career Handbook
 - Employers' Handbook
 - FAQ
 - Order Our products
 - Ask Us
 - Need help?
 - Related Sites
 - NOC Code List
- **Our Department**
 - Ministers
 - About Us
 - What's New
 - Newsroom

- Publications and Resources

- **Explore our site**

- Topics
- Policies and Programs
- A to Z Index

Proactive Disclosure

Quick Search

Enter a 4-digit NOC code or your job title.

GO

Detailed Occupational Structure

7 Trades, Transport and Equipment Operators and Related Occupations

Major Group 72/73

Trades and Skilled Transport and Equipment Operators

- **721 Contractors and Supervisors, Trades and Related Workers**
 - [7211 Supervisors, Machinists and Related Occupations](#)
 - [7212 Contractors and Supervisors, Electrical Trades and Telecommunications Occupations](#)
 - [7213 Contractors and Supervisors, Pipefitting Trades](#)
 - [7214 Contractors and Supervisors, Metal Forming, Shaping and Erecting Trades](#)
 - [7215 Contractors and Supervisors, Carpentry Trades](#)
 - [7216 Contractors and Supervisors, Mechanic Trades](#)
 - [7217 Contractors and Supervisors, Heavy Construction Equipment Crews](#)
 - [7218 Supervisors, Printing and Related Occupations](#)
 - [7219 Contractors and Supervisors, Other Construction Trades, Installers, Repairers and Servicers](#)
- **722 Supervisors, Railway and Motor Transportation Occupations**
 - [7221 Supervisors, Railway Transport Operations](#)
 - [7222 Supervisors, Motor Transport and Other Ground Transit Operators](#)
- **723 Machinists and Related Occupations**
 - [7231 Machinists and Machining and Tooling Inspectors](#)
 - [7232 Tool and Die Makers](#)

- **724 Electrical Trades and Telecommunication Occupations**
 - [7241 Electricians \(Except Industrial and Power System\)](#)
 - [7242 Industrial Electricians](#)
 - [7243 Power System Electricians](#)
 - [7244 Electrical Power Line and Cable Workers](#)
 - [7245 Telecommunications Line and Cable Workers](#)
 - [7246 Telecommunications Installation and Repair Workers](#)
 - [7247 Cable Television Service and Maintenance Technicians](#)

- **725 Plumbers, Pipefitters and Gas Fitters**
 - [7251 Plumbers](#)
 - [7252 Steamfitters, Pipefitters and Sprinkler System Installers](#)
 - [7253 Gas Fitters](#)

- **726 Metal Forming, Shaping and Erecting Trades**
 - [7261 Sheet Metal Workers](#)
 - [7262 Boilermakers](#)
 - [7263 Structural Metal and Platework Fabricators and Fitters](#)
 - [7264 Ironworkers](#)
 - [7265 Welders and Related Machine Operators](#)
 - [7266 Blacksmiths and Die Setters](#)

- **727 Carpenters and Cabinetmakers**
 - [7271 Carpenters](#)
 - [7272 Cabinetmakers](#)

- **728 Masonry and Plastering Trades**
 - [7281 Bricklayers](#)
 - [7282 Concrete Finishers](#)
 - [7283 Tilesetters](#)
 - [7284 Plasterers, Drywall Installers and Finishers and Lathers](#)

- **729 Other Construction Trades**
 - [7291 Roofers and Shinglers](#)
 - [7292 Glaziers](#)
 - [7293 Insulators](#)
 - [7294 Painters and Decorators](#)
 - [7295 Floor Covering Installers](#)

- **731 Machinery and Transportation Equipment Mechanics (Except Motor Vehicle)**

- [7311 Construction Millwrights and Industrial Mechanics \(Except Textile\)](#)
 - [7312 Heavy-Duty Equipment Mechanics](#)
 - [7313 Refrigeration and Air Conditioning Mechanics](#)
 - [7314 Railway Carmen/women](#)
 - [7315 Aircraft Mechanics and Aircraft Inspectors](#)
 - [7316 Machine Fitters](#)
 - [7317 Textile Machinery Mechanics and Repairers](#)
 - [7318 Elevator Constructors and Mechanics](#)
- **732 Automotive Service Technicians**
 - [7321 Automotive Service Technicians, Truck and Bus Mechanics and Mechanical Repairers](#)
 - [7322 Motor Vehicle Body Repairers](#)
- **733 Other Mechanics**
 - [7331 Oil and Solid Fuel Heating Mechanics](#)
 - [7332 Electric Appliance Servicers and Repairers](#)
 - [7333 Electrical Mechanics](#)
 - [7334 Motorcycle and Other Related Mechanics](#)
 - [7335 Other Small Engine and Equipment Mechanics](#)
- **738 Printing Press Operators, Commercial Divers and Other Trades and Related Occupations, n.e.c.**
 - [7381 Printing Press Operators](#)
 - [7382 Commercial Divers](#)
 - [7383 Other Trades and Related Occupations](#)
- **745 Longshore Workers and Material Handlers**
 - [7451 Longshore Workers](#)
 - [7452 Material Handlers](#)

Major Group 76

Trades Helpers, Construction Labourers and Related Occupations

- **761 Trades Helpers and Labourers**
 - [7611 Construction Trades Helpers and Labourers](#)
 - [7612 Other Trades Helpers and Labourers](#)



Common menu bar

- Français
- Home
- Contact Us
- Help
- Search
- canada.gc.ca

Breadcrumb

1. [Home](#) >
2. [Skills](#) >
3. [Literacy-Essential Skills](#) >
4. Tools and Resources

Tools and Resources

Tools by Audience

- [Apprentices and Tradespersons](#)
- [Employers and HR Professionals](#)
- [Job Seekers and Workers](#)
- [Trainers and Career Counsellors](#)

Tools by Type

- [Awareness/Inform](#) - information about how literacy and Essential Skills are used
- [Needs Assessments](#) - information about assessing the strengths and areas for improvement of an organization or individual
- [Learning and Training Supports](#) - tools to support skills upgrading and delivery of literacy and Essential Skills training

Profiles

- The [Essential Skills Profiles](#) describe how each of the key Essential Skills are used by workers in a particular job.

Resources

- [OLES Project Database](#)
- [National Adult Literacy Database \(NALD\)](#)
- [Literacy Performance on 2003 Adult Literacy Skills Survey](#)
- [International Adult Literacy Survey \(IALS\) Results](#)

Primary navigation (left column)

Skills

- Trades and Apprenticeship
- Literacy and Essential Skills
 - OLES
 - Definitions
 - Essential Skills Profiles
 - Tools and Resources
 - Funding
- Foreign Credential Recognition
- Foreign Workers
- Labour Market Information
- Labour Mobility
- NOC
- Sector Council Program

WHAT ARE ESSENTIAL SKILLS FOR THE TRADES?

Taken from Human Resources and Skills Development Canada

Essential Skills are skills used in all trades, in different ways and at different levels of complexity. Definitions, common tasks and examples of how each skill is used in various trades are outlined below.

Essential Skills

- > Reading text
- > Writing
- > Numeracy (Math)
- > Oral communication
- > Working with others
- > Computer use
- > Continuous learning
- > Document use

Thinking Skills

- > Problem solving
- > Decision making
- > Critical thinking
- > Job task planning and organizing
- > Significant use of memory
- > Finding information

COVER LETTER IN REPLY TO NEWSPAPER AD

WANTED: APPRENTICE HEAVY DUTY MECHANIC

Must have a good general knowledge of heavy duty: hydraulics, drive components, engines and electrical.

Must be willing to relocate.

Send your resumé to:
Steve Brown
Big Equipment Works
111 Bridge Street
Vancouver, BC V5G 3H2

Jennifer Trade
123 Someplace Nice Avenue
Vancouver, BC V3M 2N6

March 4, 20XX

Steve Brown
Big Equipment Works
111 Bridge Street
Vancouver, BC V5G 3H2

Dear Mr. Brown:

As a graduate of the Heavy Duty Mechanics program at BCIT, I am confident I meet the requirements you outlined in your advertisement in the Vancouver Sun.

The Heavy Duty program at BCIT, includes hands on repair and maintenance of all aspects of heavy duty equipment. My graduation project involved repairing and realigning the drive components on a Freightliner, a Kenworth and a Mac. This work involved team work, diagnostics and attention to detail for which the owner of this equipment commended my team for our work.

My past employers and instructors have given excellent references, which outlines my great safety record and the ability to manage numerous tasks calmly and efficiently. I am constantly updating my heavy duty skills, with projects in my spare time. My latest achievement involved reading an Air Brakes Manual.

Thank you for reviewing my resume, do not hesitate to call me at 604-777-1234, and I would be happy to discuss how my skills and training could be utilized by Big Equipment Works. In addition, I am ready and able to relocate.

Sincerely,

Jennifer Trade

PROSPECTING LETTER

Dave Able
123 Street,
Vancouver, BC
V4T 710

March 3, 20XX

Jim Smith
Copper Industries
Apple Street,
Vancouver, BC
V56 000

Dear Mr. Smith,

I was impressed to read recently in the Vancouver Sun that you have been successful in your bid to expand Copper Industries. This caught my attention and I believe that I have unique talents that could benefit your company. I have enclosed for your review a resume that briefly outlines my professional abilities.

My most recent project was to rebuild and maintain an industrial valve system. This work involved ordering materials and staying within a tight budget and in addition was successful in meeting all project deadlines. The Site manager was impressed with my work and without hesitation has since recommended me for various other projects.

My excellent working knowledge of industrial machinery and power tools will also be a great asset to your company, as well as my ability to work independently or in a team.

Thank you in advance for reviewing my resume. I will call you next week to discuss in more detail, how my millwright skills, training and work experience could be utilized within Copper Industries. Meanwhile do not hesitate to contact me if you wish at 604-422-0000.

Sincerely,

Dave Able

NETWORKING LETTER

Jennifer Trade
123 Someplace Nice Avenue,
Vancouver, BC V3M 2N6

March 4, 20XX

Sheila Jackson
Beta Buy Big Tractors
Zinc Industrial Park
Burnaby, BC V0Z 2P1

Dear Ms. Jackson,

As a recent graduate of BCIT's Heavy Duty Mechanic program, I am impressed with Beta Buy Big Tractors' reputation. While at BCIT, I had many opportunities to work on Beta Buy tractors and have visited your Zinc Industrial Park location.

During one of my visits to Beta Buy, I had the opportunity to talk with Bill, one of your shipper/receivers. Bill mentioned that you had lots of experience in this industry and might be able to assist me in my work search. I would be very interested in having a short, twenty-minute meeting with you, mostly to get your thoughts and expertise about how and where I may find work.

Thank you in advance for your assistance and advise. I will follow up with a phone call at the end of next week. Meanwhile feel free to contact me at 604-000-0000. I will be happy to meet with you at your convenience.

Sincerely,

Jennifer Trade



INTERVIEWS

HOW TO PREPARE FOR AN INTERVIEW

1. Research the company
 - > Most companies want to know if you have done your homework.
2. Rehearse sample questions
 - > This will help you give appropriate responses, reduce nervousness, increase your confidence.
3. Check out the place
 - > Be familiar with the environment.
 - > Know how long it takes to get there; know where to park or what bus to catch.
4. Presentable
 - > Dress appropriately and according to the job for which you are applying.
 - > Take care of your personal hygiene.
 - > When shaking the employer's hand be appropriately firm.
 - > SMILE!
5. Be aware of body language
 - > Sit straight and relax.
 - > Use eye contact.
 - > Use an energetic and enthusiastic tone of voice.
6. 'Ice breaker' techniques
 - > You may have something in common with the interviewer and this is a very good thing. Sports, arts, books, BC weather and traffic are good starters.
 - > Small talk: It relaxes everyone. Remember the employer is nervous too.

7. Emphasize your personal qualities
 - > Remember employers are looking for more than education and skills. They want to know what kind of person you are and will you fit into the company.
 - > Employers are looking for many of these personal qualities – for example: team players, ability to get along well with others, **self-directed, self-motivated and enthusiastic**.
8. Prepare questions to ask at the end of an interview
 - > This shows an interest in the position and it is considered highly unprofessional not to ask questions.
9. After the interview make some notes
 - > Record your strengths, improvements to make, and important information like the interviewers name.
10. A thank you letter can make a big impression.

INTERVIEW ETIQUETTE

You only have one chance to make the first impression, so put your best foot forward.

1. First Impressions
 - > SMILE!
 - > Be on time
 - > Give one arm's length between you and the other person when being introduced.
 - > A firm handshake is appropriate.
 - > Dress up one level of formality higher than you would usually wear to work in your industry.
 - > Be sure to bring good oral hygiene with you.
 - > Demonstrate appreciation and good manners. Don't forget to use please and thank you.
2. Body Language
 - > SMILE!
 - > Relax. Take deep breaths while in the waiting room.
 - > Sit confidently but not too rigid.
 - > Do not cross your legs or arms.
 - > Do not fidget with your hair, a pen, or do other distracting movements.
 - > Make good eye contact
3. Listen
 - > SMILE!
 - > Nod while listening and add the occasional "uh huh, right, I see".
 - > Clarify promptly and politely as necessary.
 - > Paraphrase to summarize questions and scenarios. This gives you time to think of your response and assures your interpretation of what they are asking.
 - > Validate all comments with understanding, even if you are not in agreement.
4. Small Talk:
 - > At interviews, it's safer to let the other person start talking. If you can agree with the first person, try to do so, and SMILE. If it is possible, make your answer brief, and add a question at the end of your reply to ask for their opinion.
 - > Keep it safe by sticking to the weather, traffic, sports, and non-confrontational headlines or current events.

COMMON INTERVIEW QUESTIONS AND SUGGESTIONS

Understanding an employer's purpose for asking them.

Tell me about yourself.

Purpose

- > To put you at ease.
- > To find out if your mind is on what you can offer the employer or if it is on personal concerns that may interfere with your work performance.
- > To learn from you why they should or should not hire you.
- > To learn a little bit about your background.

Answer with your PAWS

- > **Personal** (how do others describe you at work?).
- > **Academic** (what relevant credentials, certificates, degrees do you have?).
- > **Work** Experience (what's your relevant experience?).
- > **Skills** (name your key skills and attributes that meet their needs).

What is your experience with this type of work?

Purpose

- > To see if you understand the main duties of the job for which you are interviewing..
- > To find out if you can effectively do that kind of work.

Suggestions

- > If you have done this kind of work in the past, talk about your achievements.
- > If you have done related work, or had related training, say so and list your transferable skills indicating your motivation and willingness to learn.
- > If you have not done this type of work at all, mention your work-related attributes and skills and quickly indicate your interest in on-the-job training and personal study to upgrade your skills. Express confidence that you can do the job.

Why do you want to work here?

Purpose

- > To find out what you know about the company.
- > To find out if you are genuinely interested in contributing to the company or only want the security, benefits or prestige they offer.

Suggestions

- > Describe what you know about the organization. If you can honestly compliment the company on such points as its reputation, service, product, location, growth, quality or appearance, do so. Indicate the interest and care you have put into collecting background information about the company.
- > Talk about ways you can contribute to the company, NOT "I want" statements.

What are your greatest strengths?

Purpose

- > To discover reasons for hiring you.
- > To find out how well you know yourself.
- > To find out if you believe in yourself and are confident that you are the right person for the position.

Suggestions

- > Briefly mention a couple of your strengths and tell the interviewer how they would be a benefit to his company.
- > Give a clear example from your previous experience to back up what you said above.

What are your weaknesses?

Purpose

- > To discover if you are wrong for the job due to such reasons as a lack of experience or training, poor people skills or laziness, to name a few.
- > To see what steps you are taking to overcome your weaknesses.

Suggestions

- > Describe a positive attribute you have, that makes you “a bit frustrated” when you don’t see it displayed in others.
- > Find a weakness that will not directly affect your work in this new position, but that is still a weakness for you.
- > Honestly state areas you would like to improve or develop and then describe any actions you are taking.

How long have you been out of work?

Purpose

- > To find out if you have a work-ready attitude.
- > To see if you are settled, able to cope and be reliable, and get along with others.
- > To find out what you have been doing with your spare time while you were looking for work.

Suggestions

- > State the length of time it has been since you left your last job, and then mention what actions and activities you have been doing during that time to stay employable.
- > Start a small consulting company, you’re never unemployed.



What was your last employer's opinion of you?

Purpose

- > To find out how you perceive your relationship and performance with your former employer.
- > To compare your opinion with that of your previous employer.
- > To find out reasons to hire or not to hire you.

Suggestions

- > Indicate that you had a good relationship with your employer and mention some of your qualities that your employer mentioned he or she was happy to see. If you have a good written reference or performance evaluation, quote it and have it available in case the interviewer would like to read it.
- > If you left on bad terms, mention that you did not see eye-to-eye on some issues. Then mention the positive aspects of your performance that the employer would likely agree were true.

Have you ever had trouble with your co-workers, etc.?

Purpose

- > To find out if you are an easy or difficult person to work with.
- > To see how you handled difficulties that came up in your last job.

Suggestions

- > Think of a small situation and show how you worked with the other person to overcome the difficulty.

Why did you leave your last job?

Purpose

- > To assess your attitude towards employers, supervisors, policies, organizational changes, or difficult situations.
- > To discover any problems you have had that would be a reason not to hire you.

Suggestions

- > Find something positive to say about your former company (its product, service) and its personnel.
- > Briefly and matter-of-factly state your reason for leaving.
- > If you left on good terms or have a good letter of reference from your last job, say so.
- > If you left on bad terms, keep in mind that your interviewer may check references.
- > Mention what the employers appreciated about you, some of your work achievements and the good relationships you still have with some personnel, and the opportunity you seek for new challenges and career growth and contribution.

How is your health?

Purpose

- > To find out if you will miss work or perform poorly, costing the employer money and time.

Suggestions

- > If you have excellent health, say so.
- > If you are over 45, or if your health may be in doubt, briefly mention any positive points you can make about your fitness, stamina and ability to cope with pressure. Indicate a positive work attitude.
- > If your health is poor, or you have an obvious handicap, or you missed work in the past for physical or mental health reasons, put any doubts to rest by assuring the employer that you are ready for work. If appropriate, have employment and medical references available. Also, ask to demonstrate your ability to perform your work if it is a physical handicap or if you give the appearance of not being able to do the work.

How often were you absent from work in your last job?

Purpose

- > To find out if they can depend on you to be at work.

Suggestions

- > If you had an excellent attendance record, say so. Show enthusiasm for and enjoyment of the field you are in.

Can you work under pressure or tight deadlines?

Purpose

- > To find out about your attitude to pressure and your ability to deal with it.

Suggestions

- > Reply to this with a “yes” if that is true, then give an example from your previous work. Describe what you consider normal deadlines and pressures for the type of work you would be doing.
- > If you cannot cope with pressure, first state some positive strong points (for example your thoroughness, cheerful attitude, punctuality) then add that you prefer knowing deadlines well in advance and work better in that situation.

What is your greatest achievement?

Purpose

- > To discover what you could contribute to the company, if hired.
- > To see if you can recognize and share information about your value to a company.
- > To learn even more reasons to hire you and get your talents working for them.

Suggestions

- > Briefly describe a work-related achievement that shows your knowledge and expertise in the field, or in dealing with people or problem solving. Give specific information about what you did and how you did it.
- > If you are new to the work force or are re-entering it after a long absence, take an example from school, volunteering, part-time work, or recreational challenges. Then show how the skill is transferable to this job. It might, for example, demonstrate quick thinking, flexibility, leadership, creativity or dedication.

What are your long-range goals?

Purpose

- > To discover whether you will stay with the company.
- > To find out what it is that you really want.
- > To identify your career plans.
- > To see if your goals fit in with the company.

Suggestions

- > Keep your answer work-related, with this company in mind.
- > State your interest in and commitment to staying and growing in this field of work.
- > Tell what you intend to do to continue developing yourself and move ahead in the company.

Are you thinking about taking any additional courses?

Purpose

- > To find out if you are interested in continuing to upgrade your skills.
- > To find out about your commitment to working in this field/ company.
- > To discover your career plans and ambitions.

Suggestions

- > Indicate readiness to take any training or upgrading offered or recommended by the employer. Some organizations pay for training.
- > If you are going back to school full-time, be honest.
- > State when this will happen, and then assure the employer of the advantages of hiring you, such as your ability to learn quickly, your reliability, productivity, compatibility and honesty.
- > If you are going back for work-related courses on your own time, say so. Assure the employer that it will not interfere with your productivity and that you are eager to upgrade your skills and stay up-to-date.

ILLEGAL QUESTIONS

Except where there is a genuine occupational requirement, it is discriminatory and contrary to the Human Rights Act for a person or an employer to refuse to employ or to dismiss a person, or to discriminate against a person with respect to any term or condition of employment because of the person's:

- > Race
- > Colour
- > Ancestry
- > Place of origin
- > Political beliefs
- > Religion
- > Marital status
- > Physical or mental disability
- > Age
- > Sex (including pregnancy)
- > Conviction for a criminal or summary conviction charge that is unrelated to the employment.

What kind of salary are you worth?

Purpose

- > To find out how close of a match there is between your salary expectations and the amount the company is willing to offer.
- > To get an idea of what you think you are worth, and to see if you are being realistic, considering current salary ranges and rates.

Suggestions

- > The key to power in negotiating is having information and being able to persuade the other person to “show their hand” first.
- > Give the going pay range for the position.
- > Attempt to delay negotiations until after you have been offered the position.

Do you have any questions?

Purpose

- > Indicate interview almost over.
- > Find out what you are interested in knowing about the position or company.

Suggestions

- > You should have already done some company research before the interview, so asking basic questions like, “What does your company do?” or, “Do you have any other offices?” will not make a favourable impression. Be sure to show that you know something about the company, but that you are motivated to learn more detailed information.
- > Keep questions brief and watch for non-verbal signals from the employer that it is time to end the interview.
- > Be confident and interested, but not demanding or self-serving.



BEHAVIOURAL DESCRIPTIVE QUESTIONS

Education and training are important but the ability to get along with staff, flexibility and willingness to learn new skills are qualities that employers really want.

Many companies increasingly rely on behaviour interviews since they use your previous behaviour to indicate your future performance. In these interviews, employers use standardized methods to mine information relevant to your competency in a particular area or position.

Depending upon the responsibilities of the job and the working environment, you might be asked to describe a time that required:

- > Problem-solving skills
- > Adaptability
- > Leadership
- > Conflict resolution
- > Multi-tasking
- > Initiative
- > Stress management

You will be asked how you dealt with the situations. Your responses require not only reflection, but also organization. To maximize your responses in the behavioural format:

You should have a story for each of your competencies on your résumé as well as those you anticipate the job requires. Prepare stories by identifying context, logically **highlighting your actions** in the situation, and **identifying the results** of your actions. Keep your responses short and present them in less than two minutes. Try not to rely on one story.

BEHAVIOURAL INTERVIEW SAMPLE QUESTIONS

1. Describe a situation in which you were able to use persuasion to convince someone to see things your way.
2. Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
3. Give me a specific example of a time when you used good judgment and logic in solving a problem.
4. Give me an example of a time when you set a goal and were able to meet or achieve it.
5. Tell me about a time when you had to use your presentation skills to influence someone's opinion.
6. Give me a specific example of a time when you had to conform to a policy with which you did not agree.
7. Please discuss an important written document you were required to complete.
8. Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
9. Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
10. Give me an example of a time when you had to make a split second decision.
11. What is your typical way of dealing with conflict? Give me an example.
12. Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
13. Tell me about a difficult decision you've made in the last year.
14. Give me an example of a time when something you tried to accomplish and failed.
15. Give me an example of when you showed initiative and took the lead.
16. Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
17. Give me an example of a time when you motivated others.
18. Tell me about a time when you delegated a project effectively.
19. Give me an example of a time when you used your fact-finding skills to solve a problem.
20. Describe a time when you anticipated potential problems and developed preventive measures.

HOW TO SPOT A BEHAVIOURAL QUESTION – UNDERSTAND COMPETENCY-BASED INTERVIEW SYSTEMS

Before we start preparing for an interview, it is important to understand the method of interviewing that will be used by the interviewer. Behavioural questions are based on the theory that **“past behaviour is the best predictor of future behaviour”**.

What Has Changed?

Recognizing how the labour market has changed – learning how to make those changes work for you – can make the difference between success and failure.

Key Definition

Competency-based interviews are structured and use behavioural questions to help the interviewer assess candidates based on critical competencies identified for the position.

Identify Key Competencies

Most commonly sought competencies:

- > Analytical skills
- > Communication skills (verbal/written/interpersonal)
- > Flexibility/adaptability
- > Initiative/drive/energy
- > Leadership skills
- > Problem-solving skills
- > Teamwork skills
- > Technical/technology skills
- > Time-management skills

**“I not only use all the
brains that I have, but
all that I can borrow.”**

~ Woodrow Wilson

SMART STORIES

How to answer BQ questions with the STAR or SAR concept.

S (Situation) – What was the problem?
T (Task) – Discuss the situation
A (Action) – What action did you take? Use I statements
R (Result) – What was the result of this action?

S (Situation) – What was the problem?
A (Action) – What action did you take. Use I statements.
R (Result) – What was the result of this action?

Note: Spend less time on the Situation and Results. From the interviewer’s perspective, the quality of a behavioural interview response rests in the details (ACTION) of what you did.

Ask for a Job Description

It is important to get a position description prior to the interview. Ask the recruiter or the HR representative who set up the interview to e-mail the position description to you. You might do so with a short e-mail.

KEY COMMON INTERVIEW MISTAKES

1. Unprepared
 - > No knowledge of what company does, company history, values, mission, industry
 - > Unsure of what job and responsibilities are
2. Lack of interest/enthusiasm
 - > No questions asked
 - > Unable to communicate why they are interested in job/company
3. Inappropriate attire
 - > Too casual, too much perfume/cologne/makeup
 - > Rule of thumb: Wear conservative business attire – always!
4. Poor body language
 - > No eye contact/facial expressions
 - > Leaning on the chair/desk/table
 - > Fidgeting
 - > Weak handshake
5. Lack of resumé knowledge
 - > Cannot articulate accomplishments/provide specific examples
 - > Overstated/incorrect work history
6. Lack of punctuality
 - > Being late without reason
 - > Arriving too early
 - > Rule of thumb: Arrive 10 – 15 minutes before scheduled time
7. Unprofessional
 - > Talking negatively about past company/manager/employees
 - > Bragging/displaying arrogance rather than confidence
 - > Rule of thumb: Keep answers concise, two to three minutes
8. Rambling answers
 - > Talking so much that question is not answered
 - > Bragging/displaying arrogance rather than confidence
9. Cell phones
 - > TURN THEM OFF!
10. Poor listening
 - > Missing the point of the question
 - > Responding before the interviewer finishes the question
 - > Not taking notes

ARE YOUR REFERENCES READY?

"The interview went great! They needed someone to start the next day and I told them I was ready. When they called my references, no one was there who remembered me, so I lost out! Now, I am back to job searching!"

Don't let this happen to you. Employers expect you to bring a list of references to any interviews that you may have. Overlooking this fact, or not knowing who to choose as references, can hurt your chances of landing good opportunities.

- > Choose three people who will speak positively about your qualifications and work ethic
- > NEVER assume that they will be willing to be a reference for you without asking them first!
- > Let them know what kind of work you are looking for. This will give them time to prepare their responses and ensure they provide the best possible reference
- > Provide them with a current resumé

Stay in touch with them, and definitely thank them once you are employed.

Who can I approach to be a reference for me?

- > Instructors
- > Practicum / work experience supervisors
- > Previous employment supervisors
- > Previous / current work colleagues
- > Managers of volunteer positions

References from employment and educational pursuits are preferred. However, should you need to, character references are also useful. These would be people who have known you for a long time, and can speak in a professional manner about qualities you possess that are also transferable to the work place (these same qualities are inherent in great friendships!) (e.g. positive aspects of your personality, ability to cooperate with others, being punctual, following up on responsibilities you undertake, being able to count on you whenever needed...).

Some of the people who can be strong character references for you, if you have known them for a long time, include:

- > Parents friends who manage businesses or are in positions of authority
- > Friends or parents who manage businesses, or are in positions of authority
- > Long time personal friends who are successfully employed
- > Family physician or other professional in the community

Your reference sheet should include:

- > A header is to be the same as your resume and cover letter (name, address, and contact information).
TIP: Paste and copy on the three documents.
- > A heading stating "References"
- > A list of references including their name, title, company name, business address and contact information

REFERENCE LIST SAMPLE

Your Name
Address
City, Province, Postal Code
Phone
Cell phone
Email

Reference List

Karen Smith
Human Resources Manager
ABC Company
Address
City, Province, Postal Code
Phone
Email

George Brown
Manager
XYZ Company
Address
City, Province, Postal Code
Phone
Email

Jane Dolan
Personnel Administrator
123 Company
Address
City, Province, Postal Code
Phone
Email



INTERVIEW CHECKLIST

Advance Preparation (two to three days before the interview)

- ☐ I have collected information about the business.
- ☐ I know the first and the last name of the person(s) who will be interviewing me.
- ☐ I know why I want to work for the business.
- ☐ I have prepared some answers to common interview questions.
- ☐ I have prepared a list of questions that I will ask the interviewer.
- ☐ I know exactly where the interview will take place and how long it will take me to get there.
- ☐ I have decided what to wear to the interview.
- ☐ I have scheduled a full night sleep before the interview.

The Day of the Interview

- ☐ I have a copy of my resumé and letters of recommendation (if applicable).
- ☐ I have paper and pen for notes.
- ☐ I have my list of questions.
- ☐ I have paid special attention to personal hygiene and my choice of clothing.

The Interview – Travel Time and Arrival

- ☐ I am leaving early in case of traffic jams, parking challenges or unforeseen problems. I plan to arrive 10 minutes early.
- ☐ I am relaxed, friendly and business-like with everyone I meet.
- ☐ I introduce myself to the receptionist, and confirm my appointment.

The Interview – Setting the Scene

- ☐ I greet the interviewer by name and shake their hand.
- ☐ I maintain positive body language (e.g. I maintain eye contact and I don't cross my arms).

The Interview – Exchanging Information

- ☐ I stay on topic and ask for clarification where necessary and when appropriate.

The Interview – Conclusion

- ☐ I ask any suitable questions that have not already been answered.
- ☐ I summarize, with enthusiasm, my interest in the position and business.
- ☐ I confirm, if already noted, their response date.
- ☐ I state my appreciation for the interview, shake hands and say goodbye.

INTERVIEW EVALUATION FORM

Applicant					Date
Position					
	Poor	Fair	Proficient	Very Good	Excellent
Greeted interviewer/stated name					
Made good first impression					
Attitude					
Dressed appropriately					
Firm handshake					
Eye contact					
Level of interest					
Friendliness					
Enthusiasm					
Confidence					
Knowledge of job/company					
Education/training					
Related experience					
Answered questions well					
Answers focused on strengths					
Team skills					
Customer service skills					
Communication skills					
Non-verbal (posture, hand gestures, didn't fidget)					
Listening skills					
Leadership skills					
Copying ability (stress, conflict, time demands)					
Self motivation/goals					
Judgment/decision making					
Organization/planning skills					
Appearance					
Made 30 second self commercial					
Asked good work questions					
Strong/lasting impression					
Thanked interviewer					
Comments					
Recommendation: Based upon the observations made above and the applicant's interview and qualification, do you think the person should be further considered for this position? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> With Reservations					
Interviewer's Signature					

NOTES

NOTES

[illegible]

[illegible]

NOTES

[illegible]

**BRITISH COLUMBIA
INSTITUTE OF TECHNOLOGY**

**3700 WILLINGDON AVENUE
BURNABY, BRITISH COLUMBIA
CANADA, V5G 3H2**

bcit.ca/eJobs

SCAN THIS CODE TO
GO DIRECTLY TO OUR
WEB PAGE.



© 2011 British Columbia Institute of Technology
Work Search Seminar booklet developed by Carol Penstock, 2011.

Student Employment Services
FOUNDATIONS: ELTT AND BEYOND Seminar Booklet

